Share Risk Control’s knowledge with your customers.

Did you know that Risk Control’s website gives policyholders access to more than 1,500 safety and loss prevention resources? Have you taken the opportunity to leverage these resources (developed by our Risk Control specialists and consultants) to get answers policyholders need quickly, any time of the day?

Risk Control’s website - travelers.com/riskcontrol - offers you and your clients a great way to obtain relevant and timely risk control information that can help identify and manage important risks.

Using our website and online products, such as Travelers Virtual Risk Manager® and TravSources®, can help your customers to:

- Understand important site-specific exposures
- Evaluate their safety practices and obtain a customized action plan
- Make better informed, more effective risk management decisions

Preview our Website

We encourage our agents and brokers to become familiar with all our website has to offer. Although agents will need to access our secured site through Agent HQSM, (see “Agent/Broker Access to Risk Control Customer Portal” instructions) customers can gain access through our public home page.

Public Area of Site

Visit this area to see how customers gain access to the website at travelers.com/riskcontrol. Here, customers can preview our Web offerings before registering. Some of the highlights on our public page include:

- virtual tours that highlight Risk Control’s capabilities, website content and our industrial hygiene laboratory;
- overviews and samples of our various products and services; and
- the opportunity to register to gain access to our Risk Control Customer Portal, which includes more than 1,500 tools and resources available exclusively to Travelers’ policyholders.

Two particularly helpful resources on the "Risk Management Resources" section of the public page include the Risk Control Services Quick Card and the Risk Management Puzzle.

Risk Control Services Quick Card

The Risk Control Services Quick Card provides a snapshot of our products and services in one easy-to-use chart. From self-service offerings for small businesses to a broad range of full-service capabilities for larger organizations, this card can help your clients identify the products and services that interest them most.

Risk Management Puzzle

Our Risk Management Puzzle introduces users to our recommended four-step approach to risk management for any business, regardless of size or industry. Within each step, we provide a suggested action plan with helpful resources to assist in developing a company-specific risk management process.

Secure Customer Area

Customers are required to log on to gain access to the secure side of the Customer Portal, which contains more than 1,500 products and resources. For first time users, a simple registration is required.

Once signed in, registered users have 24/7 access to a wide array of safety and risk management information, as well as educational and training opportunities, including:

- TravSources®, a one-stop shop for Risk Control’s collections of resources packaged by industry and/or topic;
- Travelers Virtual Risk Manager®, an online self-assessment tool that helps identify safety performance gaps across a broad spectrum of risks and delivers a customized action plan to assist in addressing safety needs;
- Getting Started, a small business section to help companies build the foundation for an effective safety management program;
- Education Center, a wide selection of classroom, Webinar and computer-based training courses, as well as multimedia products, many of which are provided at no cost;
Website: Resources for Agents and Brokers

> MSDSonline®, an industry-leading database of 3.5 million Material Safety Data Sheets (MSDSs) that Travelers’ customers can access, search, locate, save and print free of charge; and

> Travelers Industrial Hygiene Laboratory resources, tools to help identify and address biological, chemical and physical agents related to occupational health risks.

Agent/Broker Access to the Risk Control Customer Portal

Agents and brokers can obtain full access to Risk Control’s extensive portfolio of products and services by logging into Agent HQ. Once logged in, you can find a direct link to the Risk Control Customer Portal in the Agent HQ site navigation.

If you are an agent who would like to get access to our online tools, please give us a call at 1.800.842.2522.

After previewing the site, we recommend that you encourage your customers to register with Travelers. To help you, we have developed two tools: the Customer website brochure (A0048) and the Registration Quick Guide (A0048). You can find the brochure by typing “A0048” and the Registration Guide by typing “A0048” in the search function at the top of the home page of the Risk Control Customer Portal.

For More Information
Visit Agent HQ™ and go to the Risk Control Customer Portal or email Ask-Risk-Control@travelers.com.