TRAVELERS

SECOND QUARTER 2023 RESULTS

July 20, 2023

LONG-TERM FINANCIAL STRATEGY

Meaningful and sustainable competitive advantages

Generation of top-tier earnings and capital substantially in excess of growth needs

Balanced approach to rightsizing capital and growing book value per share over time

CREATE SHAREHOLDER VALUE

Objective: **Mid-Teens Core ROE *Over Time***

SECOND QUARTER 2023 OVERVIEW

Travelers Reports Second Quarter and Year-to-Date Results

Second Quarter 2023 Net Loss per Diluted Share of $0.07

Second Quarter 2023 Core Income per Diluted Share of $0.06

- Second quarter net loss of $14 million and core income of $15 million.
- Consolidated combined ratio of 106.5%.
- Catastrophe losses of $1.481 billion pre-tax compared to $746 million pre-tax in the prior year quarter.
- Consolidated underlying combined ratio improved 1.7 points compared to the prior year quarter to an excellent 91.1%.
- Record net written premiums of $10.318 billion, up 14% compared to the prior year quarter.
- Very strong production in all three segments, including renewal premium change in Business Insurance which accelerated to a record 12.8%.
- Total capital returned to shareholders of $633 million, including $400 million of share repurchases.
- Book value per share of $95.46, down 1% from June 30, 2022, driven by higher interest rates; adjusted book value per share of $115.45, up 3% over June 30, 2022.
- Board of Directors declares regular cash dividend of $1.00 per share.

CONSOLIDATED PERFORMANCE

($ in millions, except per share amounts, after-tax, except for premiums)

	SECOND QUARTER			YEAR-TO-DATE		
	2023	**2022**	**Change**	**2023**	**2022**	**Change**
Core income	**$ 15**	**$ 625**	**(98) %**	**$ 985**	**$ 1,662**	**(41) %**
per diluted share	*$ 0.06*	*$ 2.57*	*(98) %*	*$ 4.19*	*$ 6.81*	*(38) %*
Included the following items:						
Net favorable prior year reserve development	$ 47	$ 229		$ 130	$ 351	
Catastrophes, net of reinsurance	(1,171)	(587)		(1,593)	(714)	
Total items	**$ (1,124)**	**$ (358)**		**$ (1,463)**	**$ (363)**	
Loss and loss adjustment expense ratio	77.9 %	69.3 %		72.4 %	65.8 %	
Underwriting expense ratio	28.6	29.0		28.7	29.0	
Combined ratio [1]	**106.5 %**	**98.3 %**	**(8.2) pts**	**101.1 %**	**94.8 %**	**(6.3) pts**
Net favorable prior year reserve development	0.7	3.5		0.9	2.7	
Catastrophes, net of reinsurance	(16.1)	(9.0)		(11.2)	(5.5)	
Underlying combined ratio	**91.1 %**	**92.8 %**	**1.7 pts**	**90.8 %**	**92.0 %**	**1.2 pts**
Net written premiums	**$ 10,318**	**$ 9,020**	**14 %**	**$ 19,714**	**$ 17,387**	**13 %**
Change in total net written premiums excluding the impact of changes in foreign exchange rates			**15 %**			**14 %**

[1] A favorable impact to the combined ratio is indicated as a positive item, and an unfavorable impact is indicated as a negative item.

VERY STRONG FINANCIAL POSITION

($ and shares in millions, except per share amounts)

	June 30, 2023	December 31, 2022
Debt	$ 8,031	$ 7,292
Common equity [1]	26,431	26,458
Total capital [1]	$ 34,462	$ 33,750
Debt-to-capital [1]	23.3%	21.6%
Common shares outstanding	228.9	232.1
Book value per common share	$ 95.46	$ 92.90
Adjusted book value per common share [1]	$ 115.45	$ 114.00
Tangible book value per common share [1, 2]	$ 97.14	$ 96.00
Statutory capital and surplus	$ 22,934	$ 23,677
Holding company liquidity	$ 1,972	$ 1,452

Capital

- Continued strong capitalization to support the Company's business operations.
- Repurchased 2.2 million shares in second quarter 2023 for a total cost of $400 million.
- Dividends in the second quarter were $233 million.

Leverage

- Issued $750 million of 5.45% 30-year senior notes to fund business growth.
- Debt-to-capital ratio[1] of 23.3% comfortably within target range of 15% - 25%.
- Next maturing long-term debt of $200 million in April 2026.

Very high-quality investment portfolio

- Fixed maturities average weighted quality: Aa2, AA.
- Fixed maturities at or above investment grade: 98.7%.

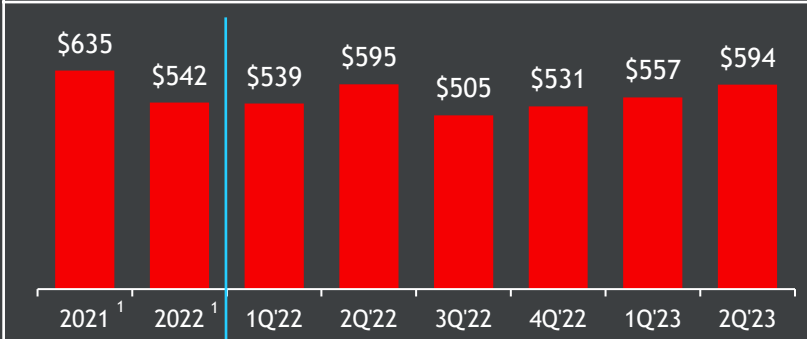
[1] Excludes net unrealized investment gains (losses), net of tax, included in shareholders' equity.

[2] Excludes the after-tax value of goodwill and other intangible assets.

NET INVESTMENT INCOME

($ in millions, after-tax)

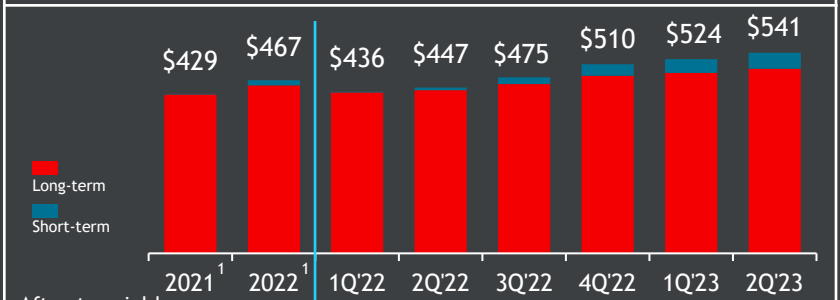
TOTAL



After-tax yield

3.0%	2.5%	2.5%	2.7%	2.3%	2.4%	2.5%	2.7%

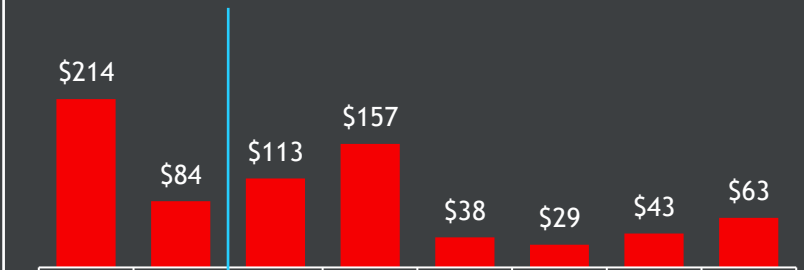
FIXED INCOME[2]



After-tax yield

Total	2.2%	2.3%	2.2%	2.2%	2.3%	2.5%	2.5%	2.6%
Short-term	0.1%	1.7%	0.2%	0.9%	2.1%	3.4%	4.3%	4.7%
Long-term	2.3%	2.3%	2.3%	2.3%	2.4%	2.4%	2.5%	2.5%

NON-FIXED INCOME[2]



After-tax yield

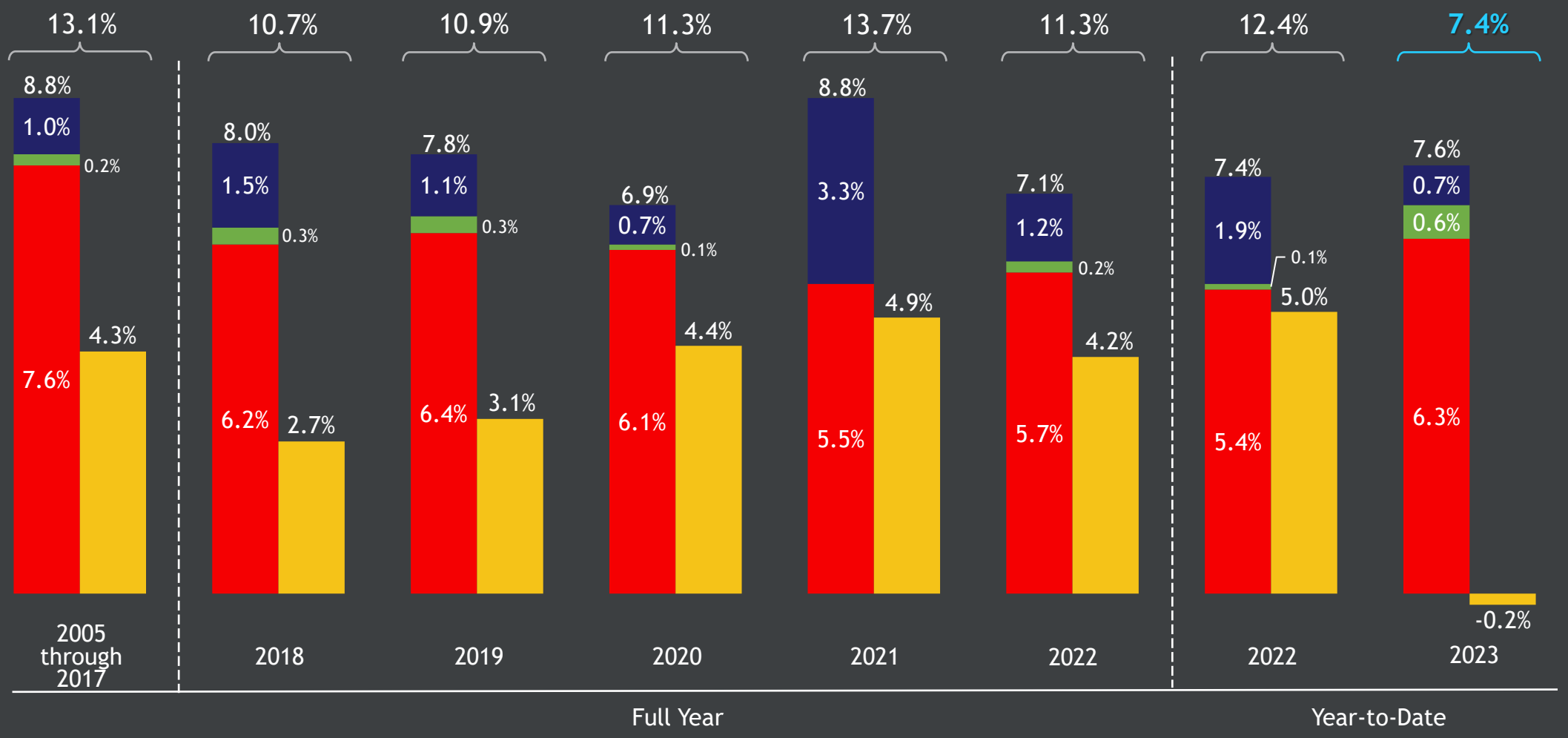
15.2%	5.5%	7.5%	10.2%	2.5%	1.9%	2.8%	4.0%

Second Quarter 2023 vs. Prior Year Quarter Commentary

- Net investment income (NII) from the long-term and short-term fixed income portfolios increased due to a higher average yield and growth in average invested assets
- NII from the non-fixed income portfolio decreased from the prior year quarter, primarily due to lower private equity and real estate partnership returns (non-fixed income returns are generally reported on a one-quarter lagged basis)

[1] 2021 and 2022 data represent quarterly average.
[2] Excludes investment expenses.

LEADING CORE RETURN ON EQUITY AT INDUSTRY-LOW VOLATILITY



BUSINESS INSURANCE PERFORMANCE

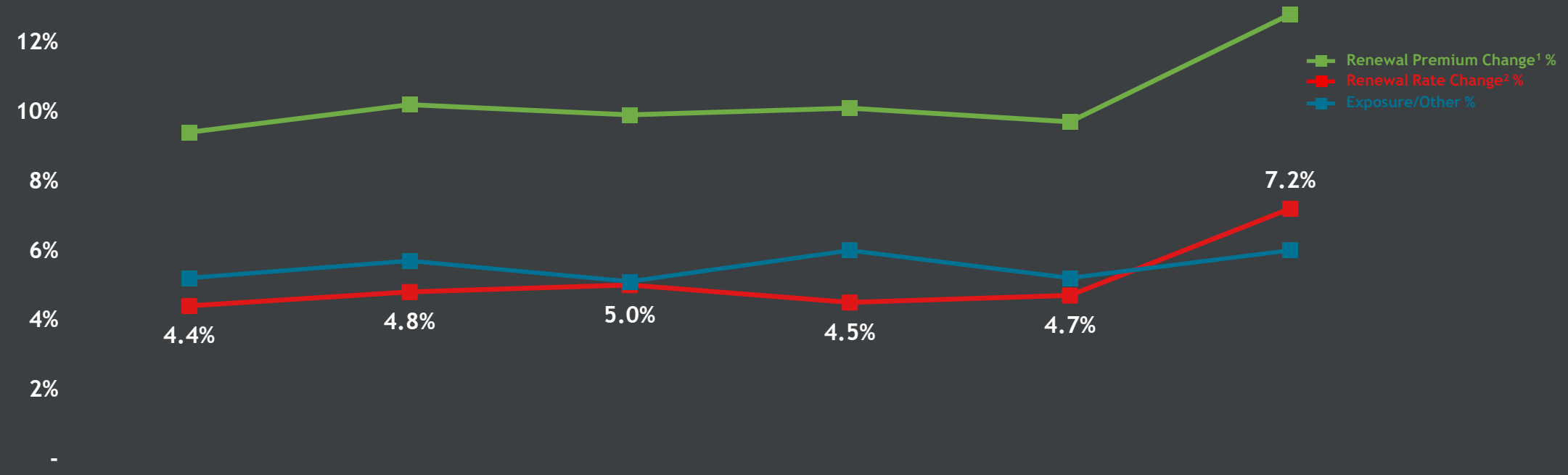
($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2023	2022	Change	2023	2022	Change
Segment income	$ 402	$ 666	(40) %	$ 1,158	$ 1,335	(13) %
Loss and loss adjustment expense ratio	70.0 %	63.0 %		66.9 %	61.9 %	
Underwriting expense ratio	30.1	30.2		30.0	30.2	
Combined ratio [1]	100.1 %	93.2 %	(6.9) pts	96.9 %	92.1 %	(4.8) pts
Net favorable (unfavorable) prior year reserve development	(2.2)	4.8		(0.9)	3.8	
Catastrophes, net of reinsurance	(8.5)	(5.6)		(6.5)	(3.8)	
Underlying combined ratio	89.4 %	92.4 %	3.0 pts	89.5 %	92.1 %	2.6 pts
Net written premiums						
Domestic						
Select Accounts	$ 883	$ 807	9 %	$ 1,791	$ 1,626	10 %
Middle Market	2,618	2,329	12	5,544	4,945	12
National Accounts	277	240	15	571	543	5
National Property and Other	862	690	25	1,452	1,187	22
Total Domestic	4,640	4,066	14	9,358	8,301	13
International	535	307	74	974	574	70
Total Business Insurance	$ 5,175	$ 4,373	18 %	$ 10,332	$ 8,875	16 %
Change in total net written premiums excluding the impact of changes in foreign exchange rates			18 %			17 %

[1] A favorable impact to the combined ratio is indicated as a positive item, and an unfavorable impact is indicated as a negative item.

DOMESTIC BUSINESS INSURANCE (EX. NATIONAL ACCOUNTS)

ILLUSTRATIVE BUSINESS STATISTICS

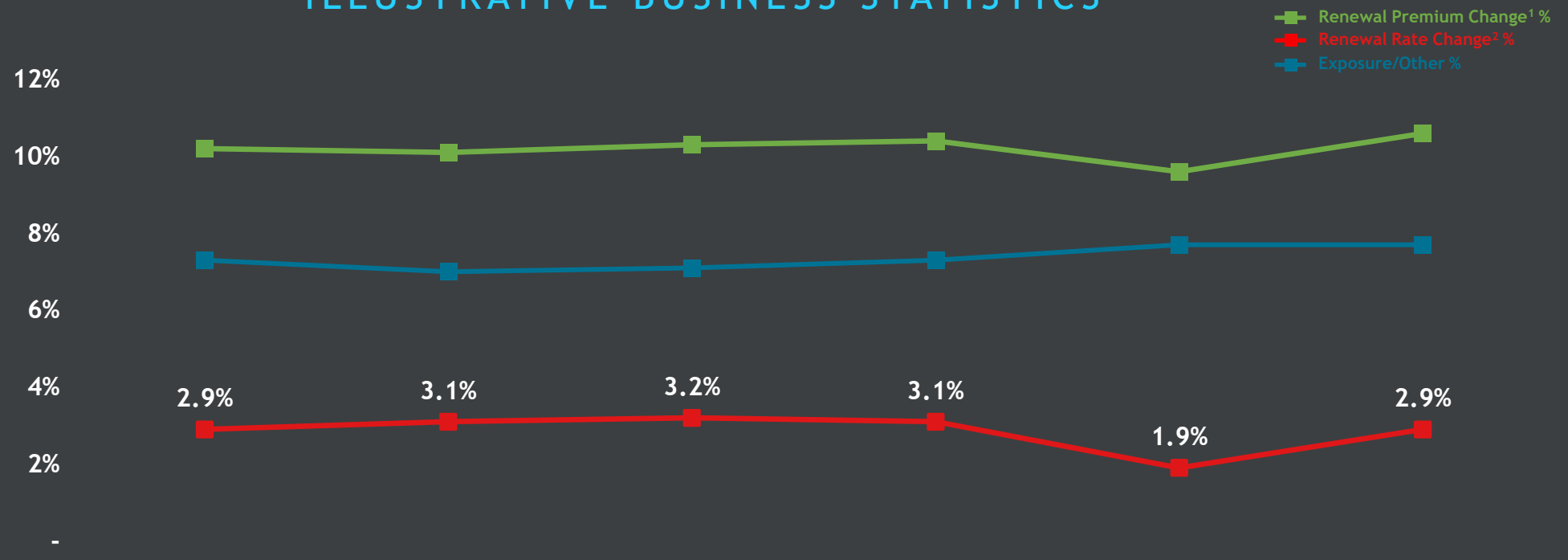


($ in millions)	1Q'22	2Q'22	3Q'22	4Q'22	1Q'23	2Q'23
Retention	86%	86%	86%	87%	87%	88%
Renewal premium change[1]	9.4%	10.2%	9.9%	10.1%	9.7%	12.8%
New business	$551	$495	$503	$556	$640	$671

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

DOMESTIC BUSINESS INSURANCE: SELECT ACCOUNTS

ILLUSTRATIVE BUSINESS STATISTICS

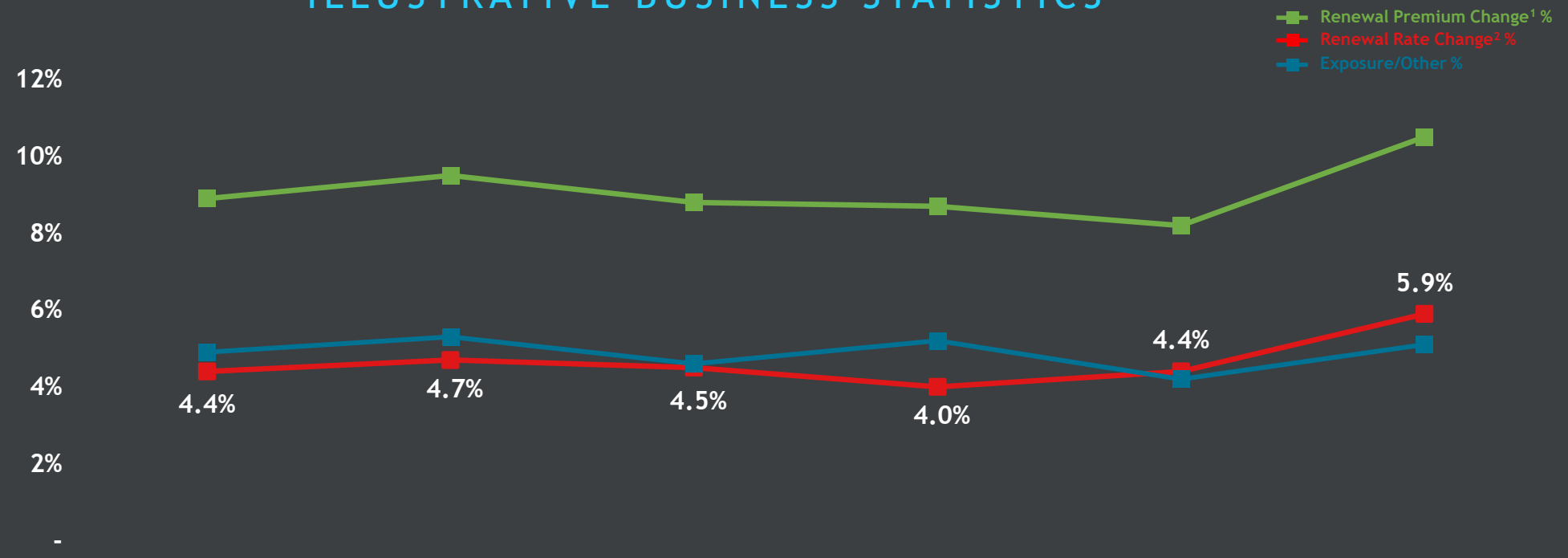


($ in millions)	1Q'22	2Q'22	3Q'22	4Q'22	1Q'23	2Q'23
Retention	83%	83%	83%	83%	84%	84%
Renewal premium change[1]	10.2%	10.1%	10.3%	10.4%	9.6%	10.6%
New business	$110	$107	$95	$99	$128	$137

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

DOMESTIC BUSINESS INSURANCE: MIDDLE MARKET

ILLUSTRATIVE BUSINESS STATISTICS



($ in millions)	1Q'22	2Q'22	3Q'22	4Q'22	1Q'23	2Q'23
Retention	89%	88%	89%	90%	89%	90%
Renewal premium change[1]	8.9%	9.5%	8.8%	8.7%	8.2%	10.5%
New business	$324	$277	$270	$340	$384	$366

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

BOND & SPECIALTY INSURANCE PERFORMANCE

($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2023	2022	Change	2023	2022	Change
Segment income	$ 230	$ 228	1 %	$ 437	$ 445	(2) %
Loss and loss adjustment expense ratio	39.8 %	38.5 %		41.4 %	40.7 %	
Underwriting expense ratio	37.3	35.5		37.1	35.3	
Combined ratio [1]	**77.1 %**	**74.0 %**	**(3.1) pts**	**78.5 %**	**76.0 %**	**(2.5) pts**
Net favorable prior year reserve development	13.0	8.6		9.9	6.5	
Catastrophes, net of reinsurance	(2.3)	(0.4)		(1.5)	(0.3)	
Underlying combined ratio	**87.8 %**	**82.2 %**	**(5.6) pts**	**86.9 %**	**82.2 %**	**(4.7) pts**
Net written premiums						
Domestic						
Management Liability	$ 541	$ 533	2 %	$ 1,052	$ 1,038	1 %
Surety	293	287	2	550	544	1
Total Domestic	834	820	2	1,602	1,582	1
International	130	142	(8)	248	262	(5)
Total Bond & Specialty Insurance	**$ 964**	**$ 962**	**– %**	**$ 1,850**	**$ 1,844**	**– %**
Change in total net written premiums excluding the impact of changes in foreign exchange rates			1 %			1 %

[1] A favorable impact to the combined ratio is indicated as a positive item, and an unfavorable impact is indicated as a negative item.

DOMESTIC BOND & SPECIALTY INSURANCE

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2022				2023	
	1Q	2Q	3Q	4Q	1Q	2Q
Management Liability [1]						
Retention	85%	88%	89%	90%	89%	91%
Renewal premium change [2]	12.4%	9.7%	9.3%	6.0%	5.2%	3.7%
New business	$55	$63	$61	$57	$68	$70

[1] Domestic only, excludes surety and other products that are generally sold on a non-recurring, project specific basis.
[2] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

PERSONAL INSURANCE PERFORMANCE

($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2023	2022	Change	2023	2022	Change
Segment income (loss)	**$ (538)**	**$ (193)**	**NM**	**$ (455)**	**$ 32**	**NM**
Loss and loss adjustment expense ratio	97.4 %	85.4 %		87.1 %	77.6 %	
Underwriting expense ratio	24.6	25.8		24.9	25.8	
Combined ratio [1]	**122.0 %**	**111.2 %**	**(10.8) pts**	**112.0 %**	**103.4 %**	**(8.6) pts**
Net favorable prior year reserve development	1.2	0.5		1.0	0.3	
Catastrophes, net of reinsurance	(29.1)	(15.6)		(19.5)	(9.2)	
Underlying combined ratio	**94.1 %**	**96.1 %**	**2.0 pts**	**93.5 %**	**94.5 %**	**1.0 pts**
Net written premiums						
Domestic						
Automobile	$ 1,823	$ 1,629	12 %	$ 3,477	$ 3,125	11 %
Homeowners and Other	2,173	1,868	16	3,738	3,212	16
Total Domestic	3,996	3,497	14	7,215	6,337	14
International	183	188	(3)	317	331	(4)
Total Personal Insurance	**$ 4,179**	**$ 3,685**	**13 %**	**$ 7,532**	**$ 6,668**	**13 %**
Change in total net written premiums excluding the impact of changes in foreign exchange rates			**14 %**			**13 %**

[1] A favorable impact to the combined ratio is indicated as a positive item, and an unfavorable impact is indicated as a negative item.
Note: NM = Not meaningful.

PERSONAL INSURANCE PERFORMANCE

	SECOND QUARTER			YEAR-TO-DATE		
	2023	2022	Change	2023	2022	Change
Automobile						
Loss and loss adjustment ratio	86.0 %	80.9 %		83.9 %	78.4 %	
Underwriting expense ratio	22.4	23.4		22.7	23.5	
Combined ratio [1]	**108.4 %**	**104.3 %**	**(4.1) pts**	**106.6 %**	**101.9 %**	**(4.7) pts**
Net unfavorable prior year reserve development	(0.2)	(0.3)		(0.3)	(0.3)	
Catastrophes, net of reinsurance	(4.7)	(2.2)		(2.9)	(1.3)	
Underlying combined ratio	**103.5 %**	**101.8 %**	**(1.7) pts**	**103.4 %**	**100.3 %**	**(3.1) pts**
Homeowners and Other						
Loss and loss adjustment ratio	108.2 %	89.9 %		90.1 %	76.8 %	
Underwriting expense ratio	26.9	28.1		27.1	28.1	
Combined ratio [1]	**135.1 %**	**118.0 %**	**(17.1) pts**	**117.2 %**	**104.9 %**	**(12.3) pts**
Net favorable prior year reserve development	2.4	1.3		2.2	1.0	
Catastrophes, net of reinsurance	(52.3)	(29.0)		(35.4)	(17.3)	
Underlying combined ratio	**85.2 %**	**90.3 %**	**5.1 pts**	**84.0 %**	**88.6 %**	**4.6 pts**

[1] A favorable impact to the combined ratio is indicated as a positive item, and an unfavorable impact is indicated as a negative item.

DOMESTIC PERSONAL INSURANCE

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2022				2023	
	1Q	2Q	3Q	4Q	1Q	2Q
Automobile						
Retention [1]	85%	84%	84%	83%	81%	**81%**
Renewal premium change [2]	4.1%	7.3%	9.6%	12.9%	14.0%	**16.1%**
Policies in force (in thousands)	2,972	3,008	3,053	3,051	3,021	**2,999**
• Sequential quarter growth	1%	1%	1%	- %	(1%)	**(1%)**
• Year over year growth	6%	5%	5%	4%	2%	**- %**
New business	$290	$318	$356	$270	$277	**$297**
Homeowners and Other						
Retention [1]	85%	85%	84%	85%	83%	**84%**
Renewal premium change [2]	12.0%	13.2%	13.8%	14.2%	19.9%	**19.2%**
Policies in force (in thousands)	6,051	6,108	6,142	6,153	6,134	**6,139**
• Sequential quarter growth	1%	1%	1%	- %	- %	**- %**
• Year over year growth	6%	5%	4%	3%	1%	**1%**
New business	$258	$316	$327	$284	$258	**$321**

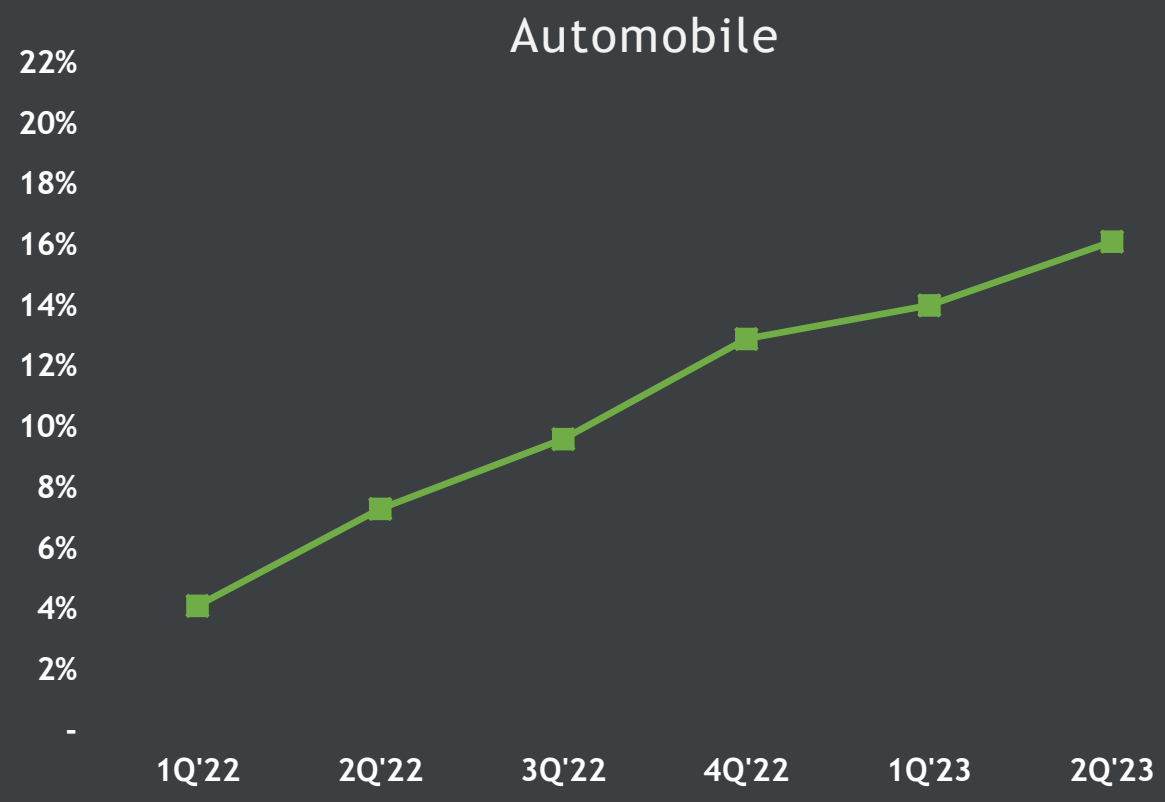
[1] The ratio of expected number of renewal policies that will be retained throughout the annual policy period to the number of available renewal base policies.

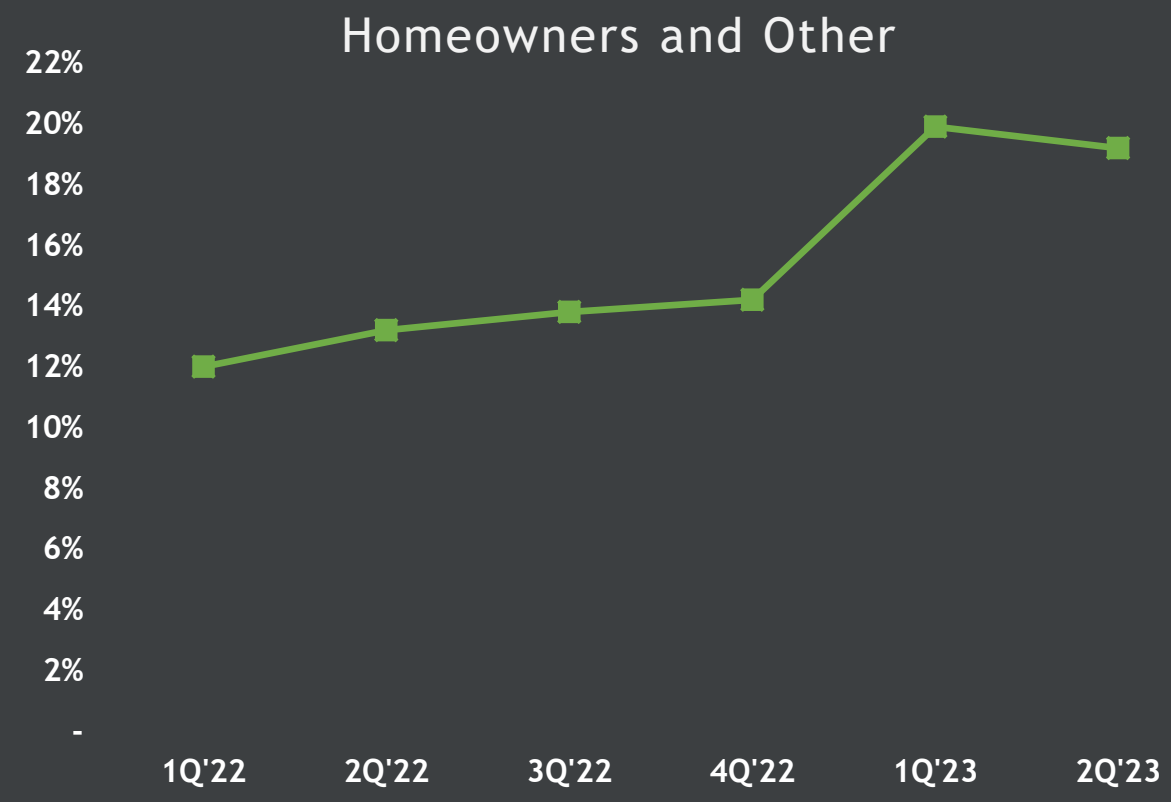
[2] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.

Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

DOMESTIC PERSONAL INSURANCE

RENEWAL PREMIUM CHANGE[1]





[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

TOTAL INTERNATIONAL INSURANCE

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2022				2023	
	1Q	2Q	3Q	4Q	1Q	2Q
International [1]						
Retention	81%	85%	80%	84%	84%	**85%**
Renewal premium change [2]	10.1%	9.4%	9.4%	7.5%	7.6%	**7.7%**
New business	$82	$80	$69	$85	$90	**$90**

[1] Excludes 2023 quota share arrangement with Fidelis, surety and other products that are generally sold on a non-recurring, project specific basis.
[2] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

APPENDIX

2023 CATASTROPHE REINSURANCE

Catastrophe Bonds – Long Point Re IV Ltd.

- $575 million aggregate principal was placed in May 2022 and the attachment point was reset in May 2023
  - The reinsurance agreement provides single occurrence coverage to the Company through May 24, 2026 for certain property losses on specified lines of business from tropical cyclones, earthquakes, severe thunderstorms or winter storms from Virginia to Maine. The attachment point and maximum limit will be reset annually to adjust the expected loss of the layer within a predetermined range. For the period from May 25, 2023 through and including May 24, 2024, this treaty provides up to $575 million, subject to a $2.48 billion retention.

Personal Insurance Hurricane Catastrophe Excess-of-Loss Reinsurance Treaty

- On July 1, 2023, the Company entered into a new treaty which provides for up to $500 million part of $1.00 billion of coverage for a single event, subject to a $1.75 billion retention (i.e., for every dollar of loss between $1.75 billion and $2.75 billion this treaty provides 50 cents of coverage), for homeowners property losses arising from a hurricane or tropical storm for the period from July 1, 2023 through and including June 30, 2024. The treaty covers the United States coastal states from Texas to Maine, excluding Florida.

Northeast Property Catastrophe Excess-of-Loss Reinsurance Treaty

- $850 million of coverage, subject to a $2.50 billion retention was renewed effective July 1, 2023
  - The reinsurance agreement provides coverage to the Company for losses arising from a single occurrence and allows one reinstatement. Coverage is provided on an all perils basis, including but not limited to hurricanes, tornadoes, hail storms, earthquakes, winter storms and/or freeze losses (coverage is included for terrorism events in limited circumstances). Coverage for cyber events applies only in limited circumstances, and coverage for communicable disease and nuclear, biological and radiological terrorism attacks is excluded from this treaty. The treaty covers territory from Virginia to Maine for the period from July 1, 2023 through and including June 30, 2024. Losses from a covered event anywhere in North America and waters contiguous thereto may be used to satisfy the retention. Recoveries under the catastrophe bonds (if any) would be first applied to reduce losses subject to this treaty.

- The following additional catastrophe reinsurance agreements were effective July 1, 2023:
  - Middle Market Earthquake Catastrophe Excess-of-Loss Reinsurance Treaty
  - Canadian Property Catastrophe Excess-of-Loss Reinsurance Treaty
- The following additional catastrophe reinsurance agreements remain in effect:
  - Corporate Catastrophe Excess-of-Loss Reinsurance Treaty
  - Personal Insurance Earthquake Catastrophe Excess-of-Loss Reinsurance Treaty
  - Other International Reinsurance Treaties

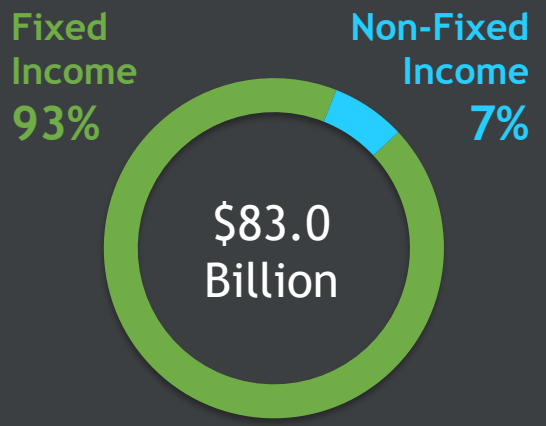
For further information regarding these additional agreements, see the "Catastrophe Reinsurance" section of "Part 1 – Item 1 – Business" in the Company's Annual Report on Form 10-K for the year ended December 31, 2022 and in the "Catastrophe Reinsurance Coverage" section of Management's Discussion and Analysis of Financial Condition and Results of Operations in the Company's Quarterly Report on Form 10-Q for the quarter ended June 30, 2023, in each case, as updated by our subsequent periodic filings with the SEC.

WELL-DEFINED AND CONSISTENT INVESTMENT PHILOSOPHY

($ in millions, as of June 30, 2023, unless otherwise noted)

Investment Income reliable contributor to results

Total Investments



After-Tax Yield	2Q'23	FY'22
Long-Term Securities	2.5%	2.3%
Short-Term Securities	4.7%	1.7%
Total Fixed Income	**2.6%**	**2.3%**
Non-Fixed Income	4.0%	5.5%
Total Investments	**2.7%**	**2.5%**

Fixed Income Portfolio	Rating		%
Corporates[1]	A2	$ 32,429	42%
Municipal	Aaa/Aa1	29,429	38%
U.S. Government & Agencies	Aaa/Aa1	6,074	8%
Short-Term Securities	A1/P1	3,892	5%
Mortgage-Backed Securities	Aaa/Aa1	4,252	6%
Foreign Governments	Aaa/Aa1	1,028	1%
Total Fixed Income	Aa2	$ 77,104	100%

Non-Fixed Income Portfolio		%
Private Equity Funds	$ 2,833	48%
Real Estate & Real Estate Partnerships	1,801	31%
Hedge Funds & Other	648	11%
Equity Securities	587	10%
Total Non-Fixed Income	$ 5,869	100%

% Fixed Maturities by Rating[2]	
Aaa	45%
Aa	22%
A	19%
Baa	13%
Total Investment Grade	99%
Below Investment Grade	1%

[1] Includes $1.07 billion of Commercial Mortgage-Backed Securities with an Aaa rating and $516 million of Asset-Backed Securities with an Aa1 rating.

[2] Rated using external rating agencies or by Travelers when a public rating does not exist. Ratings shown are the higher of the rating of the underlying issuer or the insurer in the case of securities enhanced by third-party insurance for the payment of principal and interest in the event of issuer default. Below investment grade assets refer to securities rated "Ba" or below

INVESTMENT PORTFOLIO — COMMERCIAL REAL ESTATE

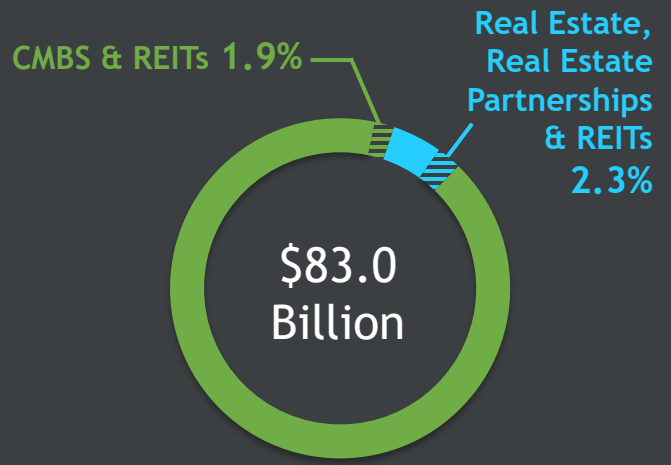
($ in millions, as of June 30, 2023, unless otherwise noted)

High quality, well-diversified holdings

Total Investments

Fixed Income 93%

Non-Fixed Income 7%



Fixed Income	Rating[1]		% of Total Investments
Commercial Mortgage-Backed Securities	Aaa	$1,065	1.3%
REITs	A3	$477	0.6%

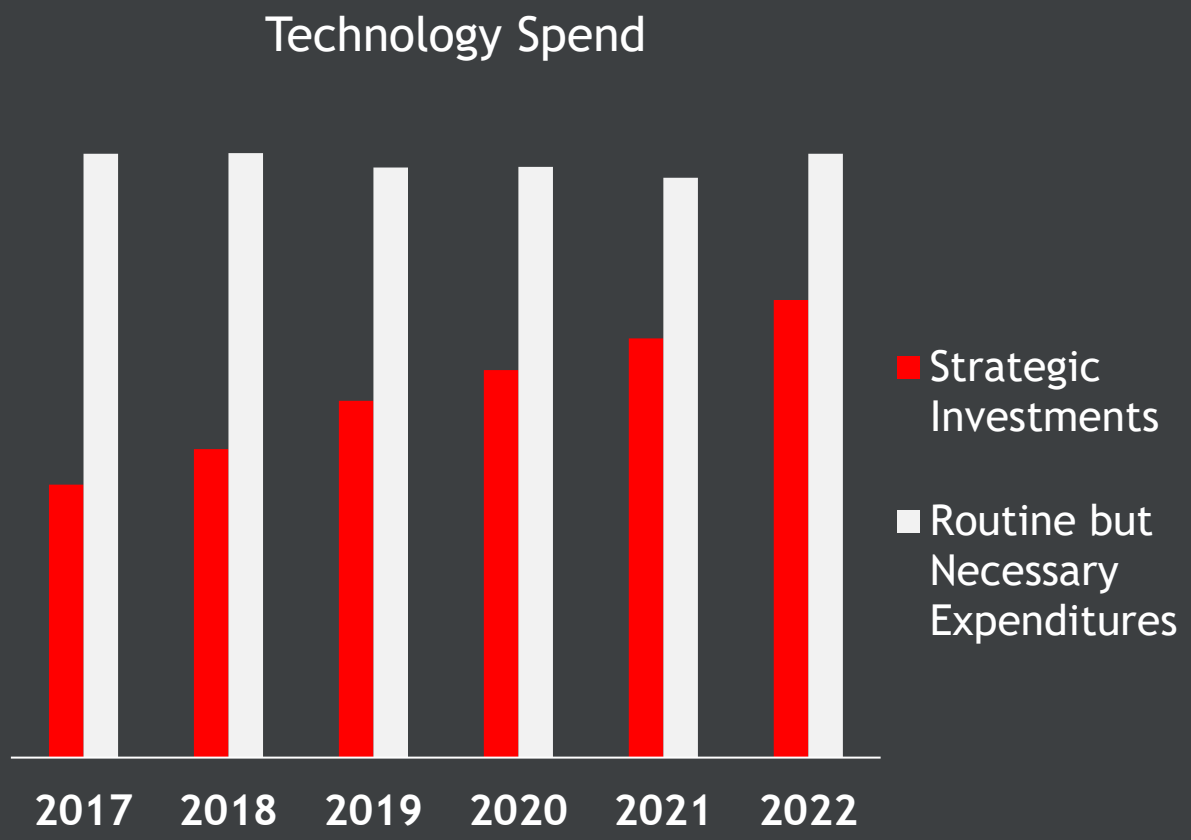
- Average credit rating of Aa1 for CMBS & REITs
- Hold senior most tranches of CMBS securitizations
- Diversified by type and geography

Non-Fixed Income		% of Total Investments
Real Estate (Wholly Owned)	$953	1.1%
Real Estate Partnerships	$848	1.0%
REITs	$130	0.2%

- Wholly owned real estate has zero mortgage debt, and its appraised value meaningfully exceeds carrying value
- Diversified by type and geography

[1] Rated using external rating agencies or by Travelers when a public rating does not exist. Ratings shown are the higher of the rating of the underlying issuer or the insurer in the case of securities enhanced by third-party insurance for the payment of principal and interest in the event of issuer default.

TECHNOLOGY INVESTMENTS



- Meaningfully increased our overall **technology spend** over the last five years
- Significantly **reduced our expense ratio** at the same time through our strategic focus on optimizing productivity and efficiency
- **Improved the mix** of our technology spend
  - Increased our **spending on strategic technology initiatives by nearly 70%**, while holding routine but necessary expenditures about flat

EXPLANATORY NOTE

This presentation contains, and management may make, certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. All statements, other than statements of historical facts, may be forward-looking statements. Words such as "may," "will," "should," "likely," "probably," "anticipates," "expects," "intends," "plans," "projects," "believes," "views," "estimates" and similar expressions are used to identify these forward-looking statements. These statements include, among other things, the Company's statements about:

- the Company's outlook, the impact of trends on its business, such as the impact of elevated industrywide loss costs in Personal Insurance, and its future results of operations and financial condition;
- the impact of legislative or regulatory actions or court decisions;
- share repurchase plans;
- future pension plan contributions;
- the sufficiency of the Company's asbestos and other reserves;
- the impact of emerging claims issues as well as other insurance and non-insurance litigation;
- the cost and availability of reinsurance coverage;
- catastrophe losses and modeling;
- the impact of investment, economic and underwriting market conditions, including interest rates, inflation and disruption in the banking and commercial real estate sectors;
- the Company's approach to managing its investment portfolio;
- the impact of changing climate conditions;
- strategic and operational initiatives to improve profitability and competitiveness;
- the Company's competitive advantages and innovation agenda, including executing on that agenda with respect to artificial intelligence;
- new product offerings;
- the impact of developments in the tort environment; and
- the impact of developments in the geopolitical environment.

The Company cautions investors that such statements are subject to risks and uncertainties, many of which are difficult to predict and generally beyond the Company's control, that could cause actual results to differ materially from those expressed in, or implied or projected by, the forward-looking information and statements. Some of the factors that could cause actual results to differ include, but are not limited to, the following:

Insurance-Related Risks

- high levels of catastrophe losses;
- actual claims may exceed the Company's claims and claim adjustment expense reserves, or the estimated level of claims and claim adjustment expense reserves may increase, including as a result of, among other things, changes in the legal/tort, regulatory and economic environments, including increased inflation;
- the Company's potential exposure to asbestos and environmental claims and related litigation;
- the Company is exposed to, and may face adverse developments involving, mass tort claims; and
- the effects of emerging claim and coverage issues on the Company's business are uncertain, and court decisions or legislative changes that take place after the Company issues its policies can result in an unexpected increase in the number of claims.

Financial, Economic and Credit Risks

- a period of financial market disruption or an economic downturn;
- the Company's investment portfolio is subject to credit and interest rate risk, and may suffer reduced or low returns or material realized or unrealized losses;
- the Company is exposed to credit risk related to reinsurance and structured settlements, and reinsurance coverage may not be available to the Company;
- the Company is exposed to credit risk in certain of its insurance operations and with respect to certain guarantee or indemnification arrangements that it has with third parties;
- a downgrade in the Company's claims-paying and financial strength ratings; and
- the Company's insurance subsidiaries may be unable to pay dividends to the Company's holding company in sufficient amounts.

Business and Operational Risks

- the ongoing impact of COVID-19 and related risks, and any future pandemics (including new variants of COVID-19);
- the intense competition that the Company faces, including with respect to attracting and retaining employees, and the impact of innovation, technological change and changing customer preferences on the insurance industry and the markets in which it operates;
- disruptions to the Company's relationships with its independent agents and brokers or the Company's inability to manage effectively a changing distribution landscape;
- the Company's efforts to develop new products or services, expand in targeted markets, improve business processes and workflows or make acquisitions may not be successful and may create enhanced risks;
- the Company's pricing and capital models may provide materially different indications than actual results;
- loss of or significant restrictions on the use of particular types of underwriting criteria, such as credit scoring, or other data or methodologies, in the pricing and underwriting of the Company's products; and
- the Company is subject to additional risks associated with its business outside the United States.

Technology and Intellectual Property Risks

- as a result of cyber attacks (the risk of which could be exacerbated by geopolitical tensions) or otherwise, the Company may experience difficulties with technology, data and network security or outsourcing relationships;
- the Company's dependence on effective information technology systems and on continuing to develop and implement improvements in technology, including with respect to artificial intelligence; and
- the Company may be unable to protect and enforce its own intellectual property or may be subject to claims for infringing the intellectual property of others.

Regulatory and Compliance Risks

- changes in regulation, including higher tax rates; and
- the Company's compliance controls may not be effective.

In addition, the Company's share repurchase plans depend on a variety of factors, including the Company's financial position, earnings, share price, catastrophe losses, maintaining capital levels appropriate for the Company's business operations, changes in levels of written premiums, funding of the Company's qualified pension plan, capital requirements of the Company's operating subsidiaries, legal requirements, regulatory constraints, other investment opportunities (including mergers and acquisitions and related financings), market conditions, changes in tax laws (including the Inflation Reduction Act) and other factors.

Our forward-looking statements speak only as of the date of this presentation or as of the date they are made, and we undertake no obligation to update forward-looking statements. For a more detailed discussion of these factors, see the information under the captions "Risk Factors," "Management's Discussion and Analysis of Financial Condition and Results of Operations" and "Forward Looking Statements" in the quarterly report on Form 10-Q filed with the Securities and Exchange Commission (SEC) on July 20, 2023, and in our most recent annual report on Form 10-K filed with the SEC on February 16, 2023, in each case as updated by our periodic filings with the SEC.

DISCLOSURE

In this presentation, we may refer to some non-GAAP financial measures. For a reconciliation of these measures to the most comparable GAAP measures and a glossary of financial measures, we refer you to the press release and financial supplement that we have made available in connection with this presentation and our most recent annual report on Form 10-K filed with the Securities and Exchange Commission (SEC) as updated by our subsequent periodic filings with the SEC. See the "Investors" section at travelers.com.

For further information, please see Travelers reports filed with the SEC pursuant to the Securities Exchange Act of 1934 which are available at the SEC's website (sec.gov).

Copies of this presentation and the accompanying webcast are publicly available on the Travelers website (travelers.com). This presentation should be read with the accompanying webcast and related press release and financial supplement.

Travelers may use its website and/or social media outlets, such as Facebook and Twitter, as distribution channels of material information. Financial and other important information regarding the company is routinely accessible through and posted on our website at investor.travelers.com, our Facebook page at facebook.com/travelers and our Twitter account (@Travelers) at twitter.com/travelers. In addition, you may automatically receive email alerts and other information about Travelers when you enroll your email address by visiting the Email Notification section at investor.travelers.com.

