



CONSERVATORY **BUILDS** *reality from students' dreams*

Throughout its 115-year history, The Hartford Conservatory has provided a nurturing environment for emerging performing artists such as, from left to right, **Mario Santos, Jordan Bartucca** and **David Hiestand**.

Located in the same Asylum Hill neighborhood as The Hartford Financial Services Group, the Conservatory found its best insurance coverage with The Hartford. Pat Priest, an agent with the Webster Insurance Agency of Wallingford, CT, notes that as a non-profit organization, having the right coverage at the right cost is critical to the Conservatory. "The Hartford was able to provide that," Pat points out.

Jackie Rowley, Director of Finance for the Conservatory, is pleased to "have everything with one company. It's a lot easier for us and The Hartford has such a good reputation."

Pat notes that, from the agent's point of view, "the ease of working with The Hartford's online quote system is a plus. It offers immediate underwriting guidelines for quotes, is quick and precise, and includes broad coverages for each client's needs."

To keep The Hartford's partnership with our customers and agents working as efficiently and effortlessly as possible, we expanded our web-based **Electronic Business Center**.

This resource center makes it easier to provide small business customers with the fastest service, best pricing and most effective coverage.

The Electronic Business Center allows agents to view billing, claims and policies online, as well as process endorsement requests on the spot.

Through the Electronic Business Center, agents can access a web-based tool, called "Icon 2.0," which allows them to submit business inquiries and obtain quotes quickly and efficiently

21% premium growth
in small business insurance, from 2003