

Services for Public Entities

Specialized support for schools and government entities

At Liberty Mutual Insurance, we focus on making sure public entities have the support they need, when they need it.

We go beyond tailored coverage and expert underwriters. Our commitment to our public entity clients includes a wide array of services that create a better customer experience and help lower total cost of risk.



Dynamic risk control

Our risk control teams can help you identify and mitigate risks that cost time and money with:

- Professional building appraisals, at no cost to the community¹
- Boiler inspection services that can provide state-required certificates²
- Risk control advice by phone, online, or in person from experts with the latest information
- Human resources risk management helpline and website³



Dedicated customer service

We work like part of your team, because we take time to understand your organization. We can help by:

- Ensuring a smooth transition to Liberty Mutual
- Building strong partnerships, where we learn your goals and unique challenges
- Addressing industry, regulatory, and structural changes that affect public entities
- Facilitating a superior customer experience with clear, proactive communication

¹ The building appraisals are provided by Duff & Phelps, LLC, and its affiliates, and not by Liberty Mutual Insurance or any of its affiliates. Liberty Mutual makes no representations about the effectiveness of Duff & Phelps' services, advice, or website. Additionally, Liberty Mutual has no involvement in the consultation services and is not affiliated with the appraisers, Duff & Phelps, or the website.

² When accompanied by our equipment breakdown coverage.

³ Available to clients who have purchased school leaders errors and omissions coverage or a separate employment practices liability insurance policy from Liberty Mutual. The human resources risk management helpline and website are provided by Workplace HELPLINE® LLC d/b/a Enquiron and its vendors and not by Liberty Mutual Insurance or any of its affiliates. Liberty Mutual makes no representations about the effectiveness of the helpline or website. Additionally, Liberty Mutual has no involvement in the consultation services and is not affiliated with the attorneys, Enquiron, or the website.

As a special benefit to our public entity clients, Liberty Mutual offers full-scope property insurance appraisals by Duff & Phelps¹ at no additional cost. This structured appraisal program helps our clients:

- Identify possible gaps in property insurance coverage
- Improve risk management practices
- Gain in-depth understanding of each building, insurable values, building measurements, and primary and secondary COPE data
- Receive written documentation of inspections and appraisals



A better claim experience

With integrated account teams, direct access to your claims handler, and rigorous communication standards, we keep you in the know every step of the way.

- Industry-leading talent and resources to help employees recover and return to work
- Strategies to protect operations and assets of public entities
- In-house teams — whether claims handlers, attorneys, medical professionals, or special investigators — create a seamless experience for clients.
- Our national presence means field teams can keep you covered locally.



The right technology

It's a digital world, and our technology helps public entities run more smoothly and safely. With online self-service capabilities available 24/7, clients can:

- Access policy documents and contact information.
- View trends and progress of auto, liability, property, and workers compensation claims.
- Explore safety and risk prevention resources at Liberty Mutual SafetyNet™

Partner with Liberty Mutual, and you benefit from the financial strength, security, and capacity of a Fortune 100 carrier. Go beyond business as usual.

Contact your public entity account team for more information.

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