Interviewer ([13:50:03](https://www.rev.com/transcript-editor/shared/widf_B7p4cRG0kI2jlfEx3UWUfv71dPzECGBJEMidcUPUpCVhW1O2wwtlr54wnJtXT5KD8sQ-2gjAS6tJjAIlQyr-zk?loadFrom=DocumentDeeplink&ts=0.06)):

Good, Steve? Okay.

Steve ([13:50:03](https://www.rev.com/transcript-editor/shared/ueZVZGUevigIfu-fuEM14BPmNg5Li18n146_IcAIk13rU4EFNTWtQKbIHAv4jf1a1KfiIy_1Mmkg2Q9nmmftAeoSuNU?loadFrom=DocumentDeeplink&ts=0.72)):

Yep.

Interviewer ([13:50:04](https://www.rev.com/transcript-editor/shared/1G9sqknqc3QYoq2zNvnD3esLNNXDbt0hbFfnEA4_i9VbBj4f4OFZCUxtdIlJEW02pSh11zx7UMqvYGK_WOKF-Ejiuo0?loadFrom=DocumentDeeplink&ts=1.62)):

TJ, so you'll just look right at me. The first thing is just if I could have you say and spell your first and last names for me, and then a title that we should have up appear on the screen for you.

TJ Knaus ([13:50:12](https://www.rev.com/transcript-editor/shared/dzudQpn5aVFNKfcE6C5ImjWEb1rNQKBxCKOijChcpS_GOsfbslTwseMT-oqif2-vOy9pUVHWI1yBAEp94pC4BUAyeoI?loadFrom=DocumentDeeplink&ts=9.36)):

Sure. TJ Knaus. K-N-A-U-S. And I'm an executive Vice president with Gallagher.

Interviewer ([13:50:19](https://www.rev.com/transcript-editor/shared/WV8gvgWN_CLea6QR1h8H_6rBMc0rmH4fzagHolCdaHxcDLuRdBA8AC_gdW5UwPTFg1mvekikdDbpsDUXfcsu8s7Q6gs?loadFrom=DocumentDeeplink&ts=16.98)):

All right. Tell me a little bit about where we're at today and what are we doing? What have you been doing today?

TJ Knaus ([13:50:25](https://www.rev.com/transcript-editor/shared/llIzmhgUxmbgWhuipLKuOMqxXBGSaKdB2rqpk9Uttkp27PXb0xzoebMQZVeoibPAjJoP7hTvy1CTsWWR2uH0ujAQ7sc?loadFrom=DocumentDeeplink&ts=22.26)):

In our great day, we're on the Southwest side. Really a cool enclave that I had never even known about. Worked in Chicago my whole life. Grew up near the airport, but never knew this was here. And what we're doing today is bettering kids' lives. This is an amazing park. I was talking to the alderman earlier and he said it wasn't really being used. It's going to be used now. That's an amazing playground and picnic area and really excited for these families to have this.

Interviewer ([13:50:59](https://www.rev.com/transcript-editor/shared/ZOtG5bXhwITE8GMLOp1-4UNthfPiBgncNQZz3aO17F8_SFWGGvQZaB1QgaBE7s98uaMGTGsJ-O3BU8GInTAeTvZZ0aU?loadFrom=DocumentDeeplink&ts=56.07)):

What does it mean for you to be part of the Travelers team out here and joining them and just kind of being part of what's happening here with all these people building this playground?

TJ Knaus ([13:51:08](https://www.rev.com/transcript-editor/shared/Og2lriB8vRS4F2bDAN4iNCx3iW6pyNEis6QjJzYRLy6WFsUgBe2njf4MAJ_96Fwth4p6FFV2bakMjscqhcMinK4nCPA?loadFrom=DocumentDeeplink&ts=65.28)):

Well, I've been an agent, partner of Travelers for years, and we've done a lot of business, had a lot of success together. Solved a lot of problems for our clients. But to be out here at this type of event, partnering with them to do something as meaningful as this, it just makes our relationship that much deeper. It's really satisfying.

Interviewer ([13:51:26](https://www.rev.com/transcript-editor/shared/fni-N-ZantUEBRRbYYtSLb1KAi0yRrdFt6zFNk-P_SK_AFuk9FwNmENvcPzoHCWnxDEmgMnNtPagSjM0tTSFMGkeb4Y?loadFrom=DocumentDeeplink&ts=83.31)):

What can you tell me about the culture of Travelers, as you know it, in terms of their promise to serve their customers and the community and each other?

TJ Knaus ([13:51:34](https://www.rev.com/transcript-editor/shared/K15GXLUWb00ZplyebAH77dWmyyP39Y2pd1mPIZwzSEJ6IcjdFyUT0u8Ptf9juIvFFvOFWsZdwE__zPBShPhWUiosmMA?loadFrom=DocumentDeeplink&ts=91.7099999)):

It's a company that really cares. We deal with a lot of different insurance companies. Travelers has a different feel and it starts at the top with that culture of helping one another be successful, helping their communities, helping us as broker partners to be successful. You just feel it in everything, every interaction you have with Travelers.

Interviewer ([13:51:56](https://www.rev.com/transcript-editor/shared/BL7eIZwL0hFxOKYUsVDBixGKC3ory1Pdi2tEo8LP3y2CgWGBrxnLcKCHIxuEb8haT-dl8rCmjdv2C0UMtv_unoMjoPM?loadFrom=DocumentDeeplink&ts=113.46)):

So this row of homes, as you've now learned, is full of foster families and it's like its own little neighborhood community. But when you think about the word community ... And so now there's all these other adults that are coming from outside of this little neighborhood to show these kids that there are people who care for them. What do you think that means, or what have you heard that that means for these foster families?

TJ Knaus ([13:52:17](https://www.rev.com/transcript-editor/shared/-V9kAkGBpye8b2l4Nmc5cn6FZKbS4Tp6vMk9grXnN5ploOqRodf3wFg9fyupaER1tHlHFDD_Ikbo4CWjR1npx7eHut4?loadFrom=DocumentDeeplink&ts=134.37)):

It's just got to mean they have hope. They have a future. They're not cast off or alone. They have people who love them. Some great role models for them so they can be successful in their own lives. And the fact that this exists here is amazing. Again, I just realized this was here. I hope this is replicated elsewhere in and around Chicago.

Interviewer ([13:52:46](https://www.rev.com/transcript-editor/shared/5W7HFFqylM0OLEpk3hsKAIeF7Bfpxi75vFyB9wAHSkLX7UiApCcfcaE2GD_LoyKcmYCEVtb9sqt4OvQ6OwACaYgViaE?loadFrom=DocumentDeeplink&ts=163.32)):

Have you ever been part of a boom build before?

TJ Knaus ([13:52:48](https://www.rev.com/transcript-editor/shared/Egz-tod3uDPRZNotDZKYeBne7W2ypWwUnfTQw3nIRi9Mkop8mjcVCr7gaba2sAeqGyfeK7ISTDqg9EVgnB35vATEPWE?loadFrom=DocumentDeeplink&ts=165.06)):

I have not.

Interviewer ([13:52:48](https://www.rev.com/transcript-editor/shared/I_jPBJ1uWwGawuuivi-5-aoPO9qQtF4qOnAErnsluuIV9Vbjz0XS4fxxRbm2tvolIIfu-QEfZ7LfPS29efjIJ-dRKtQ?loadFrom=DocumentDeeplink&ts=165.6)):

Okay. So is it surprising to you that you can show up to an empty lot and then at 2:30, you're cutting a ribbon and there's a full playground bill?

TJ Knaus ([13:52:56](https://www.rev.com/transcript-editor/shared/aUeZwW7X4okn4V1t_pVOwYRuHJ76gKLpIO1V4TkhTtvUfR9TAJKgW5WNMwrJnLM9QrNQRZk4wPYl5k2afZNbxtcZNrY?loadFrom=DocumentDeeplink&ts=173.1)):

It's amazing. We showed up here at about 8:00 A.M. and there were big piles of stuff and a big empty space where that playground is, and couldn't even visualize it. Now, you look behind me and it's an amazing accomplishment of what we did in just a few short hours.

Interviewer ([13:53:12](https://www.rev.com/transcript-editor/shared/XJimGCZHjeiTZq-Q9MPWI5t3m3fxEgu6njTORDiBbLmUhyqcPXSnrGxJ4XsdScr8l8TxSjMf_-MGa4Zre-sqoop83xI?loadFrom=DocumentDeeplink&ts=189)):

Great. How does it make you feel to be a part of something? And you're coming in to help people that you didn't even know this place was here before. Now, you're coming in to make a difference in these children's lives. Does that give you a sense of fulfillment?

TJ Knaus ([13:53:23](https://www.rev.com/transcript-editor/shared/48QUDnU8j_PMa1Hd6uaIpSRp3LpQaKjwfFnA7L_dbj2yqXZsNFEE5jQWKnDvo8JJbYSPvL1wLGpZL6zzb9qETVcNCX8?loadFrom=DocumentDeeplink&ts=200.6699999)):

It does. And fortunately, I work for an organization, Gallagher, that does a lot of this. We too like to better communities. Again, partnering with Travelers to be a part of this, it makes everything we do, every day in our lives, just that much better. To be able to not only work hard, but work hard in a more meaningful way like this to help people in their community.

Interviewer ([13:53:48](https://www.rev.com/transcript-editor/shared/-zpGF35FUGaoMj_Q-Nsq-IMHY0VTzP1bNCzJ3sewdZ6t8huGHBC6C8zCXslHEVO7tYCqZBNwHXzjuQlkNOviXLYLwcU?loadFrom=DocumentDeeplink&ts=225.54)):

That's great. Thank you. Anything-