



Travel Retailer Training

(to operate under Travel Insurance Center's (TIC) LLTIA license)

Travel Retailer Training Goals

The goals of this training are:

1. To help you, and your company (the Travel Retailer (“Retailer”)), understand the requirements of the travel insurance licensing law as it relates to transacting insurance under our license.
2. To explain to you the definitions, rules, and our policies regarding this law.
3. To inform you of your ethical obligations with respect to transacting insurance on our behalf.



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Definition of “Travel Insurance”

“Travel Insurance” is defined as meaning “Coverage for personal risks incidental to planned travel, including one or more of the following:

1. Interruption or cancellation of a trip or event;
2. Loss of baggage or personal effects;
3. Damage to accommodations or rental vehicles; or
4. Sickness, accident, disability or death occurring during travel.”

The following are excluded from the definition of Travel Insurance.

1. Major medical plans, which provide comprehensive medical protection for travelers on trips lasting 6 months or longer (e.g. working overseas, deployed military personnel, etc.)
2. In some States, Damage waiver contracts that are part of a rental company’s agreement. The phrase “damage waiver” or “collision damage waiver” cannot be used to describe travel insurance coverage, but the travel insurance contract may otherwise refer to “damage waiver” or “collision damage waiver” provided by a rental company



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Travel Retailer Model Law

Under the new law, Retailers have two ways to transact Travel Insurance with residents:

1. The Retailer may obtain its own limited lines travel insurance licenses in all states that they transact business; OR
2. The Retailer can be registered to operate under our LLTIA license where applicable, so long as certain consumer protections, which we will describe, are met.



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Rules: What you May do

As an employee of a Retailer registered under our LLTIA license, you MAY transact Travel Insurance on our behalf and under our direction, including:

1. Offering/disseminating information on our behalf, including brochures, buyer guides, description of coverage and price;
2. Referring specific coverage/feature/benefit questions to Travelex Insurance Services
3. Disseminating/processing applications for coverage, coverage selection forms, or other similar forms;
4. Collecting premiums on our behalf; and
5. Receiving/recording information to share with us.

Rules: What you May Not do

As a Retailer registered under TICs' travel license, you *may not*:

1. Hold yourself out as a licensed insurance agent or insurance expert;
2. Answer technical questions about nor evaluating the benefits, exclusions, and conditions of the offered insurance; nor
3. Evaluate the adequacy of a customer's existing coverage.



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Rules: What you Must do

As a Retailer registered under TICs' travel license, you *must*:

1. Only offer the Travel Insurance products that Travel Insurance Center, as the supervising entity, have authorized you to offer on our behalf.
2. Be sure your company is included on our LLTIA registration list
 - As part of being included on the list, we will need you to confirm that you are meeting the training and background check requirements.
3. Confirm that certain required disclosures are made to prospective purchaser

What We Must Disclose

1. In marketing or fulfillment materials, something similar to:

- This plan provides insurance coverage that only applies during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home, and automobile insurance policies. If you have any questions about your current coverage, call your insurer or insurance agent or broker.

3. To a prospective insured:

- That purchasing travel insurance is not required in order to purchase any other producer or services offered by the travel retailer
- If not individually licensed, that the Retailer's employee is not qualified or authorized to:
 - Answer technical questions about the benefits, exclusions or conditions of any of the insurance offered by the travel retailer
 - Evaluate the adequacy of the prospective insured's existing insurance coverage
- These disclosures can be provided by the licensed entity (us) or Retailer (you) in one of three ways:
 - Provided in writing to the purchaser; or
 - Displayed by clear and conspicuous signs that are posted at every location where contracts are executed, included but limited to the counter where the purchaser signs the agreement; or
 - Acknowledged in writing by the purchaser..



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Ethics

As a travel retailer transacting Travel Insurance on behalf of Travel Insurance Center, you must be honest, trustworthy, respectful of others and their property, and compliant with the law.

This Includes:

1. Working within the parameters of the law, your authority under our travel license and your agency agreement
2. Displaying professional business behavior
3. Disclosing known fact related to the insurance transaction
4. Understanding what you can do, can't do, and must do when transacting insurance
5. Reporting suspicious or fraudulent activity
6. Avoiding deceptive practices and misrepresentation
7. Being fair to all parties involved in the insurance transactions
8. Avoiding conflicts of interest
9. Understand the fiduciary duty owed to Travel Insurance Center as the licensed entity while acting under our license.



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Thank You!

For completing your Travel Retailer
Licensing Training

If you have any questions, please contact
Travel Insurance Center at
1-866-979-6753.



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