



Quick Guide –
Travelex Insurance Support
June 2022



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1.Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air - Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool – Finance support
- Client Profile support – CB support team
- ADX and Travel Edge Training

 **REQUEST SUPPORT** 


Please tell us about the ADX Technical Support issue that you are encountering(ADX errors, question about ADX usability, ADX training help) :

 If you require Air Team assistance (ticketing support, questions about a PNR, rules and restriction Inquires) then please use "Ask Air Support" option on a trip.

DESCRIBE YOUR REQUEST

Tell us your inquiry.

SEND AS / ON BEHALF OF ADVISOR

Me (Anna Kulej) 

CC REQUEST TO


☐ This request is urgent.

Close

Submit Request

1.1. TRAVELEX INSURANCE SUPPORT

The Travelex Insurance product has automated modify, suspend, and cancel request integration. You can use the ADX Action buttons and send request automatically to Travelex. Once processed, the ADX system will notify you of the change confirmation and the itinerary will update back to Travel Ready status. If you have specific policy questions, please reach out to your Travelex rep or call the number listed in the service details section and reference the plan code. Please DO NOT reach out to Travelex to modify/cancel/suspend any policies active in ADX. This process MUST be completed in the ADX system directly.

 **Travel Select Plan** [Rename](#)

Nov 13, 2022 - Nov 19, 2022

Actions: [Modify](#) • [Suspend](#) • [Cancel](#)

Provider: Travelex
Policy Name: Travel Select Plan
Policy Number: TSB520502
All changes and cancellations to policies **MUST** be done through ADX to ensure correct invoicing.


For questions regarding protection plan benefits contact your Regional Sales Manager or call **844-858-9911**, press 3 to speak to Travelex, and reference plan code TSB-1220.

[Click here](#) to view or download your state specific policy.

SERVICE DETAILS

Travelers	Date of Birth	Trip Cost
Sam Smith	Mar 23, 1990	USD \$1,000.00

TRAVELERS



COST & FEES

Travel Insurance	USD \$45.00
TOTAL	USD \$45.00
Est. Commission = 26.00%	
Total = USD \$11.70	

[Check VISA Requirements](#)
[Sherpa](#)

[See Details](#)

- **How to contact support:**
 - Modify/Cancel requests - Via the action buttons on the trip services reference
 - Policy specific questions – Reach out to Travelex directly via the phone number and reference the plan code.
 - Travelex ADX specific questions – reach out to the ADX technical support team
- **When to contact Travelex directly:**
 - You have a policy specific question
 - You need to file a claim with Travelex
- **Best Practices: A few tips on accessing better support**
 - Do NOT reach out to Travelex to modify/cancel/suspend existing policies – use the action buttons within ADX