

Quick Guide – Travelex Insurance Support

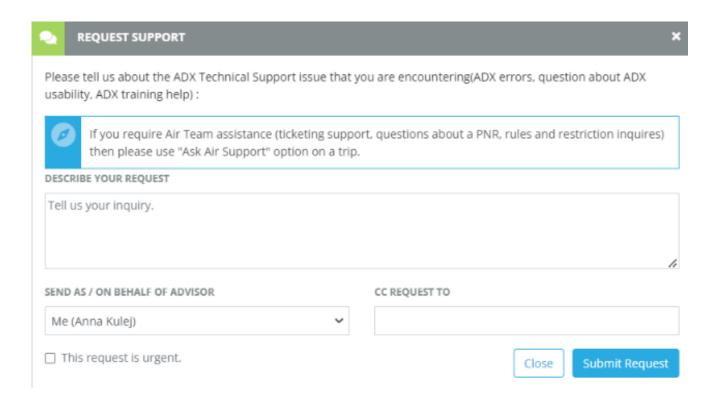
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# 1. Accessing Support Overview

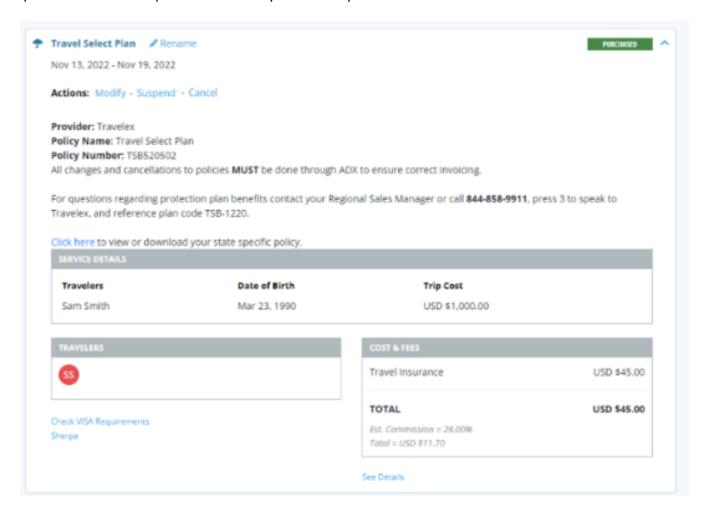
ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- 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



#### 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.



### • How to contact support:

- o Modify/Cancel requests Via the action buttons on the trip services reference
- o Policy specific questions Reach out to Travelex directly via the phone number and reference the plan code.
- o 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