

Travel Retailer Training

Travel Retailer Training Goals

The goals of this training are:

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

What is “Travel Insurance”

“Travel Insurance” means insurance coverage for personal risk incident to planned travel, including, but not limited to:

1. Cancellation or interruption of a trip or event;
2. Loss of baggage or personal effects;
3. Damages to accommodations or rental vehicles; or
4. Sickness, accident, disability, or death occurring during travel.

Travel Insurance does not include major medical plans, which provide more comprehensive medical protection for travelers with trips lasting six (6) months or longer, including, for example, those working overseas as an ex-patriot or military personnel being deployed.

California: Travel Insurance does not include damage waiver contracts, as defined in paragraph (5) of subdivision (a) Section 1936 of the Civil Code. The phrase “damage waiver” or “collision damage waiver” cannot be used to describe travel insurance coverage, but the insurance contract may otherwise refer to “damage waiver” or “collision damage waiver” provided by a company, as defined in paragraph (1) of subdivision (a) of Section 1936 of the Civil Code

Our Travel Insurance Products

Ripcord Travel Protection

Cavalry Travel Protection

Harbor Travel Protection

New Travel Insurance Laws

Under new travel insurance laws, Travel Retailers have two ways to transact travel insurance with residents:

1. The Retailer may obtain its own limited lines travel insurance producer license; or
2. The Retailer can be registered to operate under our LLTIA license, as long as certain consumer protections, described herein, are met.

Rules: What you MAY Do

As an employee of a Travel Retailer registered under our LLTIA license, you MAY perform the following acts on our behalf and under our direction, including:

1. Offering / disseminating information to a prospective or current policyholder on our behalf, including brochures, buyer guides, descriptions of coverage and price;
2. Referring specific questions to us regarding coverage features and benefits from a prospective or current policyholder;
3. Disseminating / processing applications for coverage, coverage selection forms, or other similar forms in response to a request from a prospective or current policyholder;
4. Collecting premiums on our behalf from a prospective or current policyholder; and
5. Receiving / recording from a policyholder to share with us.

Rules: What you MAY NOT do

As an employee of a Travel Retailer registered under our LLTIA license, if the Travel Retailer is not otherwise fully licensed, you MAY NOT:

1. Hold yourself out as a licensed insurance agent;
2. Answer technical questions about the benefits, exclusions, and conditions of the offered insurance; or
3. Evaluate the adequacy of a customers existing coverage.

Rules: What you MUST do

As an employee of a Travel Retailer registered under our LLTIA license, you MUST:

1. Only offer the Travel Insurance products that we, as the LLTIA, have authorized you to offer on our behalf;
2. Be sure your company is included on our LLTIA registration list
3. Confirm that certain required disclosures are made to prospective purchasers
4. Comply with U.S.C. 18 §1033 (Crimes by or affecting persons engaged in the business of insurance whose activities affect interstate commerce). A copy of this statute may be reviewed by clicking on the following:
<https://www.law.cornell.edu/uscode/text/18/1033>

What You or We Must Disclose

1. The LLTIA shall be clearly identified on marketing materials and fulfillment packages distributed by the Travel Retailers to consumers. The marketing materials and fulfillment packages shall include the agent's name, business address, email address, telephone number, license number and the availability of the department's toll-free consumer hotline
2. In marketing materials or in fulfillment packages, disclosure must be substantially 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 difference 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. The following disclosures must be made to the prospective insured which shall be acknowledged in writing by the purchaser or displayed by clear and conspicuous signs that are posted at every location where contracts are executed, including, but not limited to, the counter where the purchaser signs the service agreement, or provided in writing to the purchaser:
 - a. That purchasing travel insurance is not required in order to purchase any other product or services offered by the Travel Retailer
 - b. If not individually licensed, the Travel 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
4. Brochures and other written materials that are provided by the Travel Retailer to a customer or prospective customer shall include
 - a. The approved true or fictitious name under which the licensed agent is doing business; and
 - b. The name of any insurer(s) providing the travel insurance coverage being offered or sold to the prospective insurance customer

All disclosures identified on this slide shall be written clearly and conspicuously.

The material terms or a description of the material terms of the travel insurance agreement shall be provided to the customer before the customer enters into the travel insurance agreement.

Ethics

As a Travel Retailer transacting Travel Insurance on behalf of an LLTIA, you must be honest, trustworthy, respectful of others and their property, and compliant with the law. This includes:

- Working within the parameters of the law, your authority under our LLTIA license, and your agency agreement
- Displaying professional business behavior
- Disclosing known facts related to the insurance transaction
- Understanding what you can do, can't do, and must do when transacting insurance
- Reporting suspicious or fraudulent activity
- Avoiding deceptive practices and misrepresentation
- Being fair to all parties involved in the insurance transaction
- Avoiding conflicts of interest
- Understand the fiduciary duty owed to us as the LLTIA while acting under our license.

Questions?

Please email

travelservices@redpointtravelprotection.com

Certification Form

I acknowledge receipt of the Travel Retailer Training and hereby certify I am compliant with U.S.C. 18 §1033.

Name: _____

Signature: _____

Company Name: _____

ALL EMPLOYEES ARE REQUIRED TO SIGN A CERTIFICATION FORM

Please return a copy of this form to:
travelservices@redpointtravelprotection.com