



PARTNER TOOLKIT



WELCOME,

Arch RoamRight Partner!

Hello,

You have your hands full making memorable experiences for your clients. Let us make offering and managing travel insurance easy for you. In this packet you will find all the information needed to better provide the coverage that your clients and their families deserve. If you have any questions or concerns please feel free to reach out to our responsive sales team.

Visit your Partner Portal!

Please find your Agency Code for access to the Partner Portal in the body of your welcome email.

Your Travel Insurance Specialist

The insurance coverage or plans are available to residents of the United States. Benefits and services are described on a general basis. Certain terms, conditions, restrictions and exclusions apply and coverages may vary in certain states. Please refer to your plan for detailed terms and conditions. Insurance coverages are underwritten by Arch Insurance Company, NAIC # 11150 under form series LTP 2013 and amendments thereto. Plans are offered and disseminated by registered travel retailers on behalf of Arch Insurance Solutions, Inc., a licensed travel insurance producer* (CA License #0118111, TX License #1787195). Both the travel insurance producer and the underwriter may be reached at 1-844-872-4163. [Click here for privacy notice.](#)

*Plans are solicited by licensed producers in NY and HI.

TABLE OF CONTENTS

Contact Information	4
Sales Territories	5
Our Plans	6-7
Pro Plan	
Pro Plus Plan	
On Trip Plus	
CancelFlex Plan	
Multi Trip Annual Plan	
Arch Advantages	8
Partner Portal Guide	9-10
Filing A Claim	11
Marketing Support	12
Case Studies	13-14
Commission Protection	15
Calendar	16

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Our Plans

PRO TRAVEL INSURANCE PLAN

The Pro Plan provides basic travel protection at an affordable price.

For adventure travelers, the Pro plan also has Sports and Hazardous Sports available as an upgrade, providing coverage for pre-paid tickets, rentals and activities such as bungee jumping, skydiving, and more.



PRO PLUS TRAVEL INSURANCE PLAN

The Pro Plus Plan has been a favorite of travel insurance professionals for years. This plan provides for primary medical coverage when traveling, as well as coverage for Cancel For Work Reason if purchased within 21 days of making your initial trip deposit.

Pro Plus is a family friendly plan that offers coverage for kids (under 18) with each insured traveling adult. Need more coverage? The Pro Plus plan also offers upgrades for rental car coverage, baggage, and adventure sport and activities.

ON TRIP PLUS —

TRAVEL INSURANCE PLAN

The On Trip Plus Plan is a great option for last-minute travel that only needs post-departure coverage.

This plan also includes security, political and natural disaster assistance and provides for evacuation to your hospital of choice.



CANCEL FLEX —

TRAVEL INSURANCE PLAN

Trip cancellation insurance is the most popular feature of Arch RoamRight's trip insurance plans. This plan provides cancellation coverage when client's need to cancel outside of the covered reasons in the policy.

MULTI-TRIP —

TRAVEL INSURANCE PLAN

Great for frequent travelers, our Multi-Trip plan provides travel protection coverage for multiple trips throughout the year, up to the stated trip cost limit selected. This plan takes all of the great features from our Trip Cancellation coverage and expands it into a convenient annual travel protection plan. *Not available to NY or OR residents. Ask us about special travel advisor pricing.*



Request Plan Brochures

Arch Advantages

Arch RoamRight plans offer many features that are not always available in competing plans.

- An exclusion waiver for pre-existing medical conditions.
- Political or security evacuation benefit included if purchased within a time sensitive period.
- Every account has 2 direct contacts for best customer service.
- Cancellation for normal pregnancy and being present for the birth of a family member's child (as long as either occurs after effective date of the policy).
- Cancellation for adjustment in school year calendar due to unforeseen reasons (Pro Plus and CancelFlex only) if purchased within a time sensitive period.
- Coverage for physical quarantine for medical reasons, or denied boarding due to medical screening.
- A 14-day free look period from date of purchase.

For the full Plan Comparison flyer...

Contact your Arch RoamRight representative. This product flyer includes rates and a full comparison of the Pro, Pro Plus & CancelFlex plans. Arch RoamRight representative contact information is available on page 4.



Partner Portal Guide



The Partner Portal is a powerful tool that as a partner with Arch RoamRight you have full access to. Please take some time to explore all the resources available to you on the Arch RoamRight Partner Portal. Below are some helpful videos tutorials to familiarize you with the Arch RoamRight features.

PORTAL LOGIN & TOUR

Learn how to get started working in the Arch RoamRight Partner Portal by watching the Partner Login and Tour video. To gain access to the Portal be sure to complete the set up process provided in your welcome email.

HOW TO OBTAIN A QUOTE

This video guides you step by step through the “Get a Quote” process on the Arch RoamRight Portal.

ROSTER ENROLLMENTS

Watch this quick video to learn how to enroll groups of more than 13 travelers.

RETRIEVE QUOTES, ORDERS & POLICIES



This quick tutorial video showcases how to use the helpful retrieval tools included in the Arch RoamRight portal.

FILE A CLAIM & CHECK CLAIM STATUS



Learn how to use the fastest way to submit a claim by filing a claim in the Arch RoamRight Portal and stay informed with the Claim Status feature.

TRAVEL TRACKING



The Travel Tracking tool is a great resource that provides up to date client destinations and risk assessment on those destinations.

If you have any questions regarding the Arch RoamRight Partner Portal please feel free to contact your Arch RoamRight representative.



Filing A Claim



If you're filing a claim, that means something unexpected happened to impact your clients trip. Knowing how the claims process works can ease some of the concerns that your client may have when filing a claim.

For more Information about the claims process please request the "How to File a Travel Insurance Claim" flyer.

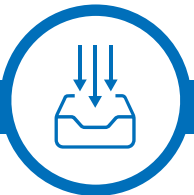
Request Claims Flyer

Claim Administration: Lifespan



Claim Received

Claims can be submitted electronically online, via fax, by email, or through traditional mail.



Claim Intake

If a claim is submitted via fax, email, or traditional mail, one of our Claims Intake Specialist will input the claim information into our system. If a claim is submitted online, it goes directly to the next step.



Claim Administrator

A Claim Administrator will then review the claim to ensure all required documentation is with the file before going to the Examiner. The Claim Administrator also serves as the main point of contact for the claimant.



Claim Examiner

Once it is certified that all needed documentation is accompanying the claim, the claim is giving to the Claims Examiner for full review.



Claim is Closed

Once an examiner makes a decision, the claim is closed and the claimant receives an instant notification. If they chose to receive ACH payment, they will receive information on how to claim their payment. If they chose paper check, their check will be printed and mailed the next day.

To file a claim and complete all the information online please visit the Arch RoamRight Partner Portal by **[click here](#)**.

Marketing Support

Arch RoamRight has all the marketing material you will need to promote and offer travel insurance with confidence. Browse the available Arch RoamRight marketing assets.

Marketing Materials available:

- Insurance Plan Brochures
- Marketing Flyers
- Display Banner Ads
- Second Reminder Email
- Video Marketing
- Case Studies
- And More!!!

If you would like to request any of these marketing materials please feel free to contact your Arch RoamRight representative.



Case Studies

European Trip of a Lifetime Canceled

Days before departing on a European trip costing more than \$20,000 in non-refundable deposits, the wife of a traveling couple was diagnosed with a fungal infection, forcing the couple to cancel their trip.

How It Happened

A couple in their sixties booked a non-refundable European trip through their travel agent, totaling more than \$20,000. Only days before their trip, the wife was diagnosed with a fungal infection and was advised by her doctor not to take the trip.

The Outcome

The travel agent who booked the trip encouraged the couple to purchase an Arch RoamRight travel insurance plan when they booked their trip. Because they purchased their insurance prior to the diagnosis, the couple was covered for trip cancellation, receiving a full refund for their pre-paid, non-refundable deposits. The claim was paid in nine business days from the date of submission.

At A Glance

An illness forced a couple to have to cancel their European getaway, causing them to be on the hook for more than \$20,000 in non-refundable deposits.

Cost of travel insurance policy:

\$1,800

Amount covered by travel insurance:

\$20,561

Case Studies



Epic Bike Crash in Rural Peru

An unfortunate crash during a trip of a lifetime abruptly cut the enjoyment short. Travel insurance provider Arch RoamRight was there to ensure proper short term care, stabilization and evacuation to the right facilities.

How It Happened

The insured – a female in her fifties – was biking in a remote part of Peru. A wrong turn in rough terrain resulted in significant injuries, including several broken ribs and a collapsed lung. As if the injuries were not enough, the local healthcare facilities were not equipped to handle such a severe case and a potentially long term recovery.

The Outcome

The insured's condition was deemed a covered injury requiring evacuation to a regional hospital with better treatment capabilities. Once stabilized and deemed fit for travel, the insured was transferred to her home hospital in the United States via air ambulance. The total cost of the claim, including local stabilization, regional treatment and required transport via air ambulance exceeded \$100,000.

At A Glance

A bike injury resulted in a hospitalization and evacuation. Arch RoamRight was there for the traveler every step of the way, and helped her return home safely.

Cost of travel insurance policy:

\$495

Amount covered by travel insurance:

\$111,950

Commission Protection

When your client purchases a qualifying Arch RoamRight product and then has to cancel their trip for a covered pre-departure trip cancellation claim, we will reimburse you for 100% of the recalled travel supplier commission that you would have earned from the supplier had your client actually traveled, up to the maximum of 20% of your client's total trip cost.

Guidelines:

Your client must meet all of the following requirements:

- Purchased a qualifying Arch RoamRight product for the full cost of all travel arrangements.
- Incurred a covered pre-departure trip cancellation claim.
- Received a claim benefit payment resulting from the pre-departure trip cancellation claim only.
- The client cannot be in a 100% penalty.

Filing a Claim is Simple

Complete the Reimbursement Request Form and email to:

claims@roamright.com

Please include:

- Supporting documentation from your travel supplier of the commission recall.
- Proof of refund to your client of all agency commissions (i.e.: credit card transactions, checks, etc.).

Commission Protection is not payable if:

- your client purchases insurance coverage for less than the full cost of their trip; or
- the claim is paid due to the financial default of any airline, cruise line, tour operator or other travel supplier; or
- your client receives a claim benefit payment resulting from the Cancel For Any Reason Benefit; or
- your client's claim is denied pursuant to the terms of the travel insurance policy.

Questions about How to Enroll?

Contact your Arch RoamRight representative. All contact information is available on Page 4.

This is a brief overview of the Commission Protection Program and does not replace or otherwise alter the complete terms and conditions of the Arch RoamRight Producer Agreement. This program only applies to your supplier commissions recalled and has no impact whatsoever on your commissions related to the sale of travel insurance.

Calendar

[Request a Printed Calendar](#)

2024

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HOLIDAYS

New Year's Day • 01/01
 Martin Luther King Day • 01/15
 Mardi Gras • 02/13
 Valentine's Day • 02/14
 President's Day • 02/19
 Daylight Savings Starts • 03/10
 Ramadan Starts • 03/10
 St. Patrick's Day • 03/17
 Easter • 03/31
 Eid al-Fitr • 04/09

Passover • 04/23
 Mother's Day • 05/12
 Memorial Day • 05/27
 Father's Day • 06/16
 Juneteenth • 06/19
 Independence Day • 07/04
 Labor Day • 09/02
 Rosh Hashanah • 10/03
 Yom Kippur • 10/12
 Columbus Day • 10/14

Halloween • 10/31
 Daylight Savings Ends • 11/03
 Election Day • 11/05
 Veteran's Day • 11/11
 Thanksgiving Day • 11/28
 Christmas Day • 12/25
 Hanukkah Starts • 12/26
 Kwanzaa Starts • 12/26
 New Year's Eve • 12/31