Chubb Travel Protection Enhancements

Thank you for offering our Chubb Travel Protection plans. We have received several requests to make enhancements to our Single Trip plans. You asked, we delivered!

Effective October 20, 2020, following are the Single Trip plan enhancements:

In order to clearly identify the following changes, we have updated the Single Trip plan names to ***Travel Basics Plus, Travel Essentials Plus and Travel Choice Plus.****

- Additional Benefits, including our Pre-Existing Medical Condition Exclusion Waiver, will now be available within 21 days of Initial Trip Payment!
- Baggage Delay now includes coverage if the Insured is separated from the Baggage due to a covered Trip Delay.
- Suicide general exclusion updated to apply only to the Insured. Suicide cover is now available for Traveling Companions or Family Members.
- Post Departure coverage will begin the date and time the Insured starts his/her Trip as long as the Common Carrier, due to weather, offers early departure with no change fees within 2 days prior to the scheduled Departure Date shown on the travel documents.

**Coverage, pricing, and availability may vary by state.*
**Additional Benefits change not available for CA, CO, KS, MN, MO, MT, NH, NY, PA, TX or WA residents at this time.*

We have also focused on system updates allowing us to better serve you and your travelers moving forward.

Effective Immediately: ClientBase now allows you to save a quote, email a quote, store a quote in the ResCard and later retrieve the ResCard quote to complete the purchase.

Effective October 20, 2020, the following system enhancements will be launched:

- Travel supplier and modes of travel are now required fields so we can service your customer expediently.
- The ability to enter multiple destinations, travel supplier and modes of travel to capture the full itinerary! Only one destination will be required.
- Verification that customer emails are being entered to ensure they get their policy fulfillment package. If the customer doesn’t have an email address, Chubb will mail a copy of the policy fulfillment package.
- The ability to enter traveler names on the quote entry page, allowing you to see the names on the quote and make it easier for you at time of purchase.
- The ability to add a suffix (Jr., Sr, etc.) to traveler’s name.
- The choice of document delivery is included on payment collection page.
- The ability to view/print from the policy confirmation page.
- The Quote Request page has been reorganized to make it easier for you to enter the required fields.
- The Policy & Trip Details section replaced Summary of Covers.

What do you need to know about this transition?

- Any existing quotes will be valid for 30 days after the quote was issued, so no action needed on your part. Make sure you save all quotes you provide to your customers since rates will be adjusted accordingly for the plan coverage.
- Click here to join weekly product training webinars to re-familiarize yourself with the products, in addition to the changes being made. Available every Tuesday at 2PM EST.
- If you would like an updated supply of brochures, email ChubbTravelSales@Chubb.com. All of the electronic versions are available on our Agent Reference Guide.
- Click here for an updated Agent Reference Guide with links to everything you need.

All plan and system enhancements will be updated in our Chubb CRS system at https://travel.chubb.com/, ClientBase and AgentMate.

For any questions regarding these enhancements, contact our Chubb Travel Protection Sales Team at ChubbTravelSales@Chubb.com or call 844.772.3493.