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How Insurance Fits into a Comprehensive Travel Risk Program

Presented by:

NAME
Title

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Title

International SOS

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Insurance vs. Assistance

INSURANCE

Provide monetary compensation for expenses incurred

- ✓ Medical expenses while traveling abroad
- ✓ Payment for assistance services
- ✓ Medical/Security evacuation
- ✓ Repatriation of remains
- ✓ Trip cancelations
- ✓ Accidental death
- ✓ Permanent disability
- ✓ Lost or stolen luggage, personal artifacts, travel documents

ASSISTANCE

Provide 24/7 access to services

- ✓ Preparation, planning, support, and assistance
- ✓ Emergency medical services
- ✓ Security services
- ✓ Emotional support
- ✓ Emergency security assistance and evacuations
- ✓ Emergency cash advances and credit card replacements
- ✓ Live translation services when abroad
- ✓ Access to preventative advice & referrals

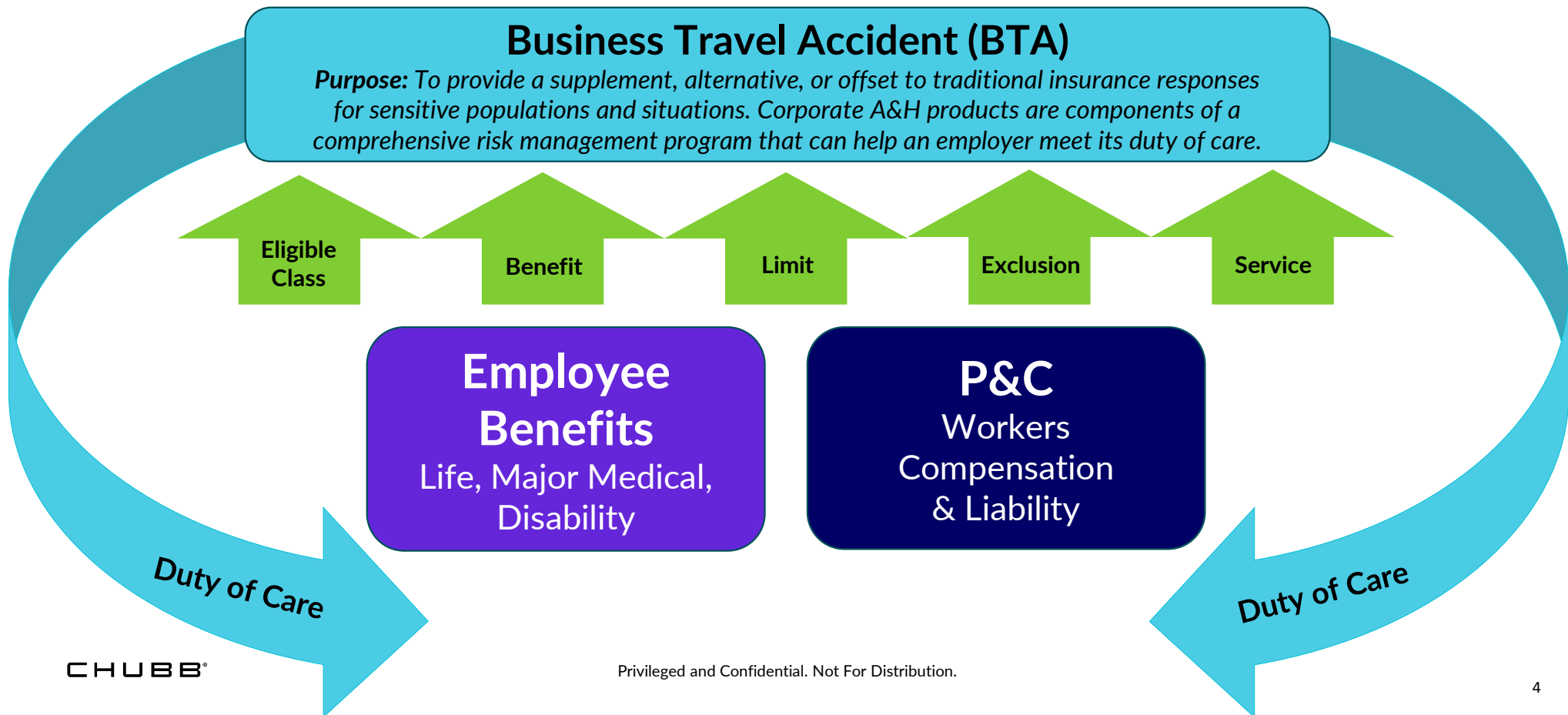
Business Travel Accident Overview



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What Is Business Travel Accident Insurance?





What Organizations Need This Coverage?



Domestic and International
Corporations



Educational Institutions



Non-Profits and NGOs



Religious/Faith-Based Organizations

Business Travel Accident: Buyer Profile

- Corporate A&H products are purchased by Risk and Benefits
- Additional stakeholders include Mobility, Security, Procurement, and Travel
- **Interests**
 - ✓ Meet duty of care obligations to stakeholders by preventing and responding to accident, sickness, and security risks tied to their operations
 - ✓ To have a prepared and streamlined process in place to avoid confusion and prolonged coordination
 - ✓ Defuse potentially litigious situations and protect brand reputation (internally and externally)
 - ✓ Recruit and retain talent
 - ✓ Help employees “thrive” (be productive) and limit derailers to thriving
 - ✓ Prevent and respond to Security incidents
 - ✓ Support overseas relocation of existing employees or new hires

Corporate Functions



Risk



HR



Security



Mobility



Why Do Organizations Purchase Travel Accident Insurance?

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Employer-paid insurance that fills gaps and supplements statutory and other core coverages to ensure that Accident and Sickness risks for an organization's stakeholders are managed and compensated in a way that is consistent with a company's standards, values, and strategies.

- It isn't designed to take the place of Workers Comp, Major Medical, or other core insurance products; however, it addresses exposures oftentimes left uncovered or underinsured by traditional placements.
- It can be purchased on an embedded or stand-alone basis.
- It's combined with travel assistance services to prevent, respond to, and insure against potential accident & sickness losses.
- It can further both Human Resources and Risk Management imperatives at a company by ensuring that complex loss situations are handled in an equitable and compassionate manner, help protect a company's people, reputation, and balance sheet from loss, and help to attract and retain talent.



Travel Program Considerations

Does your travel insurance program cover the following?

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Accident Risks
(from Motor Vehicle Accident to Felonious Assault to War)



Sickness Risks
(from a Cold to Infectious Disease to Heart Attack/Stroke)

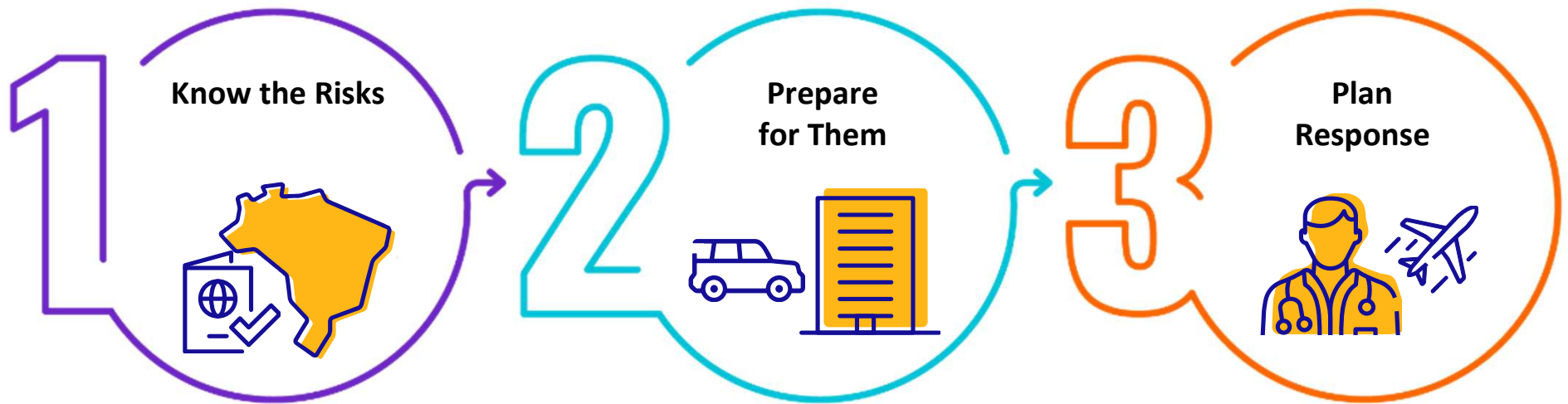


Security Risks
(from Natural Disasters to Sudden Changes in Political or Security Conditions)



Medical, Accident, Security and Travel Logistics Risk Prevention and Response
(On-the-ground response
Risk assessment tools)

How Should a Company Approach Travel Risks?



Corporate A&H Product Overview

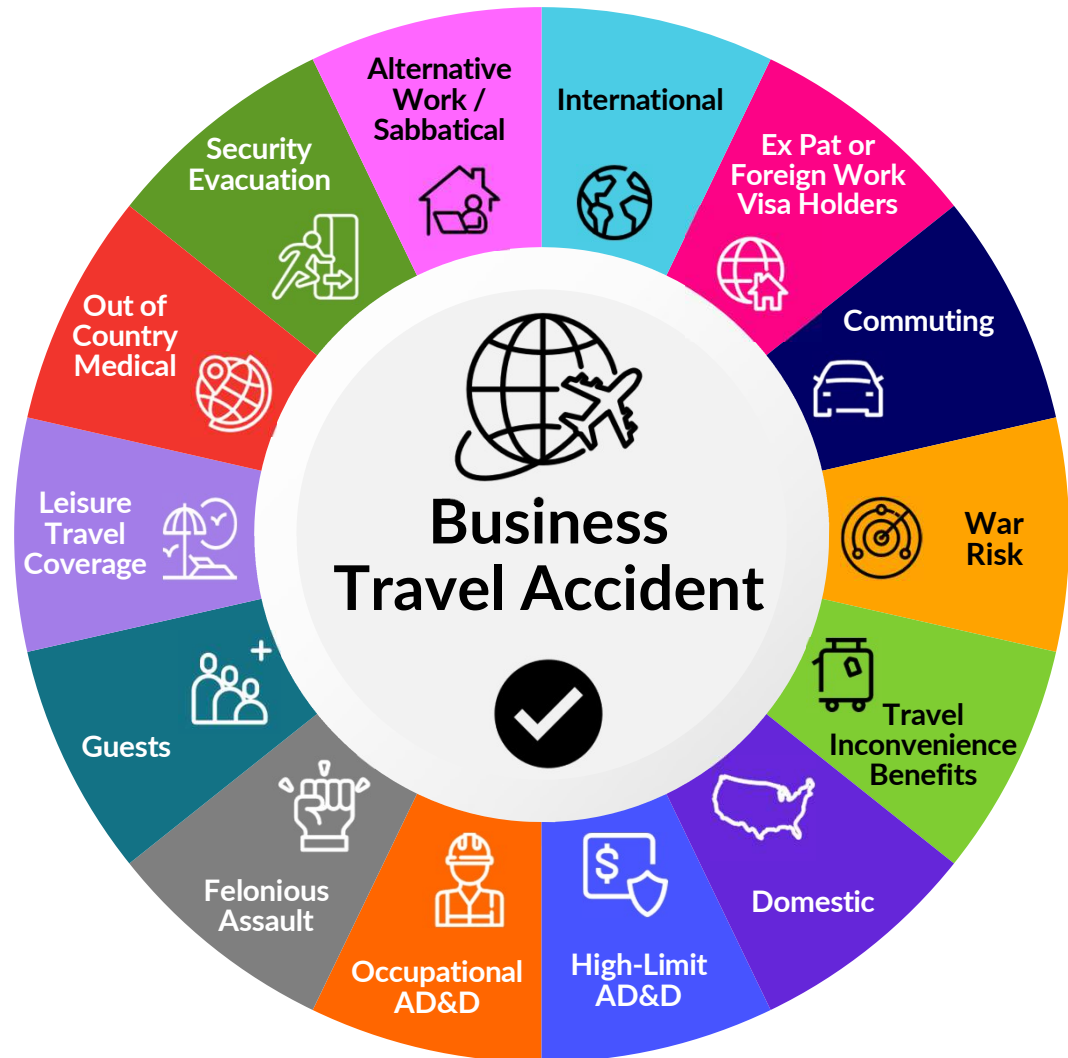
Who's Covered?	Employees, guests, customers, contractors, board members, etc.
When Are They Covered?	While traveling on company business. Coverage can be expanded to while at work (occupational), while commuting, while on vacation, or on a 24-hour basis.
Key Benefits and Services	<ul style="list-style-type: none">• 24/7 Travel Assistance Services (Prevention and Emergency Response)<ul style="list-style-type: none">• Travel medical and security experts to prevent and respond to issues on a global basis. (Access to and management of quality overseas providers and direct payment whenever possible.)• Point of Service Payment or Expense Reimbursement<ul style="list-style-type: none">• <i>Out of Country Medical</i> – up to \$500K per person per event• <i>Emergency Medical Evacuation</i> – 100% of covered expense• <i>Security & Natural Disaster Evacuation</i> – \$100k per person; \$500k per event• <i>Repatriation of Mortal Remains</i> – 100% of covered expense• Lump Sum Indemnity (Compensation for Loss)<ul style="list-style-type: none">• <i>Accidental Death & Dismemberment</i>: Common design is 5x salary up to \$1.5M+ (no fault or coordination with other insurance)• <i>Travel Inconvenience</i>: Personal Property/Baggage Delay and Trip Cancellation/Interruption, etc.

Standard Business Travel Plan Design

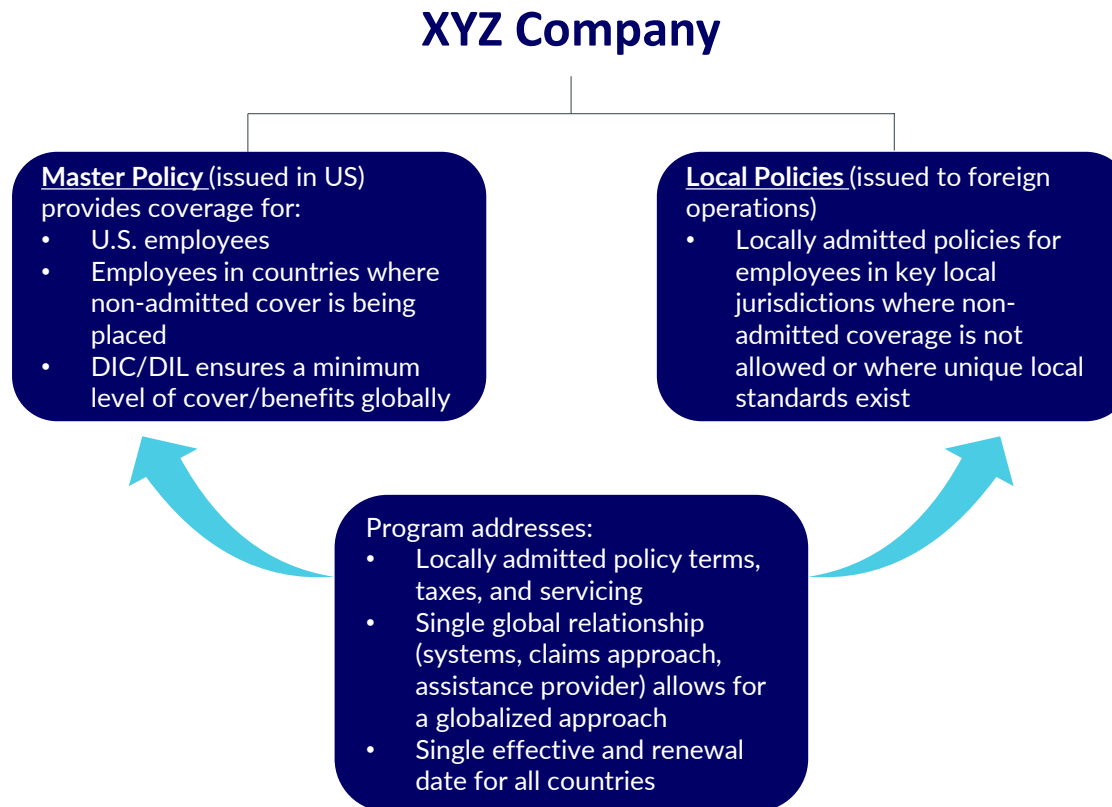
	Class 1	Class 2
Eligible Class	All Vice Presidents and Above	All Employees (not in Class 1)
Include Spouse/Dependent Travel	Yes	Yes
Hazard	24 Hour Business & Pleasure	Business Travel with Limited Personal Deviation
Benefits		
AD&D	5x salary to \$1,000,000	5x salary to \$1,000,000
Out of Country Medical	\$250,000 per person per claim	\$250,000 per person per claim
Emergency Evacuation	Up to Covered Expenses	Up to Covered Expenses
Medical Repatriation of Remains	Up to Covered Expenses	Up to Covered Expenses
Repatriation of Remains	Up to Covered Expenses	Up to Covered Expenses
Security Evacuation	\$100,000 per person and \$1M per event	\$100,000 per person and \$1M per event
Travel Inconvenience	Trip cancel/interrupt/delay, Lost baggage and personal effects	None
Emergency Travel Assistance	Yes	Yes
Quoting Exposure Requirements	Headcount, SIC, Address, Travel Days (where possible)	Headcount, SIC, Address, Travel Days (where possible)

All Things to Consider

Your risk profile may be broader than you think...



Business Travel Accident – Controlled Master Program Structure













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Why Corporations Place a Business Travel Accident CMP

- Control and administrative efficiencies
- Local claim payment and claims handling
- Addresses “Good Local Standard”
- Harmonization and transparency of coverage worldwide
- Addressing regulatory and compliance requirements
- Economies of scale purchasing
- Consolidation
 - Decentralized locally placed policies
 - Effective Dates
 - Carriers
 - Brokers
 - *Travel assistance providers*



Complementary Coverages: Foreign Casualty & Business Travel Accident

	Foreign Casualty	Business Travel Accident
Coverage Territory <i>BTA can cover both foreign and domestic travel.</i>		
Accidental Death & Dismemberment Limits <i>Foreign Casualty AD&D is \$250K per person (\$1.5M aggregate), while BTA is \$1.5M per person (\$25M aggregate).</i>		
Out of Country Medical and Political/Security Evacuation Limits <i>Standard Out of Country Medical limit for Foreign Casualty is \$25,000, while the BTA standard is \$250K. For evacuations, the standard \$2.5K limit for Foreign casualty simply is not enough.</i>		
Eligible Covered Persons <i>BTA can include spouses, dependents, guests, non-employee board of directors, and volunteers.</i>		
Scope of Coverage <i>BTA standardly includes 24/7 coverage on a business trip including an extension for personal travel around the trip.</i>		

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Participant Travel

- Non-corporate / Non-employee travel
- Organizations with participants or students travelling and engaged in policyholder sponsored activities

Sponsoring Organization/ Travel Purpose	Covered Travelers
Educational Institutions (Colleges or Universities; High Schools)	Students, faculty, or employees participating in study abroad or international exchange programs
Cultural Organizations	Group members traveling for cultural enrichment purposes
Work & Travel	Individuals traveling for work experience (e.g., au pairs, camp counselors, summer internships)
Religious/Missionary Organizations	Members of churches, parishes, or congregations traveling for religious retreats, missions, or humanitarian efforts
Non-Profit Organizations	Volunteers, members, or employees traveling to serve others
Sports/Recreational Organizations	Athletes, managers, coaches, or volunteers traveling to compete internationally in sports tournaments
Entertainment/Production Companies	Non-employee/independent contractors working as members of a film or television production crew or as contestants/actors in reality shows or theater productions overseas

Why Offer International Travel Accident Coverage?



Includes valuable medical and sickness benefits that fill gaps in travelers' health coverage when traveling abroad



Helps meet mandatory host-country visa requirements that are required to enter certain countries



Serves as a proactive risk management tool, offering travelers access to resources needed to help them plan more effectively and understand risks associated with their destination



Specifically designed to respond to the hazards associated with international travel, such as accidental injuries, sudden illnesses, medical emergencies, natural disasters, civil disturbances, and unexpected severe weather



Helps organizations demonstrate their commitment to members/participants and to fulfill their responsibility to protect their health and safety

Travel Assistance Services Overview



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Travel Services Are a Key Component

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- Most insurers offer emergency response services – emergency medical evacuations and repatriation of remains on an embedded basis. Many offer security evacuation services, too.
- It's important to work with a provider that can provide world-class emergency preparation and response services and integrates well with the insurance carrier from the perspective of communication and billing.
- Assistance can be contracted with the carrier or directly with the employer. The latter involves a second relationship and often more expense, but gives an organization control over the delivery of travel assistance services to its employees.



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Why International SOS



Offices, Assistance Centres, Response Centres, Security Centres, Clinics, Air Ambulance Operators, MedAire Offices, and Supply Offices.

12,000

Employees

4,800

Medical Professionals

3.4m

Assistance Calls

1,063

Security Assistance Professionals

83

Offices
27 Assistance Centers
30 Security Locations

85,000

Providers in our network across 240 countries & territories and 10,000 cities

103

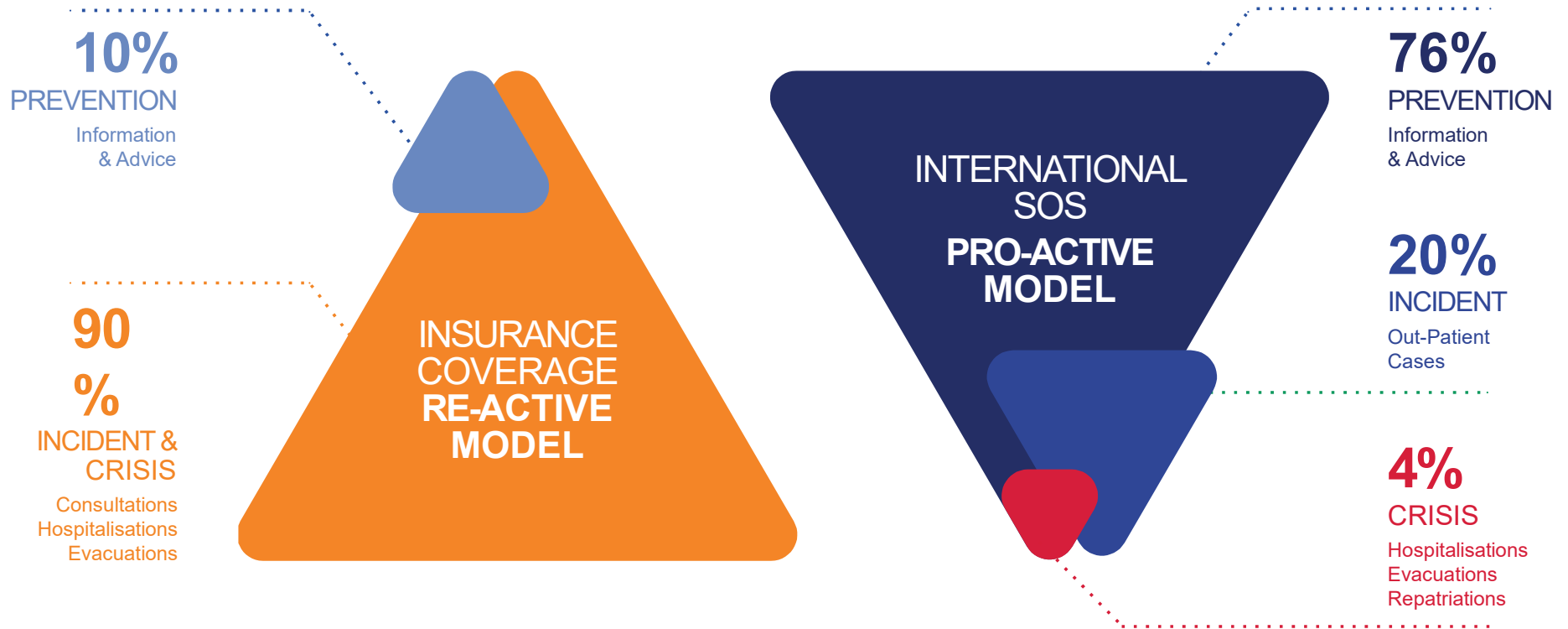
Air Ambulance Operators

2,200

Evacuations



EVOLUTION OF THE ASSISTANCE MODEL





WHAT IS ISO 31030?

Continuous audit and improvement including:

- Regularly review the organisation's risk management objectives and policies
- Adjust the travel risk management programme accordingly

Implement travel risk controls, including:

- Education and awareness
- Pre- and during-travel communication capabilities
- Pre-travel risk compliance process
- Traveller location tracking
- Incident response and crisis management process

Understand Duty of Care obligation

- Conduct gap analysis
- Define roles & responsibilities
- Assign ownership
- Develop policy & procedures

Communicate procedure

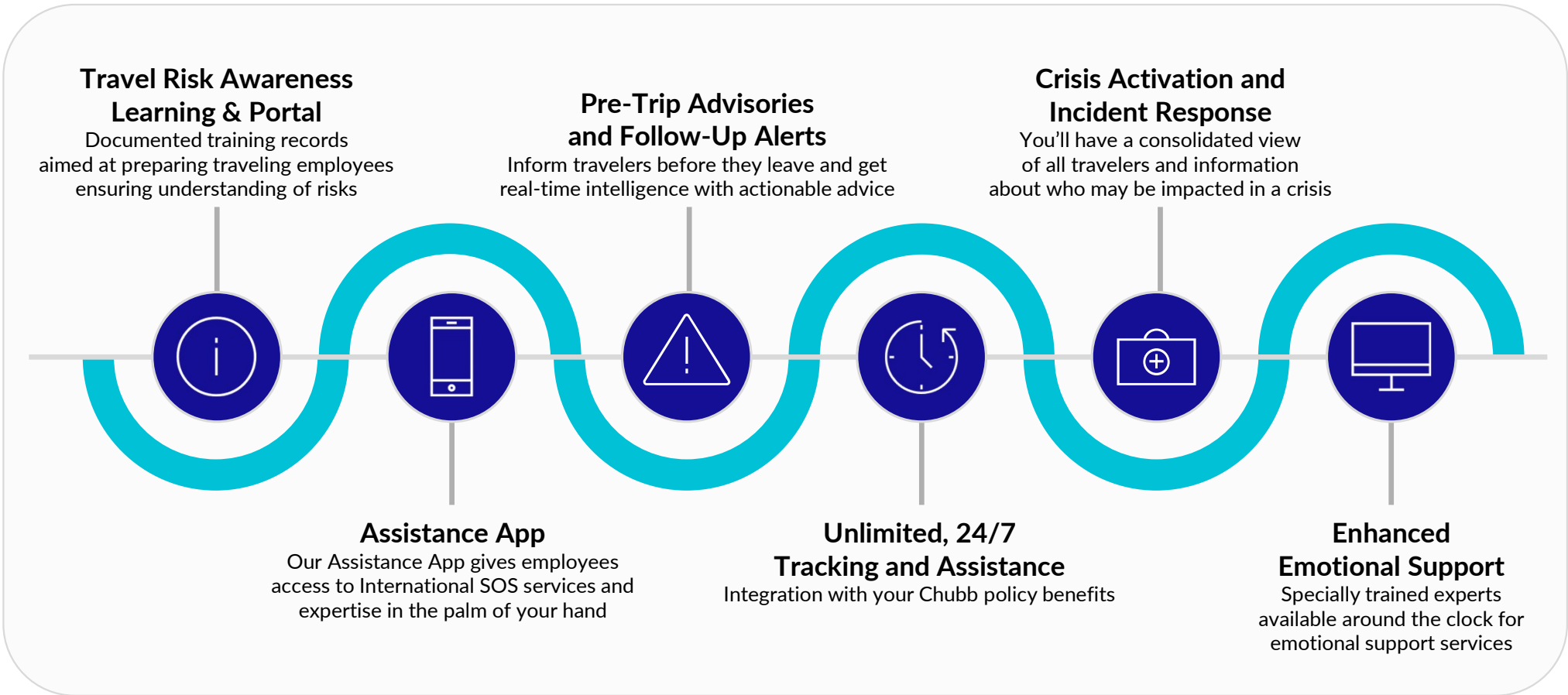
- Identify providers
- Implement risk assessment process and ongoing risk monitoring



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WORLDWIDE REACH. HUMAN TOUCH.

Travel Resilience



How a Business Travel Insurance and Assistance Package Works



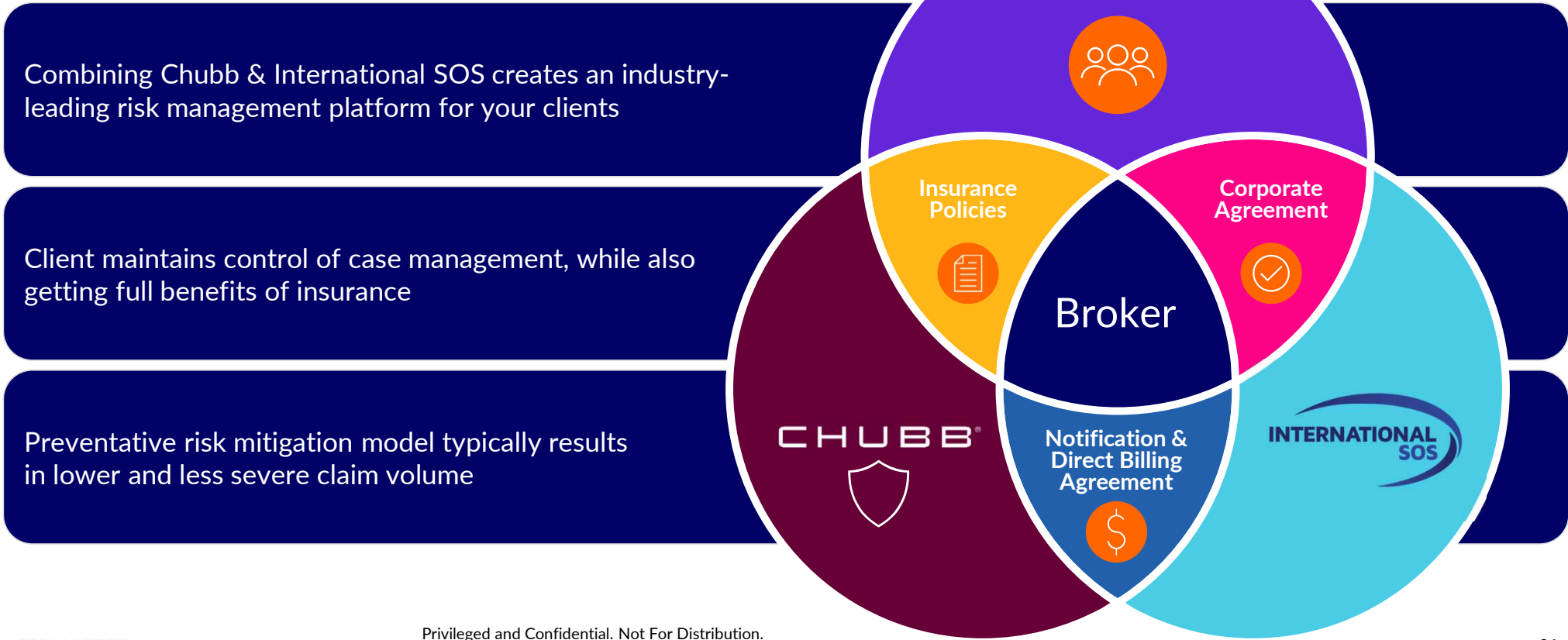
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Chubb & International SOS

Working Together For Your Clients



Client Examples and Case Studies



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In late May 2024, one of your senior executives has chest pains while on a business trip to Paris. He is taken to a public hospital where his condition quickly becomes more serious. Would your company want him to stay in this facility to complete treatment?

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CASE STUDY

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It's July 14, 2021, and you see an alert that historic rains have led to heavy flooding in western Germany and Belgium. Your company has an office in Dusseldorf and it's also likely that several senior staff and executives are traveling to Brussels for a new product launch. How do you know if any of your employees have been affected and if they have, what would you do?

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CASE STUDY



A San Francisco based employee is on business travel along with a few colleagues in Prague and doesn't come into the office on the 2nd day of the trip. Her colleagues can't get a hold of her and don't know exactly where she is staying in the city. Her colleagues don't speak the local language and are hesitant to call the police. What should her colleagues do?

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CASE STUDY



The SVP of Sales for your company decided to extend a business trip to Dubai where his family has joined him for the weekend. On Saturday evening, he experiences chest pains and is taken to the nearest hospital. He is unsure if he has any insurance coverage or if his company will take care of him, since it's not officially business travel. What should he do, and what would you do as his employer?

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CASE STUDY

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Questions?

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Thank you!



The scenarios described here are hypothetical and are offered solely to illustrate the types of situations that may result in claims. These scenarios are not based in actual claims and should not be compared to an actual claim. The precise coverage afforded is subject to the terms and conditions of the policies as issued.

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