



Providing Travel-Related Insurance Solutions for Individuals, Groups & Organizations Worldwide

Travel Insurance: What You Need to Know for Your Next Trip





Presenter:
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Vice President, Travel Insurance Services



Moderator:
Alison Luse
Senior Marketing Manager

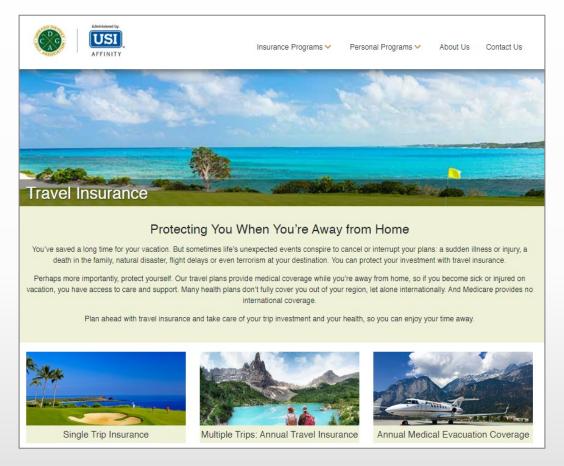
The legal talk:

This document contains highlights of our plans. Please read the Plan Document carefully. Insurance benefits included in the Plans are subject to exclusions and limitations, including an exclusion for pre-existing conditions. If there are any conflicts or discrepancies between this document and the policy or if any point is not covered in this document, the terms and conditions of the policy shall govern.

Visit my.travelinsure.com/cdga to view the Plan document for your state of residence.

Introducing: USI Affinity Travel Insurance Services





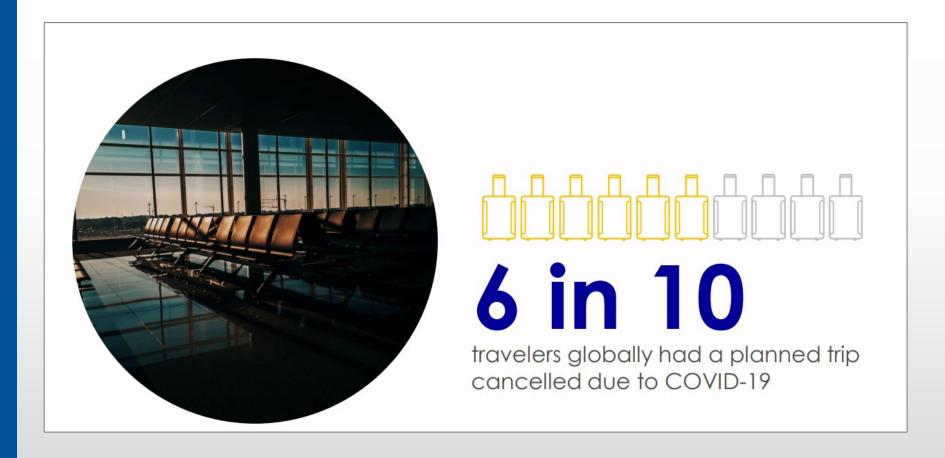
- Since 1973, we've helped travelers protect themselves and their travel investments, working with the most reputable carriers in the industry to connect our customers with products that meet their needs.
- We're a leader in the affinity travel market, and we're proud to serve members of the CDGA through the CDGA Member Insurance Program!



What is the state of travel today?



Pandemic Impact on Travel





Feelings About Travel Shift

March 2020



April 2020

WHAPPENING DANGER ANX OUS MISS AND GOOD AVOID NERVOUS MORE ARE DESCRIPTION OF A REPORT OF

May 2020



October 2020



January 2021



July 2021



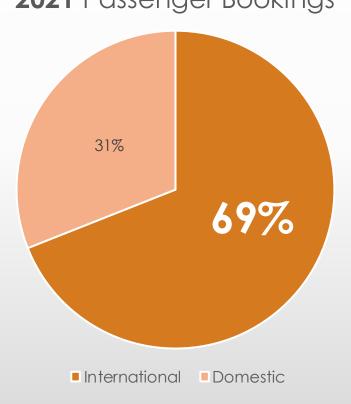
September 2021



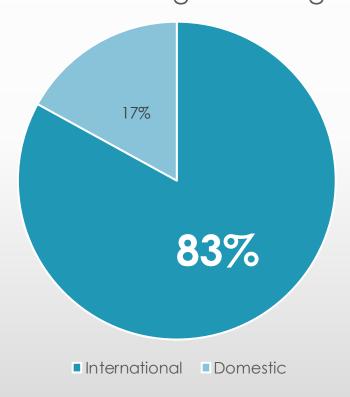


International Travel Ramping Up

2021 Passenger Bookings



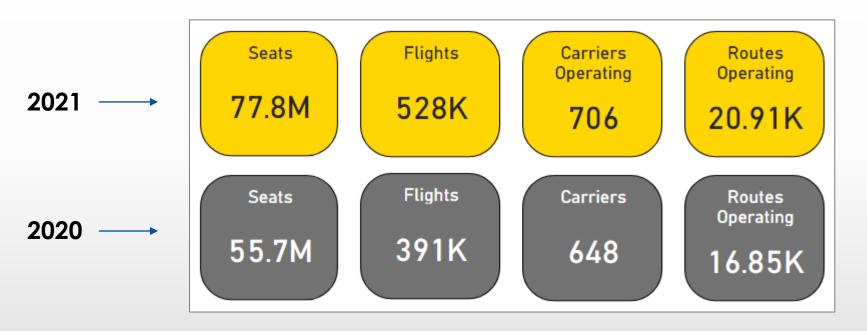
2022 Passenger Bookings





Increase in Air Travel: 2020 vs. Today

Comparing global air travel Week of 11/1:



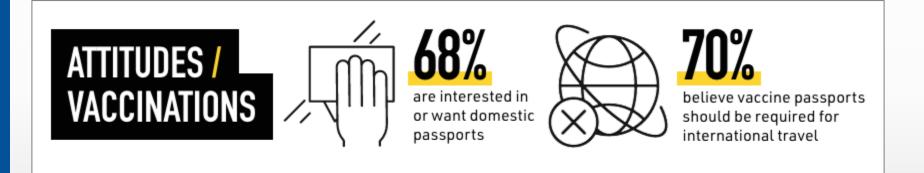
40% increase in seats from 2020 to 2021

35% increase in flights from 2020 to 2021



Traveler Sentiment: Attitudes about Vaccination

Among U.S. travelers:





Traveler Sentiment: Covid Protocols



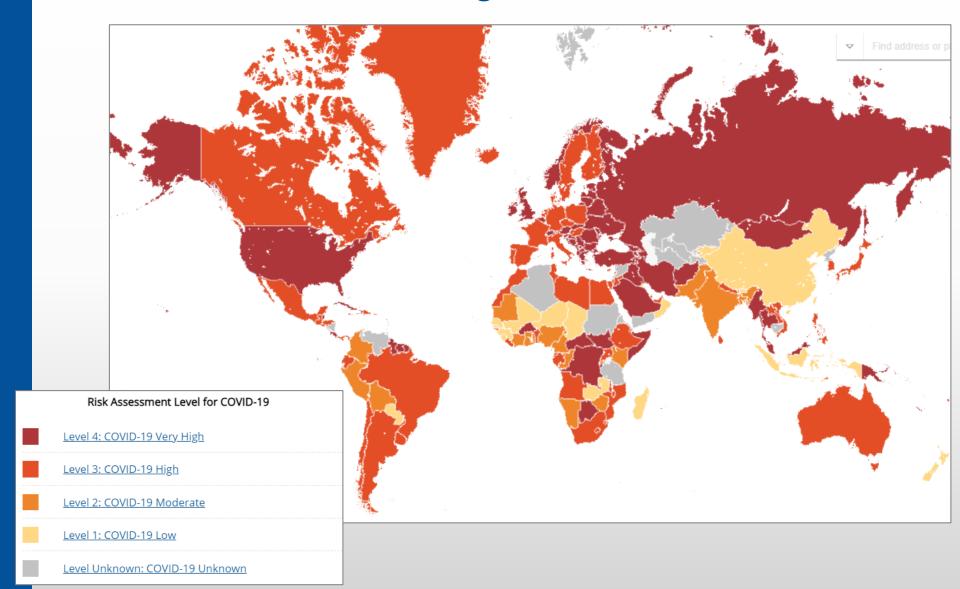
In 2020, "Wearing masks" was the #1 most important factor.



A few travel tips and resources:

Check Covid-19 Travel Recommendations: CDC.gov







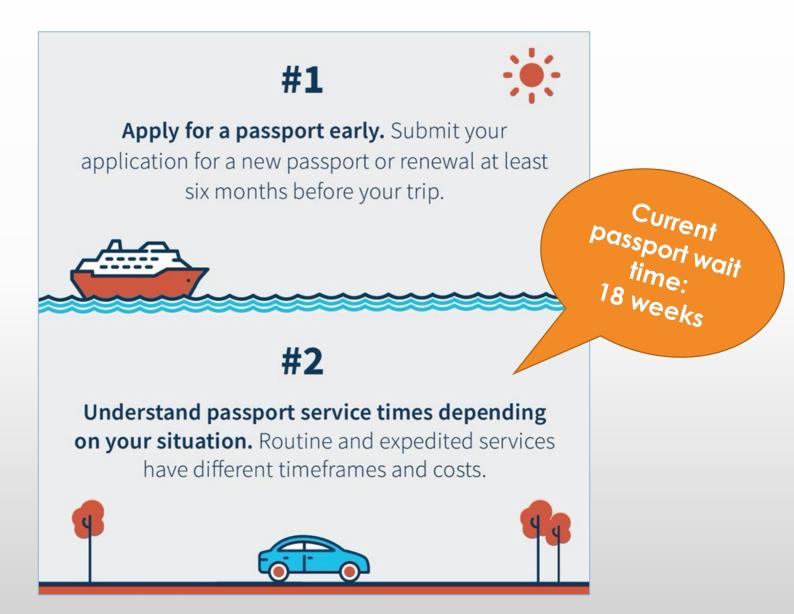
CDC Domestic & International Recommendations and Requirements

Domestic Travel		
RECOMMENDATIONS AND REQUIREMENTS	Not Vaccinated	Fully Vaccinated
Get tested 1-3 days before travel	Ø	
Get tested 3-5 days after travel and self- quarantine for 7 days. Self-quarantine for 10 days if you don't get tested.	•	
Self-monitor for symptoms	Ø	Ø
Wear a mask and take other precautions during travel	Ø	0

International Travel	nal Travel	
RECOMMENDATIONS AND REQUIREMENTS	Not Vaccinated	Fully Vaccinated
Get tested 1-3 days before traveling out of the US	Ø	
Mandatory test required before flying to US		Ø
Get tested 3-5 days after travel	O	Ø
Self-quarantine after travel for 7 days with a negative test or 10 days without test	Ø	
Self-monitor for symptoms	Ø	Ø
Wear a mask and take other precautions during travel	•	Ø

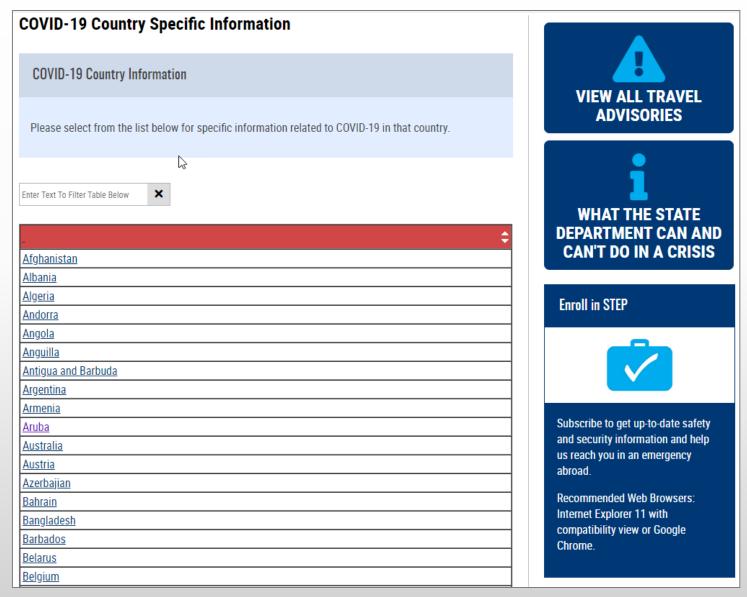


Get Your Passport Ready



Visit travel.state.gov for Country-Specific Information



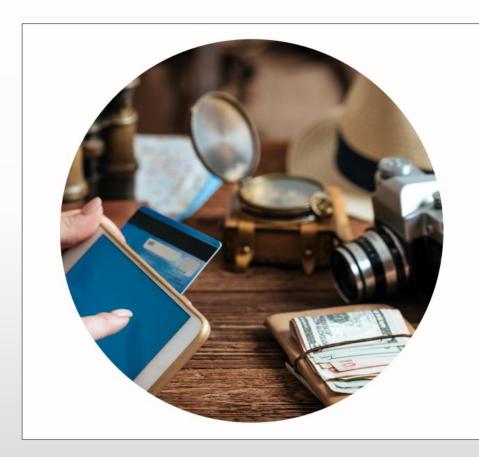




What do today's traveler's want?



Increased Demand for Travel Flexibility



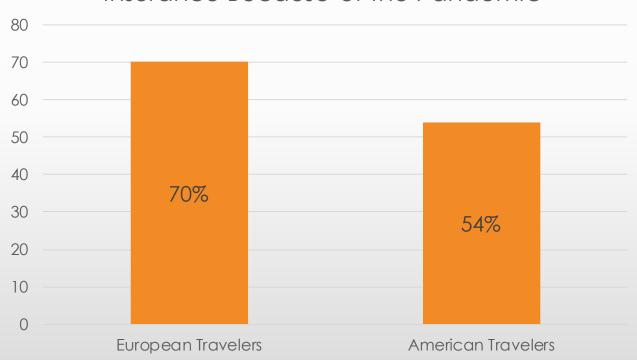
7 in 10

will feel more confident traveling in the next 12 months with **flexibility** – such as travel insurance and trip protection, full cancellations, and refunds on transportation and accommodations.



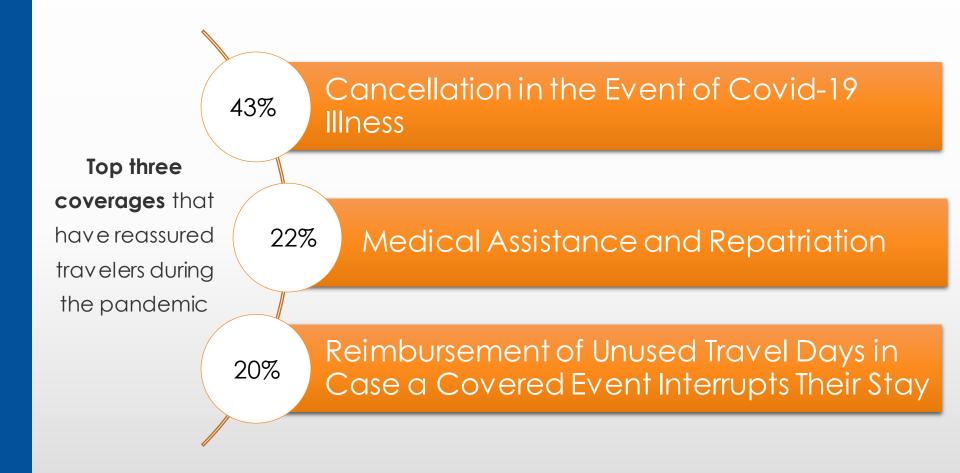
Pandemic Impact on Travel Insurance

Travelers More Likely to Purchase Travel Insurance Because of the Pandemic





Pandemic Impact on Travel Insurance





Featured Benefit

CFAR = Cancel For Any Reason



CFAR: for the most flexibility and peace of mind.





Bonus with CFAR – on our Select Plan only! (Plus and Elite levels)

IFAR: Interruption For Any Reason



Purchase your plan early!

Early Purchase Advantages

- Cancel For Any Reason
 (CFAR) and Interruption For
 Any Reason (IFAR) Options
- Pre-Existing Medical Conditions Exclusion Waiver
- Financial DefaultCoverage



Eligibility varies by plan – industry standard is usually 14-21 days after making your initial trip payment. Our Select plan has a 21-day early purchase window.

Travel Insurance Select: Plan Benefits Snapshot



Coverage*	Basic	Plus	Elite
Trip Cancellation	100% of Trip Cost	100% of Trip Cost	100% of Trip Cost
Trip Interruption	100% of Trip Cost	125% of Trip Cost	150% of Trip Cost
Travel Delay (12 hrs)	\$100/day (\$500 max)	\$200/day (\$1,000 max)	\$250/day (\$2,000 max)
Baggage and Personal Effects	\$250/article (\$500 max)	\$250/article (\$1,000 max)	\$500/article (\$2,500 max)
Baggage delay (12 hrs.)	\$100	\$300	\$500
Missed Connection (3 hrs)	\$500	\$1,000	\$1,500
Emergency Accident & Sickness	\$50,000 (Excess Coverage)	\$100,000 (Excess Coverage)	\$150,000 (Primary Coverage)
Dental	\$500	\$750	\$1,000 (Primary)
Emergency Medical Evacuation & Return of Remains	\$100,000	\$500,000	\$1,000,000 (Including Choice of Hospital)
Worldwide Assistance Services	Included	Included	Included
Cancel For Any Reason/Interrupt For Any Reason Upgrade (CFAR Not available in NY. IFAR not available in AK,IL,KS,NH,NY,WA)	N/A	75% of Trip Cost (Must purchase within 21 days of initial deposit.)	75% of Trip Cost (Must purchase within 21 days of initial deposit.)

^{*}Coverage is available for specified covered reasons. Refer to plan details to see the covered reasons and any exclusions for each benefit.



If something happens, who will you call?

All plans include Worldwide Concierge and Travel Assistance Services:

- 24-Hour Emergency Assistance from anywhere in the world
- Medical Monitoring
- Translation Services
- Travel Planning Assistance
- Concierge Services

Doesn't it feel nice to know someone has your back at all times?





FAQs

What if I (or a family member or travel companion) get sick with Covid-19 before or during my trip? Will I have coverage?

More questions?



FAQs

What if Covid-19 prevents me from traveling somewhere on my trip due to closed borders or a mandatory quarantine in my destination? Could I cancel and use my travel insurance to get a refund?

More questions?



FAQs

What if there's a new wave of Covid-19 infections and I'm worried about traveling? Will my travel insurance cover my trip if I cancel?

More questions?



FAQs

Will my travel insurance cover the costs for mandatory Covid-19 testing before I depart the U.S. and prior to returning to the U.S.?

More questions?



FAQs

What if I test positive in my destination in the mandatory test taken just before returning home? Will my travel insurance provide coverage for any medical expenses or for my required quarantine in my destination?

More questions?

USI Covid-19 Information Page www.travelinsure.com/resources/covid-19-info





简体中文 | 繁體中文 1-800-937-1387

Monday - Friday I 9am - 7pm Eastern

Products Resources Partners Contact Us



Travel Insurance Services > Resources > Covid-19-Info

Covid-19 Information Center

Travel Insurance Impacts

We want to keep you informed of what the Covid-19 pandemic means for travelers in terms of travel insurance coverage. As a broker, we work closely with our carrier partners, and we have compiled their position statements on this situation below. (Look for your plan's name.)

As always, we advise our travelers to read their plan documents or description of coverage thoroughly to understand what coverage they have. If you have any questions about your plan or coverage, please call us at 1-800-937-1387. Our licensed customer service team is available Monday through Friday, 9 a.m. to 7 p.m. Eastern Time.

Travel Planning for 2021 and Beyond:

If you're planning a trip now for 2021 and beyond, we recommend referring to the following resources to understand the current situation and travel requirements for your intended destination:

- . U.S. Travel Insurance Association (UStiA): Post-Covid Travel Requirements
- U.S. Centers for Disease Control (CDC): Travel Health & Safety Information by Destination
- · World Health Organization (WHO): Travel Advice and General Precautions

Understanding Travel Insurance Coverage:

Travel insurance is intended to protect against the unexpected, or unforeseen circumstances. Once the coronavirus outbreak spread, it was no longer "unforeseen." Read more...

Questions & Answers

If my trip is canceled, can I get a refund of my travel insurance premium?

If your travel supplier cancels your trip completely and provides a full refund of trip cost, you may request a refund of your travel insurance premium. (If you have a plan underwritten by Starr--Trip Care Complete, Explorer or Voyager plans--see

♣ FAQs for the Travel Insurance Select plan

♣ FAQs for the TripCareComplete and Explorer plans

1-800-937-1387

Monday - Friday I 9am - 7pm Eastern

Questions? Concerns?

Talk to someone who understands your coverage needs!

Email: info@travelinsure.com

CDC Info for Travelers

Visit the Centers for Disease Control and Prevention website for the latest information.





If the destination that you're traveling to is requiring you to quarantine for a period of time upon entry, you could be eligible for trip coverage, says Karen Johnson of @USIAffinity. There is a caveat however.



Travel Insurance Plan Shopping

Considerations for a Travel Insurance Plan

Does the destination have insurance requirements?
Does the plan cover Covid-19 medical expenses?
Are there any pandemic exclusions?
Do you have any special activities or equipment that need to be covered?
Is Cancel For Any Reason (CFAR) coverage available?

How to Read Your Policy



Benefits, Coverage Specifics and Covered Reasons

SCHEDULE OF BENEFITS

Benefit Per Trip Maximum Benefit Amount/Principal Sum

Part A - Travel Arrangement Protection

Missed Connection Travel Delay (Up to \$250 Per Day)..... Baggage and Personal Effects\$2,500 Baggage Delay\$35,000 Rental Car Damage Reimbursement of Miles or Reward Points\$75 Sports Equipment Rental..... Search & Rescue

Part B - Travel Insurance Benefits

24-Hour Accidental Death & Dismemberment ..\$50.000 (Other than Air Flight) Accident & Sickness Medical Expense..... Emergency Medical Evacuation and Repatriation of Remains... .\$1,000,000

Optional Upgrade: Must be purchased for an additional fee within 21 days of initial deposit.

Trip Cancellation For Any Reason...... Up to 75% of Non-Refundable Trip Cost up to \$75,000 Trip Interruption For Any Reason........ Up to 75% of Non-Refundable Trip Cost up to \$75.000

SECTION I. COVERAGES

COVERAGE A TRIP CANCELLATION

Benefits will be paid, up to the Maximum Benefit Amount shown in the Schedule of Benefits, to reimburse. You for the amount of the unused nonrefundable Prepaid Payments You paid for Travel Arrangements when You are prevented from taking Your Trip due to

Your or a Family Member's, or a Traveling Companion's, or a Business Partner's death, which occurs before departure on Your Trip

- Your or a Family Member's, or a Traveling Companion's, or a Business Partner's covered Sickness or Injury, which: a) occurs before departure on Your Trip, b) requires Medical Treatment at the time of cancellation resulting in medically imposed restrictions, as certified by a Legally Qualified Physician, and c) and prevents Your participation in the Trip;
- For the Other Covered Reasons listed below;

Provided such circumstances occur while coverage is in effect.

"Other Covered Reasons" means:

- You or Your Traveling Companion being hijacked, quarantined, required to serve on a jury (notice of jury duty must be received after Your Effective Date), served with a court order to appear as a witness in a legal action in which You or Your Traveling Companion is not a party (except law enforcement officers);
- b. Your or Your Traveling Companion's primary place of residence or destination being rendered uninhabitable and remaining uninhabitable during Your scheduled Trip, by fire, flood, burglary or other Natural Disaster. The Company will only pay benefits for Losses occurring within 30 calendar days after the Natural Disaster makes your destination accommodations uninhabitable. Your destination is uninhabitable if. (i) the building structure itself is unstable and there is a risk of collapse in whole or in part; (ii) there is exterior or structural damage allowing elemental intrusion, such as rain, wind, hail, or flood; (iii) immediate safety hazards have yet to be cleared such as debris on roofs or downed electrical lines; or (iv) the rental property is without electricity or water. Benefits are not payable if a storm, snowstorm, blizzard or hurricane is named on or before the Effective Date of Your Trip Cancellation coverage;

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- c. You or Your Traveling Companion being directly involved in a traffic accident, substantiated by a police report, while en route to Your scheduled
- unannounced Strike that causes complete cessation of services for at least 18 consecutive hours of the Common Carrier on which You are
- Inclement Weather that causes complete cessation of services for at least 18 consecutive hours of the Common Carrier on which You are scheduled to travel:
- mechanical breakdown that causes complete cessation of services for at least 18 consecutive hours of the Common Carrier on which You are scheduled to travel
- You or Your Traveling Companion is in the military and called to emergency duty for a national disaster other than war;
- involuntary employer termination or layoff affecting You or a Traveling Companion. Employment must have been with the same employer for at
- i. a Terrorist Incident that occurs within 30 days of Your Scheduled Departure Date in a city listed on the itinerary of Your Trip. This same city must not have experienced a Terrorist Incident within the 90 days prior to the Terrorist Incident that is causing Your cancellation of Your Trip. Benefits are not provided if the Travel Supplier offers a substitute itinerary;
- Bankruptcy or Default of an airline or cruise line, tour operator or other travel provider from whom You purchased Your Travel Arrangements causing a complete cessation of travel services more than 14 days following Your Effective Date. Benefits will be paid due to Bankruptcy or Default of an airline only if no alternate transportation is available. If alternate transportation is available, benefits will be limited to the change fee charged to allow You to transfer to another airline in order to get to Your intended destination. This benefit only applies if the Plan has been purchased within 21 days of the date Your initial deposit/payment for Your Trip is received; and You insure the full cost of Your Trip subject to penalties or restrictions;
- felonious assault of You or Your Traveling Companion within 10 days of the Scheduled Departure Date:
- Your or Your Traveling Companion's place of employment is rendered unsuitable for business due to fire, flood, burglary or other Natural Disaster and You and/or Your Traveling Companion are required to work as a result;
- m. revocation of Your previously granted military leave or re-assignment due to war. Official written revocation/re-assignment by a supervisor or commanding officer of the appropriate branch of service will be required;
- n. You, Your Traveling Companion or a Family Member traveling with You is required to work during the Trip. A written statement by an unrelated company official and/or the human resources department demonstrating revocation of previously approved time off will be required. You, Your Traveling Companion or Family Member cannot be a company owner or partner. This provision is not applicable to temporary employment, independent contractors or self-employed persons;
- You, Your Traveling Companion or Family Member traveling with You are directly involved in the merger of Your employer or the acquisition of Your employer by another company. You, Your Traveling Companion or Family Member cannot be a company owner or partner.

All cancellations must be reported to the Travel Supplier within 72 hours of the event causing the need to cancel. If the event delays the reporting of the cancellation beyond the 72 hours, the event should be reported as soon as possible.

The maximum payable under this Trip Cancellation Benefit is the lesser of the total amount of coverage You purchased, or the Maximum Benefit Amount shown in the Schedule of Benefits.

Single Supplement

Benefits will be paid, up to the Maximum Benefit Amount, for the additional cost incurred as a result of a change in the per person occupancy rate for Prepaid Travel Arrangements if a Traveling Companion's or Family Member's Trip is canceled for a covered reason and You do not cancel Your

These benefits will not duplicate any other benefits payable under the Certificate or any coverage(s) attached to the Certificate.

COVERAGE B TRIP INTERRUPTION

Benefits will be paid, up to the Maximum Benefit Amount shown in the Schedule of Benefits to reimburse You for the Prepaid Payments for unused non-refundable land or water Travel Arrangements plus the Additional Transportation Cost paid:

- a) to join Your Trip if You must depart after Your Scheduled Departure Date or travel via alternate travel arrangements by the most direct route possible to reach Your Trip destination; or
- b) to rejoin Your Trip, or transport You to Your originally scheduled return destination, if You must interrupt Your Trip after departure, each by the most direct route possible.

Trip Interruption must be due to:

1. Your or a Family Member's, or a Traveling Companion's, or a Business Partner's death, which occurs while You are on Your Trip;

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How to Read Your Policy



Plan Exclusions and Filing a Claim

Trip Cancellation: Coverage begins at 12:01 a.m. on the day after the date the appropriate premium for this Certificate is received by the Company.

All Other Coverages: Coverage begins when You depart on the first Travel Arrangement (or alternate travel arrangement if You must use an alternate travel arrangement to reach Your Trip destination) for Your Trip. This is Your "Effective Date" and time for all other coverages, except Trip Cancellation.

When Coverage Ends - Coverage Termination Date:

Trip Cancellation: Your coverage automatically ends on the earlier of: 1) the date and time You depart on Your Trip; or 2) the date and time You cancel Your Trip.

All Other Coverages: Your coverage automatically ends on the earlier of: 1) the date Your Trip is completed; 2) the Scheduled Return Date; 3) Your arrival at Your return destination on a round-firp, or the destination on a one-way trip; 4) cancellation of Your Trip covered by the Certificate. Termination of the Certificate will not affect a claim for loss that occurs after premium has been paid.

Extension of Coverage: All coverages under the Certificate will be extended if Your entire Trip is covered by the Certificate and Your return is delayed due to unavoidable circumstances beyond Your control. If coverage is extended for the above reasons, coverage will end on the earlier of the date Your season-Your sensionally geheduled return destination or 7 days after the Scheduled Return Date.

SECTION IV. GENERAL EXCLUSIONS

Benefits are not payable for any loss due to, arising or resulting from:

- suicide, attempted suicide or any intentionally self-inflicted injury of You, a Traveling Companion, Family Member or Business Partner booked to travel with You, while sane or insane;
- an act of declared or undeclared war.
- participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard;
- 4. riding or driving in races, or speed or endurance competitions or events;
- 5. mountaineering (engaging in the sport of scaling mountains generally requiring the use of picks, ropes, or other special equipment);
- participating as a member of a team in an organized sporting competition or participating as a professional in a stunt, athletic or sporting event or competition;
- participating in bodily contact sports, extreme sking (sking outside marked trails or heli-sking), any race, speed contests (not including any of
 the regatta races), or scuba diving if the depth exceeds 50 feet or if You are not certified to dive and a dive master is not present during the
- 8. piloting or learning to pilot or acting as a member of the crew of any aircraft;
- being Intoxicated as defined herein, or under the influence of any controlled substance unless as administered or prescribed by a Legally Qualified Physician;
- 10. the commission of or attempt to commit a felony or being engaged in an illegal occupation;
- 11. normal childbirth or pregnancy (except Complications of Pregnancy) or voluntarily induced abortion;
- 12. dental treatment (except as coverage is otherwise specifically provided herein);
- 13. amounts which exceed the Maximum Benefit Amount for each coverage as shown in the Schedule of Benefits;
- due to a Pre-Existing Condition, as defined in the Certificate. The Pre-Existing Condition Limitation does not apply to the Emergency Medical Evacuation or Return of Remains coverage;
- any amount paid or payable under any Worker's Compensation, Disability Benefit or similar law;
- 16. medical treatment during or arising from a Trip undertaken for the purpose or intent of securing medical treatment;
- 17. a mental or nervous condition, unless hospitalized for that condition while the Certificate is in effect for You;
- an assessment from a Legally Qualified Physician advising You in writing that You, a Traveling Companion, Family Member or Business
 Partner booked to travel with You are not Medically Fit to Travel, as defined in the Certificate, at the time of purchase of Coverage for a Trip.

CLAIMS PROCEDURE

- 1. EMERGENCIES ARISING DURING YOUR COVERED TRIP: Please contact On Call International (as above).
- TRIP CANCELLATION CLAIMS: Contact your travel agent and Co-ordinated Benefit Plans, LLC (CBP) IMMEDIATELY to notify them of your cancellation and to avoid any non-covered expenses due to late reporting. CBP will then forward the appropriate claim form which must be completed by You AND the attending Physician, if applicable.
- ALL OTHER CLAIMS: Report your claim as soon as possible to CBP (below). Provide the policy number, Your travel dates, and details describing the nature of Your loss. Upon receipt of this information, CBP will promptly forward You the appropriate claim form to complete.

Phone: 1-877-539-6442

For collect calls outside the U.S.: 1-727-450-8795

Ma

Co-ordinated Benefit Plans, LLC

On Behalf of United States Fire Insurance Company

P.O. Box 26222 Tampa, FL 33623

Fax: 1-800-560-6340

Or Email: travelteam@cbpinsure.com

Hours of operation:

Monday, Tuesday, Wednesday, Friday 8:30am-5:00pm (eastern)

Thursday 9:30am-5:00pm (eastern)

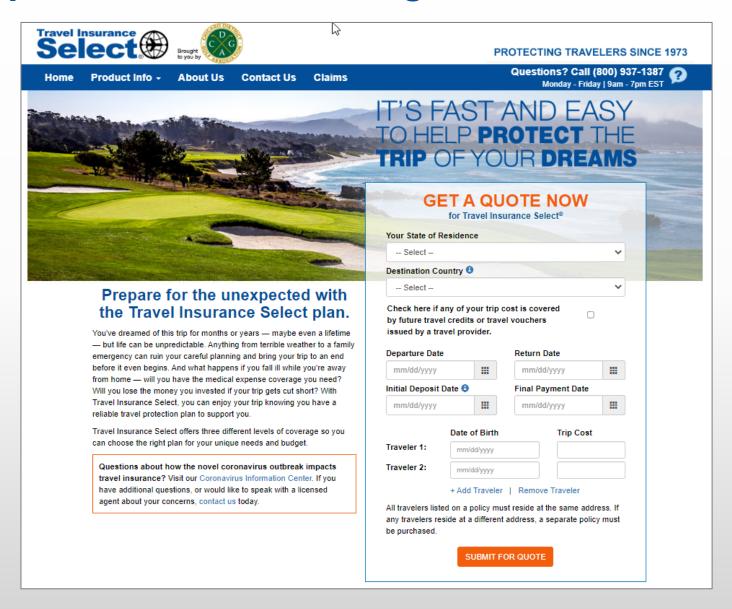
Important: In order to facilitate prompt claims settlement upon your return, be sure to obtain as applicable: detailed medical statements from Physicians in attendance where the Accident or Sickness occurred; receipts for medical services and supplies; receipts from the Hospital; police reports or claims reports from the parties responsible (e.g. aritine, cruise line, hotel, etc.) for any loss, theft, damage or delay. In the event of a baggage claim, receipts for any lost or damaged items will be required, as well as verification of the delay.

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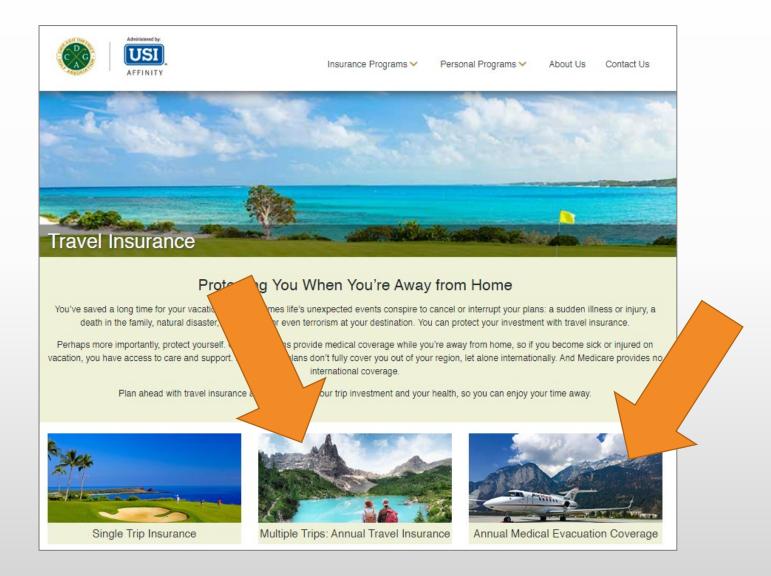
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Additional Plan Options



Voyager Annual Plan





- 100+ miles from home
- One-time enrollment
- Rates based on age
- Trip Cancellation and CFAR not available

Coverage Plans	Silver	Gold
Trip Cancellation	Not Included	Not Included
Trip Interruption	N/A	\$5,000
Airline Ticket Change Fee	N/A	\$200
Single Occupancy Supplement	N/A	Included
Baggage Delay – 12 hours	\$100/day; \$300 Max.	\$100/day; \$750 Max.
Baggage & Personal Effects	\$1,000 (\$250/item; \$500 Max. valuable articles)	\$2,500 (\$250/item; \$500 Max. valuable articles)
Accidental Death & Dismemberment - 24 hour	\$50,000	\$50,000
Accidental Death & Dismemberment – Air Only	\$100,000	\$100,000
Emergency Accident & Sickness Medical Expense	\$50,000	\$250,000
Emergency Dental	\$750	\$750
Emergency Medical Evacuation & Medically Necessary Repatriation	\$100,000	\$250,000
Repatriation of Remains	\$100,000	\$150,000
Primary / Excess	Primary	Primary
Political and Natural Disaster Evacuation*	N/A	\$100,000
NON-IN	SURANCE SERVI	CES

AirMed Annual Plan





- Premier global air ambulance service
- 24/7 service from anywhere in the world
- Annual membership
- Not insurance





Members of the Chicago District Golf Association now receive a special discount on AirMed's Annual Membership program.

AirMed is the premier global air ambulance and medical solutions company. Should you need assistance, whether you are far from home or in your own backyard, an AirMed membership has you covered.

AirMed enhances existing health and/or travel insurance. Travel insurance focuses on trip cancellation and lost luggage. AirMed focuses on taking care of you.

Your AirMed membership includes:

- Worldwide Air Medical Evacuation and Repatriation to the hospital of the member's choice.*
- Inadequate facilities are everywhere--even domestically. We get you back home in your time of need. Up to two transports per membership year.
- 24/7 Medical Services Hotline: AirMed provides our members access to medical and second
 opinion referrals, consultation, and prescription assistance. This program connects members 24
 hours a day. 7 days a week, to the worldwide resources of AirMed.
- Security Assessments and Foreign Travel Advisories from our 24/7 Communications Center for up-to-the-minute global threat assessments.
- Transport of Mortal Remains



References

NU Property Casualty 360: Travel Insurance is on an upswing as Covid-19 Restrictions Ease https://www.propertycasualty360.com/2021/05/28/travel-insurance-is-on-an-upswing-as-covid-19-restrictions-ease

USTOA Active Member Research Executive Summary, May 4, 2021

Expedia groups 2021 Travel Trends Report, <a href="https://info.advertising.expedia.com/hubfs/2021-LP-Assets/FINAL-Media%20Solutions%20Travel%20Sentiment%20Influence%202020-2021-updated.pdf?hsCtaTracking=2037ab9f-d4fa-44a4-8750-8d037a85a7d2%7C3c3f1844-291b-476b-b205-be59291c163d

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https://www.tripinfo.com/itm/articles/air-travel-hits-pandemic-high

https://www.prnewswire.com/news-releases/data-more-travelers-buying-cancel-for-any-reason-coverage-301287876.html

https://travel.state.gov/content/travel/en/traveladvisories/COVID-19-Country-Specific-Information.html

https://www.oag.com/us-traveler-survey

TIS Panelists:





Daria PorrecaHead of Travel Division



Sharon L. Broo, CTA

Vice President

Travel Insurance Services



Stephanie BowlandCustomer Service Supervisor



my.travelinsure.com/cdga

USI Travel Insurance Services Customer Service:

(800) 937-1387

info@travelinsure.com

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