

05-1385 Wilderness Travel

Travelex FAQ

Frequently Asked Questions

General Questions

Q: *Why should I insure my trip?*

Traveling creates memories of a lifetime, and can also mean encountering the unexpected, ranging from an inconvenient flight delay to a cancellation for sickness, or a truly serious medical emergency. In today's travel environment, it's increasingly important to protect yourself and your travel investment from the unexpected.

Did you know that the Travelex Travel Protection Plan helps provide coverage if:

- You or a family member become ill and you can no longer travel
- A family member passes away, and you must return from your vacation early
- You have a medical emergency and need to go to the hospital while on your trip
- Upon arrival at your destination, your luggage is missing or damaged
- You lose your wallet and need assistance to replace your ID and credit cards
- Other unforeseeable events as listed in the [Policy](#)

Q: *How much does the Plan cost?*

The plan cost is calculated at a rate of 9.7% of your total insured trip cost, with a minimum trip cost of \$500.

Q: *What are Pre-Existing Medical Conditions and can a Pre-Existing Medical Condition be covered under this plan?*

Pre-Existing Medical Conditions exist if an insured, traveling companion, or family member scheduled or booked to travel with the insured has an illness or other condition for which there is treatment; or a recommendation for treatment, diagnostic test or exam; or for which drugs or medicine are prescribed during the 120 day period immediately prior to the date the plan payment has been received. State variations apply.

IMPORTANT! You can waive the Pre-Existing Medical Condition Exclusion provided you meet the following requirements: 1) the payment for the plan is received within 21 days from the date you paid the initial Covered Trip deposit/payment (i.e., payment is received by Wilderness Travel) for your covered Trip and 2) you are medically able to travel at the time of payment for the protection plan.

Please note that if you are eligible for the Pre-Existing Medical Condition Exclusion Waiver, your airfare or any other subsequent travel arrangement booked will also need to be insured within 21 days of the purchase in order for the waiver to remain valid.

Q: *Can I cover my international airfare?*

Yes, you can cover the cost of your international airfare. Please contact a member of our Wilderness Travel team.

Q: *Wouldn't my current homeowners, renters, credit card, or health insurance policies cover me during my trip?*

The products being offered provide insurance coverage that only applies during your covered trip. You may have insurance coverage from other sources that provide similar benefits but may be subject to different restrictions depending upon the coverage. You may wish to compare the terms of the travel policy offered through Travelex with any existing life, health, home and automobile insurance policies you may have. If you have questions about your coverage under your existing insurance policies, contact your insurer or insurance agent or broker.

Q: *Where can I review plan detail?*

For the full coverage terms and details, including limitations and exclusions, please review the [insurance policy](#).

Q: *Whom can I contact if I have additional questions regarding the travel insurance plan or questions relating to my specific situation?*

For specific questions about the travel protection plan, please contact Travelex's Customer Solutions Center at 1-844-877-1885 or customersolutions@travelexinsurance.com and refer to plan 377ZA-0924. Travelex Office Hours: 8:00am – 7:00pm CST, M-F

Q: *How Do I File a Claim?*

To file a claim, call Zurich Travel Claims Administration at 800-501-4781 (within the U.S. & Canada) or 416-977-5671 (outside the U.S. & Canada). Their Customer Service Representatives will assist you with your claim and mail you the appropriate claim form(s). Claims may also be reported online at <https://www.travelexinsurance.com/customer-service/claims>.

Enrollment Questions

Q: How do I enroll?

You enroll for Travelex coverage through Wilderness Travel. We just need your credit card information, dates of travel, and then we can take care of the rest. There are a few different ways to enroll:

- Contact Wilderness Travel – You can call us at 1-800-368-2794 or email us at info@wildernesstravel.com. We will work with Travelex to purchase the plan using your credit card on file (or a different credit card of your choosing).
- Pay with Final Invoice - If you do not wish to purchase the travel protection at this time, we will include a quote for the cost of the Travelex Travel Protection Plan in your final invoice. When you authorize your final payment, please let Wilderness Travel know if you would like to confirm or decline travel protection coverage with your final payment.

Q: When do I need to purchase a protection plan?

If you want to be eligible for the Pre-Existing Medical Condition Waiver, you must purchase the plan within 21 days of the initial trip deposit.

Otherwise, we encourage you to purchase on or prior to the Final Trip Payment Date, or before nonrefundable trip penalties begin. The cost of the plan can be paid up until the day before your trip's departure. However, coverage does not go into effect until purchased.

Q: After I purchase a protection plan, can I later add extra coverage for airfare, extensions, and extra hotel nights to my policy?

Yes, if you add additional services through Wilderness Travel (e.g., extensions or extra hotel nights), you can add coverage for these costs and the additional premium would appear on your final invoice.

Q: If I change my mind after enrolling in a protection plan, can I get a refund?

Travelex will refund your plan cost if you are not completely satisfied within 21 days of purchase, provided you have not departed or filed a claim.

Q: Is my policy transferable if I transfer to a different Wilderness Travel trip?

Yes, you are allowed a one-time date transfer of your policy to a future departure.

Q: After I purchase a travel protection plan, will I receive a confirmation of coverage?

You will receive an email confirmation of coverage directly from Travelex within 2-3 weeks after purchase. However, you can view the full policy detail by downloading your state specific policy: <https://policy.travelexinsurance.com/377ZA-0924>.

Coverage Questions

The Travelex Protection Plan has been designed specifically for Wilderness Travel to meet the needs of our active adventure travelers. To review full coverage terms and details, including limitations and exclusions, please refer to the [insurance policy](#).

Q: What does Trip Cancellation and Trip Interruption coverage provide?

The travel protection plan will allow you to cancel or interrupt your covered Trip for covered reasons. In the event you have to cancel or interrupt your covered Trip for a covered reason, you are eligible to file a claim(s) against the travel protection plan to receive reimbursement for the prepaid and nonrefundable insured trip cost associated with the covered Trip. Popular reasons include:

- Sickness, Injury, or Death of an insured, traveling companion, or family member
- Cancellation of Scheduled Event due to Adverse Weather (*plan must be purchased within 21 days or initial trip payment to be eligible for this covered reason*)
- Theft of Passport/Visa
- Terrorist Act
- Common Carrier Cancellation/Delay due to Severe Weather, Mechanical Breakdown, Strike, or Federal Aviation Administration (FAA) Mandate (*delay must be at least 12 hours*)
- Involuntary Work Termination/Employment Transfer
- Home/ Accommodation at Destination Uninhabitable or Inaccessible
- Traffic Accident en route
- Hijacking, Quarantine, Jury Duty, Subpoena, Kidnapping
- Financial Insolvency (*plan must be purchased within 21 days of initial trip payment and it must occur at least 14 days after the plan's effective date to be eligible for this covered reason*)
- Active Military Duty/Leave Reassignment or Revocation
- Military/First Responder Duty for Natural Disaster

Travel Delay:

Q: What if I get to the airport and my flight is delayed?

The Wilderness Travel Protection Plan provides reimbursement for reasonable additional costs such as accommodations, local transportation, and meals if your covered Trip is

delayed 5 hours or more for a covered reason up to \$200 per day to a maximum of \$1000.

Baggage Loss & Baggage Delay:

Q: How do I get reimbursement if my bags and/or personal items are damaged/stolen/lost while I am traveling?

The Wilderness Travel Protection Plan offers coverage for checked baggage delays of 12 hours or more during your covered Trip. You will be eligible for reimbursement up to \$500 for the cost of reasonable additional clothing and personal articles purchased by you (such as toiletries, a change of clothing, etc.) Be sure to keep receipts for anything you purchase and obtain a loss report from the airline confirming the baggage delay as these will need to be submitted at the time of a claim.

Emergency Medical Expenses and Emergency Medical Evacuation:

Q: What if I require medical care while on my trip, are my medical bills covered?

The Wilderness Travel Protection Plan offers reimbursement for covered medical expenses resulting from an unforeseen Sickness that first manifests itself or an Injury that occurs while on a covered Trip. You are required to consult a medical professional (or other qualified representative if you are in a remote destination) and receive a diagnosis. If you must be medically evacuated to another facility, these costs are eligible for reimbursement as well.

If you require a medical evacuation while traveling, our Travel Assistance & Concierge Services designated provider will arrange for appropriate transportation, including an escort, if required, to a suitable hospital treatment facility and/or back home if needed. Payment for Medical Evacuation is available only for covered claims and up to the amount of coverage provided in this travel protection plan.

24-Hour Travel Assistance & Concierge Services:

Q: What should I do if I need assistance during my trip?

The 24-Hour Travel Assistance & Concierge Services are there for you around the clock during your covered trip. While traveling, one toll-free call gives you access to a variety of travel services, such as medical emergency assistance and lost baggage retrieval.

Within U.S.A. & Canada: 800-555-0870

Outside U.S.A. & Canada: 416-977-1803

GENERAL EXCLUSIONS

This plan does not cover any loss caused by or resulting from: intentionally self-inflicted Injury, suicide, or attempted suicide of the Insured, Family Member, Traveling Companion or Business Partner while sane or insane; Normal Pregnancy or Childbirth, other than Unforeseen Complications of Pregnancy, of the Insured, a Traveling Companion or a Family Member; participation in professional athletic events; motor sport, or motor racing, including training or practice for the same; mountain climbing that requires the use of equipment such as; pick-axes, anchors, bolts, crampons, carabineers, and lead or top-rope anchoring or other specialized equipment; operating or learning to operate any aircraft, as student, pilot, or crew; air travel on any air supported device, other than a regularly scheduled airline or air charter; war (whether declared or not) or act of war, participation in a civil disorder, riot, insurrection or unrest; any unlawful acts committed by the Insured; Mental, Nervous or Psychological Disorder; if the Insured's tickets do not contain specific travel dates (open tickets); being under the influence of drugs or narcotics, unless administered upon the advice of a Physician or intoxication above the legal limit; any Loss that occurs at a time when this coverage is not in effect; traveling solely or substantially for the purpose of securing medical treatment; any Trip taken outside the advice of a Physician; Pre-Existing Medical Conditions of an Insured, Traveling Companion, or Family Member who is scheduled or booked to travel with the Insured (within a 120 day period immediately prior to the date the plan payment has been received – state variations apply). The following exclusions also apply to the Medical Expense Benefit: routine physical examinations; mental health care; replacement of hearing aids, eye glasses, contact lenses, sunglasses; routine dental care; any service provided by the Insured, a Family Member, or Traveling Companion; alcohol or substance abuse or treatment for the same; Experimental or Investigative treatment or procedures; care or treatment which is not Medically Necessary, except for related reconstructive surgery resulting from trauma, infection or disease; coverage for Trips less than 100 miles from the Insured's Primary Residence (also applies to the Emergency Evacuation Benefit). The following exclusions also apply to Accidental Death and Dismemberment: Benefits will not be provided for the following: loss caused by or resulting directly or indirectly from Sickness or disease of any kind; stroke or cerebrovascular accident or event; cardiovascular accident or event; myocardial infarction or heart attack; coronary thrombosis; aneurysm. Please refer to your policy for a complete list of plan exclusions and limitations. The purchase of this product is not required in order to purchase any other travel product or service. Your travel retailer might not be licensed to sell travel insurance and will only be able to provide general information about the product. An unlicensed travel retailer may not answer questions about the terms and conditions of the insurance offered AND may not evaluate the adequacy of your existing insurance coverage. The products being offered provide insurance coverage that only applies

during your covered trip. You may have insurance coverage from other sources that provide similar benefits but may be subject to different restrictions depending upon the coverage. You may wish to compare the terms of the travel policy offered through Travelex with any existing life, health, home and automobile insurance policies you may have. If you have questions about your coverage under your existing insurance policies, contact your insurer or insurance agent or broker. The product descriptions provided here are only brief summaries and may be changed without notice. The full coverage terms and details, including limitations and exclusions, are contained in the insurance policy. If you have questions about coverage available under our plans, please review the policy or contact us. Travelex Insurance Services Inc. 810 N. 96th Street, Suite 300, Omaha, NE 68114. Toll Free 844.877.1885. Email: customersolutions@travelexinsurance.com. Any inquiry regarding claims may be directed to support@zurichtravelclaims.com, P.O. Box 1019 Youngwood, PA 15697-0919, 800-501-4781. Inquiries regarding new, existing or denied claims and any other claims questions may also be directed to this address. Consumers in California may also contact: California Department of Insurance Hotline 800.927.4357 or 213.897.8921. Travelex Insurance Services, Inc. CA Agency License #0D10209. Consumers in Maryland may contact: Maryland Insurance Administration 800.492.6116 or 410.468.2340. Travelex maintains an updated list of alerts and financial defaults on its website available at <https://www.travelexinsurance.com/supplier-alert-coverage>. Insurance coverage underwritten by individual member companies of Zurich in North America, including Zurich American Insurance Company (NAIC #16535, state of domicile: New York), 1299 Zurich Way, Schaumburg, IL 60196. The terms and conditions of the policy described in this brief summary are governed by the individual policy document that contains the complete terms. In the event of any discrepancy between the information in this brief summary and the policy, the policy document shall govern. This is intended as a general description of certain types of insurance available to qualified customers, provided solely for informational purposes. Policy Form Series U-TIIV-100-A CW, U-TIIN-100/110-A CW, U-TIGV-100-A CW; U-TIGN-100-A CW; in DC U-TIIV-100-A DC & U-TIGV-100-A DC; in IN U-TIIN-100/110-A IN & U-TIGV-100-A IN; in KS U-TIIN-110-A KS; in MN U-TIIV-100-B MN & U-TIGV 100-B MN; in MO U-TIIN-110-A MO; in MT U-TIIN-100/110 MT & U-TIGN-100-A MT; in NH U-TIIV-100-A NH; U-TIIV-101-B NY, U-TIIN-100 NY; in OR U-TIIV-100-A OR; in VA U-TIIV-100-A VA and U-TIGV-100-A VA; in VT U-TIIN-100/110-A VT and U-TIGN-100-A VT.