



Travel Insurance



One single point of expertise for travel solutions...

Our core strength is derived from our ability to provide a single point of contact for customer needs so that we can provide peace of mind when travelling abroad.

Travel Underwriting

- As the World's largest travel insurer, Mondial UK has an in-house underwriting capability via its group company Elvia Travel Insurance International (ETII). Mondial endeavours to obtain full individual policy sale information, increasing the quality of Management Information available to us and developing more sophisticated ways of analysing data, coupled with our experience and knowledge of the market. This enables us to more accurately assess and price travel insurance risks.
- By applying this strategy and by using realistic earning models, Mondial UK has proven that it is possible to develop profitable long term relationships by delivering solutions of the highest quality and adding value to our partners' brands.
- Mondial UK provides its clients with net rates allowing you to decide the level of commission you wish to take.

Innovation in Distribution

- Mondial UK created its e-commerce travel insurance products three years ago to provide an easily accessible means of locating information and purchasing online. E-confirmation of cover is sent within hours of purchase and the information is fed straight to Mondial UK and provides instant verification of cover for assistance and claims. Mondial UK can set up white label and dynamically packaged solutions for clients on a pan-European basis.
- Mondial UK has considerable expertise in setting up dedicated policy sales call centre teams and training them in all aspects of FSA Compliance.

Emergency Medical Assistance

- Our 24 hour emergency medical assistance service is designed to provide a simple "one call" solution to policyholder's emergency medical

needs. Access to the service is via a dedicated telephone number and answered in the clients name, by a multi lingual team with vast experience in handling medical assistances abroad.

Cost Containment

- Due to the high costs of medical claims in Spain, Greece, USA and Canada, we use cost containment procedures to ensure that we are able to secure extensive discounts whilst maintaining high levels of patient care.

Claims - Travel

- Claims handling is managed in house, giving us a close control on the quality of service provided. Mondial UK's claims handlers are trained to handle claims within the confines of the policy cover.
- We undertake a very effective recovery process across all our schemes and claims handling staff are trained to ensure identification of such opportunities. This helps control loss ratios and long term competitive pricing.

Management Information

- Mondial UK holds all Management Information, enabling easy access to customer details such as destination, duration and travelling companions. Claims and assistance functions are carried out in-house, providing a seamless service from the point of sale to the processing of any claim or medical assistance case. By holding all information on one central database warehouse, Mondial UK is easily able to monitor each account and provide detailed management reporting.

FSA Compliance

- In addition to its compliance team, Mondial UK has an expert Marketing Department who are able to give an informed stance on all the necessary FSA policy documents and procedures and the delivery of them.

Our clients include...

Aon
easyJet
Eurotunnel
Expedia
Frizzell
Interval Travel
lastminute.com
Liverpool Victoria
Millstream Underwriting Limited
Nationwide Building Society
Rock Insurance Brokers
Towergate Chase Parkinson

