



1

Hello! InsureStays - dba of Sandhills Insurance Group, LLC, is a licensed Travel Insurance Business Entity headquartered in Pawleys Island, South Carolina, conducting initial and annual training, as well as certification of retailers offering and disseminating information to travelers about its travel insurance programs.

As a Supervising Entity with Limited Lines Travel Insurance Authority (LLTIA), InsureStays provides ongoing oversight of its licensed agents and its authorized travel retailers.

InsureStays Copyright © 2022

NPN 16269113. See www.insurestays.com/agency-licensing

2

InsureStays Training Module Purpose





- Define Travel Insurance
- Review Activities in Offering Travel Insurance
- Present Required Disclosures & Methods of Posting
- Confirm Ethetical Practices

InsureStays Copyright © 2022



3



Travel Insurance Defined

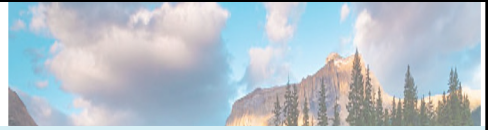
By InsureStays © 2022

4

What Is Travel Insurance?

“Travel Insurance” means insurance coverage for personal risks incident to planned travel, including

- (1) Interruption or cancellation of trip or event;
- (2) Loss of baggage or personal effects;
- (3) Damages to accommodations or rental vehicles;
- (4) Sickness, accident, disability or death occurring during travel;
- (5) Emergency evacuation;
- (6) Repatriation of remains; or
- (7) Any other contractual obligations to indemnify or pay a specified amount to the traveler upon determinable contingencies related to travel as approved by the state insurance Commissioner.



InsureStays Copyright © 2022



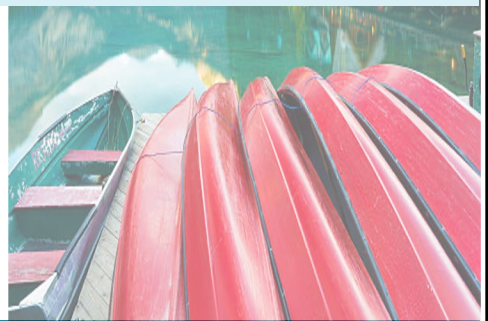
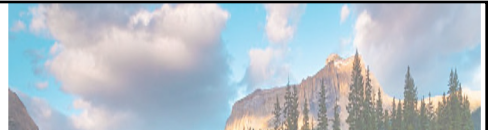
5

What Travel Insurance Is Not?

Travel Insurance does not include major medical plans that provide comprehensive medical protection for travelers with trips lasting longer than six (6) months, including for example, those working or residing overseas as an expatriate, or any other product that requires a specific insurance producer license.

Travel Insurance Is NOT:

- ✗ NOT a Full Major Medical plan of insurance
- ✗ NOT a Damage Waiver Contract
- ✗ NOT a Security Deposit Waiver Program
- ✗ NOT a Renter’s Insurance Policy



InsureStays Copyright © 2022



6




Sales & Authorization

By InsureStays © 2022

7

Travel Insurance Sales & Service Guidelines

There are now two ways Travel Retailers can transact business:

OPTION A: Obtain Limited Lines Travel Insurance Authority (LLTIA) license(s);


-OR-

OPTION B: Be a registered Travel Retailer authorized to operate under and on behalf of another entity with a LLTIA license such as InsureStays. Authorization requires:


- ✓ Training by a Licensed entity such as InsureStays
- ✓ Completion of the Travel Retailer Certification Form
- ✓ Consumer Protections to be met
- ✓ Annual Certification of Authorized Travel Retailers

Since 2013, most US States have adopted and passed updated legislation, or adopted updated insurance rules, which revise regulation for the activities of retailers offering travel insurance programs.

Exceptions are Hawaii and New York. For these states, you must have a producer license in your home state and in HI and NY if you solicit, negotiate or sell travel insurance to residents of HI & NY.



InsureStays Copyright © 2022



8

LICENSING & STATE OF RESIDENCE:

Generally each state requires licensure in their state in order to sell insurance to RESIDENTS of their state. The implication is that even if you/ your company has licensure in your home state, multiple licenses in multiple states are required to sell travel insurance to your booked travelers who are residents of the various other states.

Option A: Become a fully licensed Agent/Agency: Multi-State licensing required for transacting insurance business

Concerns Relating to Obtaining & Maintaining Multiple Licenses:

- The cost of licensure ranges from \$30 to \$500 and even higher per state.
 - For example, the cost of licensure in TN, \$750; in DE, \$1,000; in CA, \$4000+
- Difficulty obtaining non-resident licenses
- Burdensome compliance and administration
- State to State variation in Regulations



Option B: Become Authorized Travel Retailer of an Approved Supervising Entity like InsureStays



InsureStays is licensed with multiple lines of authority, including Limited Lines Travel Insurance Lines of Authority (LLTIA); therefore, by coming under InsureStays' licensing authority, employees of your company can offer travel insurance to residents of most other states.



Advantages of Becoming an InsureStays Authorized Travel Retailer

- Eliminates time & expense of licensure in multiple states
- Resolves problems for authorized Travel Retailers who otherwise can not obtain non-resident licenses.
- Provides vital compliance support









Scope of Activities

By InsureStays © 2022

11


Permissible Activities

Employees of a Travel Retailer registered under InsureStays LLTIA license may facilitate the following activities related to Travel Insurance transactions.


-  Brochures
-  Coverage Verification Letters
-  Descriptions of Coverage
-  Pricing
-  Buyers Guides

In particular, authorized Travel Retailers may disseminate, offer, and provide approved information on behalf of InsureStays and its Travel Insurance program providers including:

- Brochures (use hyperlinks),
- Coverage Verification Letters (CVLs),
- Descriptions of Coverage (DOCs),
- Cost Details, and
- Buyers Guides.



InsureStays Copyright © 2022



12

Required Activities

- Registry Certification
- DOC
- Disclosure
- LLTIA Info
- Comply with U.S.C. 18 §1033

As a Travel Retailer registered under our LLTIA license, you and your employees **MUST**:

- ✓ Be sure you/your company is included on our LLTIA registry
- ✓ Only offer the Travel Insurance products that we, as the LLTIA licensee, have authorized you to offer on our behalf.
- ✓ Provide travelers seeking to purchase travel insurance:
 1. A description of the material terms or the actual terms of the insurance coverage;
 2. A description of the claims filing process;
 3. A description of the review and cancellation process for the travel insurance policy; and
 4. The name and contact information for the insurer and the limited lines travel insurance producer/ licensed entity (InsureStays).
- ✓ Confirm that certain required disclosures are made to prospective purchasers.
- ✓ Comply with U.S.C. 18 §1033 (Crimes by or affecting persons engaged in the business of insurance whose activities affect interstate commerce).

InsureStays Copyright © 2022

13

Restricted Activities

There are Restrictions for Travel Retailers and their employees.

InsureStays Authorized Travel Retailers may NOT do the following without first obtaining an active travel insurance license:

- Provide technical explanations representations, and interpretations about detailed coverage provisions, benefits, exclusions, terminology and conditions.
- Evaluate the adequacy of a travel/rental guest's current or existing insurance coverage.
- Otherwise advertise, hold out or present themselves in such a way as to be perceived as a fully licensed agent.

InsureStays Copyright © 2022

14



18 U.S.C. § 1033



Under Section 1033 of Title 18 of the United States Code, it is a criminal offense for an individual who has been convicted of a felony involving dishonesty or breach of trust or any violation of 18 U.S.C. § 1033 to willfully engage or participate in the business of insurance unless that person has first obtained the written consent of the appropriate regulatory official. Further, it is a criminal offense for any person to willfully employ, or willfully permit, such "prohibited persons" to participate in the business of insurance without the required written consent. A "Prohibited Person" may be an officer, director or employee of an insurance agency or an insurance company, an agent, solicitor, broker, consultant, third party administrator, managing general agent, or subcontractor representing an insurance agency or insurance company who engages in or transacts the business of insurance.

InsureStays Copyright © 2022



15

Required Disclosure

By InsureStays © 2022

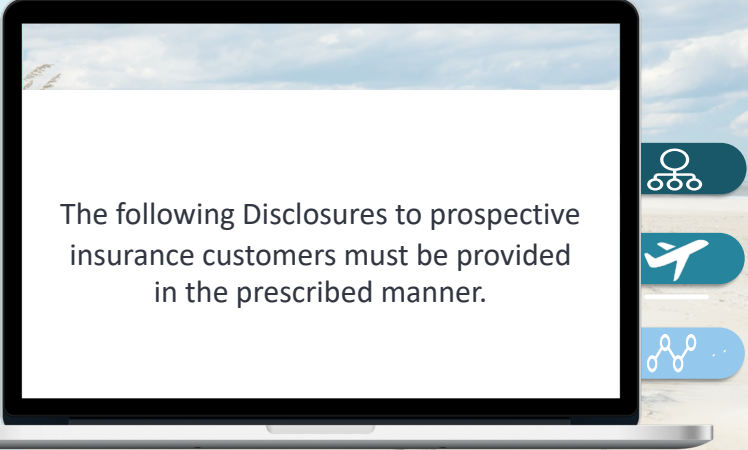
16

DISCLOSURE 1

The Travel Retailer or InsureStays must provide disclosure to the consumer in either the marketing materials or fulfillment packages that is substantively similar to the following:


This plan provides insurance coverage that only applies during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home, and automobile insurance policies. If you have any questions about your current coverage, call your insurer or insurance agent or broker.

Required Disclosures



The following Disclosures to prospective insurance customers must be provided in the prescribed manner.

InsureStays Copyright © 2022



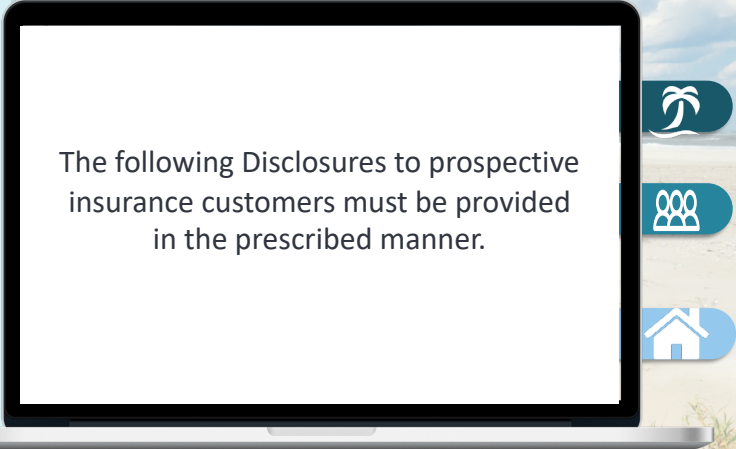
17

DISCLOSURE 2

The travel retailer or InsureStays makes all of the following disclosures to the prospective insured, which shall be acknowledged in writing by the purchaser or displayed by clear and conspicuous signs that are posted at every location where contracts are executed, including, but not limited to, the counter where the purchaser signs the service agreement, or provided in writing to the purchaser.


- (i) That purchasing travel insurance is not required in order to purchase any other product or service offered by the travel retailer.
- (ii) If not individually licensed, that the travel retailer's employee is not qualified or authorized to:
 - (a.) Answer technical questions about the benefits, exclusions, and conditions of any of the insurance offered by the travel retailer.
 - (b.) Evaluate the adequacy of the prospective insured's existing insurance coverage.

Required Disclosures



The following Disclosures to prospective insurance customers must be provided in the prescribed manner.

InsureStays Copyright © 2022



18



19



20

Leverage Technology



INSURESTAYS TECHNOLOGY FULFILLMENT

By partnering with InsureStays's powerful online software solution providers, all purchasers receive the following:

- ✓ Coverage Verification Letters which includes contact information of the insurer and travel producer/ licensed entity
- ✓ Descriptions of Coverage which includes description of material terms, claims filing process, review and cancellation processes
- ✓ Required Disclosures



InsureStays Copyright © 2022

21

Effective Disclosure Placement

The content of these required disclosures are available at <https://insurestays.com/travel-insurance-disclosures/>.

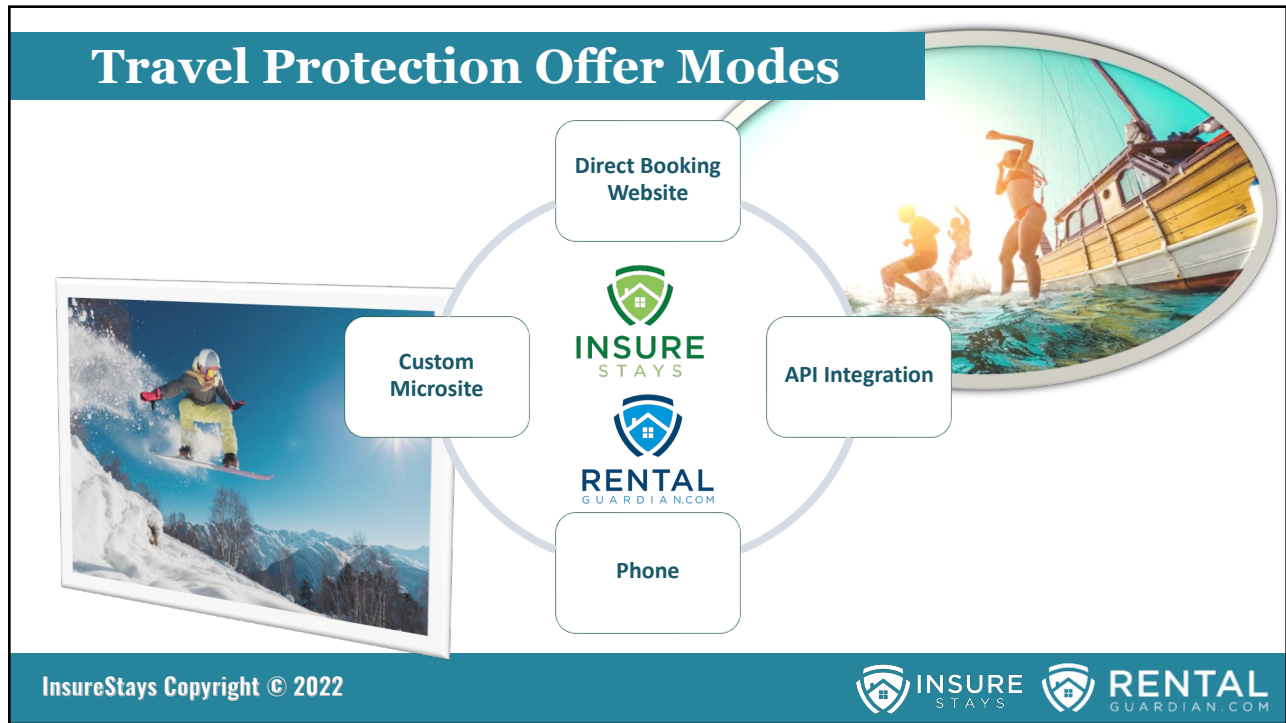




By leveraging our technology tools and following the guidelines in this presentation, you help ensure purchasers receive the required information, including disclosures.

InsureStays Copyright © 2022

22




23



24

ETHICAL PRACTICES

All InsureStays travel retailers must at all times incorporate ethical sales practices in all their activities of or related to travel insurance transactions including:



Honesty

- ✓ Disclosing relevant facts and accurate information
- ✓ Refraining from deceptive or misleading wording and statements
- ✓ Making relevant information clear, understandable, and accessible
- ✓ Avoiding false or misleading advertising



Professionalism

- ✓ Being courteous and fair-minded
- ✓ Avoiding conflicts of interest
- ✓ Accepting your duties and obligations as defined by the law, this training module, and your authority under the InsureStays LLTIA licenses
- ✓ Being diligent in timeliness and thoroughness



Lawfulness

- ✓ Refraining from and discouraging fraudulent statements and activities; reporting suspected fraudulent activity
- ✓ Working within the guidelines of the law, this training module, and your authority under the InsureStays LLTIA licenses
- ✓ Refraining from and discouraging disparaging remarks against competitors, insurers, agents, agencies, and programs
- ✓ Screening, training, and certifying all employees to confirm eligibility to participate in insurance sales and service

InsureStays Copyright © 2022

25

Steps to Authorization



- 1**

Offer exclusively (only) Travel Insurance products authorized by InsureStays, your licensed LLTIA.

2

Complete training via the InsureStays approved Travel Retailer Training Program.

3

Document training and certification via InsureStays- required documentation and forms.
- 4**

Confirm that required disclosures are made to prospective purchasers of travel protection coverage.

5

Agree to adhere to ethical practices.

6

Be listed on the InsureStays Travel Retailer Registry as an Authorized Travel Retailer of InsureStays.

InsureStays Copyright © 2022



26

Questions?

For questions relating to policies or coverage, contact InsureStays:

- stayinfo@insurestays.com

For questions relating to the platform, contact RentalGuardian:

- support@rentalguardian.com







27

THANK YOU

NOTICE TO PARTICIPANTS:
 Sandhills Insurance Group, LLC is a South Carolina domiciled insurance agency (NPN # 16269113, SC LIC #182413) specializing in travel, property protection, and liability solutions for travelers, renters, property managers, and property owners. Sandhills Insurance Group, LLC dbas include InsureStays and InsureStays.com. Additionally, dba in California InsureStays Insurance Agency, LLC, LIC # 0M14453dba in Florida InsureStays Agency, LIC # L099645

See www.insurestays.com for more information.



28