



Swiftbrokers



TRAVEL INSURANCE FOR CREDIT CARD HOLDERS

One Card. Worldwide Coverage.

INTRODUCTION

Objective: Introduce a comprehensive travel insurance package, exclusively available to all Bank credit card holders at no additional cost.

- Benefit to Bank credit cards: Enhance customer satisfaction and loyalty by adding a valuable travel protection benefit to credit card offerings.
- Customer Advantage: Bank customers will enjoy free travel insurance coverage on their card and have the option to purchase additional insurance through the bank's website, adding convenience and peace of mind.

KEY BENEFITS FOR BANK CREDIT CARDS HOLDERS

- Added Value: Travel insurance enhances the value of Bank credit cards, attracting more customers and boosting retention.
- Bank Assurance Partnership: A custom link provided for the bank's website, enabling account holders to easily purchase travel insurance, generating additional revenue streams.
- Customer Loyalty: Providing this added value increases trust and builds long-term relationships with cardholders.
- Competitive Edge: Stand out in the market by offering comprehensive travel insurance benefits.

KEY BENEFITS OF SWIFTBROKERS TRAVEL INSURANCE

Our travel insurance program is designed to address the most common concerns travelers face, offering comprehensive protection and peace of mind.

1. Medical Assistance: Coverage for medical emergencies abroad, ensuring customers receive timely care.
2. Medical Evacuation: Assistance with emergency transportation to a qualified healthcare facility when required.
3. Emergency Return to Home: Coverage to return home in case of a close family member's death, providing support in times of personal emergencies.
4. Repatriation of Mortal Remains: Facilitation of arrangements and coverage for transporting remains if a tragedy occurs.
5. Trip Protection: Coverage for cancellations or delays, including compensation for unforeseen disruptions to travel plans.
6. Lost Baggage: Protection for lost or delayed baggage, helping customers recover the cost of essential items.
7. Loss of Passport: Assistance and coverage to help replace a lost passport quickly.
8. Accidental Death: Coverage in case of accidental death during travel, providing financial support to families in unfortunate events.
9. Personal Liability: Coverage for third-party liability in the event of accidental damages caused by the traveler.
10. 24/7 Support: Dedicated 24/7 customer service line for emergency assistance, no matter the time zone.

SWIFTBROKERS DIGITAL INTEGRATION

- Custom Online Insurance Link: A secure, unique link will be provided for Bank to host on their website.
 - o Allows all account holders to explore, select, and purchase travel insurance plans.
 - o Easy and seamless integration for a simple, user-friendly experience.
- Convenience for Cardholders: Option to upgrade coverage directly through the link, giving flexibility to choose enhanced protection for longer or high-risk trips.
- Revenue Sharing: Bank will benefit from commissions on every policy purchased through the link.

CUSTOMER JOURNEY AND USER EXPERIENCE

- Free Enrollment: Travel insurance is automatically included with all active Bank Namecredit cards.
- Additional Purchases: Customers can opt for extra coverage using the online link.
- Support and Claims: 24/7 dedicated support for claim filing, assistance, and general inquiries.
- Clear, Transparent Process: Easy-to-understand policy terms and direct assistance throughout the entire travel insurance process.

NEXT STEPS AND IMPLEMENTATION

- Integration Timeline: Swiftbrokers will work closely with Bank to integrate the free insurance and the website link efficiently.
- Staff Training: Our team will offer training and support to educate bank staff about the benefits and details of this travel insurance, ensuring customers receive consistent information.
- Marketing & Communication Plan: Joint promotion strategy to inform all customers about this added value and the additional benefits available online, plus a free 2 months of digital marketing promoting the travel insurance for bank credit card.

Q&A

- Contact Information: Swiftbrokers representative contact for further inquiries and collaboration discussions.

THANK YOU!

Thank you for considering Swiftbrokers as a valued partner for enhancing the customer experience. We look forward to bringing a new level of security, convenience, and trust to your customers.