

US*ti*A Insider

Quarterly Newsletter of the US **Travel Insurance** Association

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Annual Conference Is a Success

Message From the President

I would like to thank everyone who participated in this year's annual conference. With 213 attendees, the conference provided a valuable agenda that included excellent guest speakers and the much anticipated Law and Regulation Committee and Market Study project updates. We also enjoyed social and networking opportunities in the relaxed environment of the beautiful Ritz-Carlton Hotel.

A sincere thank you goes out to the Conference Committee and to our staff for the hard work they put in all year long to make the conference such an outstanding event. To that end, work has already begun on next year's conference, which will be held at The Omni Scottsdale Resort & Spa at Montelucia in Scottsdale, Arizona, from April 8-11, 2018.

I would also like to thank Brian Healy for his tenure as association president and acknowledge his efforts to move UStiA forward on a number of fronts.

In the coming year, we look forward to continuing that momentum in the areas of Producing Licensing and the Travel Insurance Model Act. We will also be evaluating member expansion opportunities and consumer awareness efforts. The work of our committees and support by our member companies are invaluable to successfully executing the mission of UStiA. I thank everyone for your continued time and commitment and look forward to working with you during the upcoming year.



Linda Fallon
UStiA President

UStiA Law and Regulations Update

As a result of sustained efforts by USTIA's Law and Regulation Committee over the past 18 months, the NAIC's Travel Insurance Working Group decided to use

NCOIL's recently amended [Travel Insurance Model Act](#) as a basis for future deliberations on creating its own model. UStiA, represented at the NAIC meeting by external counsel John Fielding, was among several organizations supporting the NCOIL model ([see NAIC Travel Insurance Working Group's April 7 Meeting Report](#)). Over the past five years, UStiA's Law and Regulation Committee members have worked to have the original NCOIL Model Act (only addressing licensing and registration) adopted in 45 jurisdictions. UStiA now welcomes NAIC using the recently amended NCOIL Model to provide further regulatory clarification for the travel insurance market in other areas. UStiA will continue to work hard to present the industry's position as the NAIC deliberates the NCOIL Model in detail in the coming year.

An article on this topic was published on April 10. *Best's News Service* subscribers can view the full article [here](#).

Committee Spotlight: UStiA's New Travel Protection Operations Committee

UStiA's Claims Committee has increased its member value by expanding its scope to include all travel-protection-related operations. The new Travel Protection Operations Committee will provide guidance to member companies on travel protection operations best practices and will be a forum for operations managers to add to UStiA's body of knowledge.

The committee will also regularly interface with the Law and Regulations Committee to integrate and distribute practical/operational applications of laws and regulations, and with the Research Committee to develop and distribute insights related to travel protection operations.

The new committee looks forward to organizing webinars and creating an online knowledge base to discuss and share fraud alerts and best practices.

If you or a colleague in your organization is interested in getting involved with this new initiative, contact [Scott Fleming](#), the Travel Protection Operations committee chair.

Member News

Getting Social: Aon Affinity Travel Practice

How do you reach travelers and travel agents? Social media outlets are an increasingly important tool in marketing your products and services. For example, we get the word out about the importance of travel insurance on [Twitter](#) and [LinkedIn](#). We also have a [blog](#), where we share tips for consumers on a variety of topics—from tutorials about travel protection to travel inspiration from our partners, spotlights on destinations, travel data, and more. Follow us to join the conversation!

CSA Travel Protection Announces New Finance VP

Mark Friedman has been promoted to vice president of finance at CSA Travel Protection. In his new role, Friedman will continue his accounting, treasury, and corporate insurance functions, oversee the CSA financial planning and analysis (FP&A) department; and report to U.S. branch president and CEO John Martini and deputy CFO for Europe assistance North America Mohamed Slama.

Asia Air Ambulance and CME Form Strategic Alliance

Asia Air Ambulance, a Bangkok, Thailand-based international medical repatriation service, has formed a strategic alliance with US-based Commercial Medical Escorts (CME). The agreement will see the two companies work together to better provide CME's assistance clients with medical escort services on commercial flights throughout the Asia-Pacific region. [Read the press release.](#)

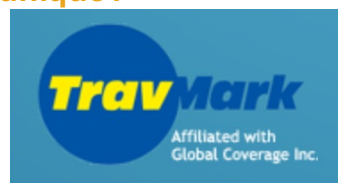
Got News?

If you have news or achievements you'd like to share with UStiA's membership, please forward them to [Jeyin Lee](#) for possible inclusion in the next issue of the UStiA Insider.

Company Spotlight: Travmark

Q: Tell us about Travmark--What makes the company unique?

[Travmark](#) is an independent insurance broker who works with varied travel program operators on their liability and travel insurance programs. Travmark currently works with many insurers for U.S. and Non-U.S. residents. Travmark collaborates with insurance providers to tailor customized solutions for its travel program operator clients' unique exposures.



Q: Who are your clients?

A typical client has between 200 and 20,000 participants who require medical, evacuation, and cancellation/interruption coverages.

Q: What is the future for this type of travel insurance business?

Travel program operators want to know that the insurance programs they are recommending to their participants do not have cookie cutter coverages or inappropriate exclusions. Our clients value working with a specialized independent insurance broker who will find their participants the exact coverage they require.

Q: Why did Travmark join UStiA?

Travmark joined UStiA to keep apprised of industry trends and for the opportunity to collaborate with insurance providers.

UStiA In the News

UStiA received visibility in several news articles during the past quarter, including:

- *OA Online's* article, [BBB offers tips for spring break travelers](#), which stated, "The U.S. Travel Insurance Association maintains a list of licensed travel insurance companies. Certain travel companies have different policies and levels of coverage based on whether you purchase the car rental, flight or hotel. Ask questions and always read the fine print to see what's covered."



Thank You for Making the 2017 UStiA Annual Conference a Huge Success!

Thank you to those who joined us at the [2017 UStiA Annual Conference](#)!

Plan to join us again next year at the Omni Scottsdale Resort & Spa at Montelucia in Scottsdale, Arizona, from April 8-11, 2018.

Thank you to our [sponsors](#).



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