

## Message from Towergate Health & Protection

### Travel insurance update – 22 April 2022

In our update last week, we explained that the new travel scheme we had planned to launch on 20<sup>th</sup> April has been postponed as a result of dissatisfactory feedback about the online application experience from some of our other customers. This had meant many members needing to speak with our team to help them purchase a policy rather than being able to do this simply via the insurer website.

As we also set out, we have been working with an alternative travel insurer to put in place an interim NARPO member offer and we are now able to confirm this arrangement.

Able2Travel is part of Voyager Insurance Services which was founded in 1996 with the express aim of arranging travel insurance and managing reliable travel insurance facilities for tour operators, travel agents and insurance brokers to offer to their clients. Since then, Voyager has consolidated its position in this market, earning an excellent reputation for high quality insurance products.

Able2Travel offer both single trip and annual multi-trip travel insurance cover with the ability to choose a range of cover options to match your travel needs through their straightforward website. To get full details of the Voyager travel insurance plans, obtain a quotation and apply for cover the quotation please visit:

<https://www.able2travel.com/campaigns/towergate-affinity-narp/>

As is now common for travel insurance, the application process can require you to provide details of your medical history, so we recommend you have this information easily available.

As NARPO members, we have arranged a premium discount and you will be prompted to enter the Discount Voucher Code **TGT5** as part of the quotation process.

If you are unable to complete your application on line, then please email our team in the first instance at: [haps-narpoenquiries@towergate.co.uk](mailto:haps-narpoenquiries@towergate.co.uk)

If you do not have access to email, then you can call us on 0800 389 7724. Our team is currently experiencing very high call volumes due to the number of customers wishing to renew or take out new cover and you may be asked to leave a message; we kindly ask for your patience while we return your call.

Thank you

The Towergate Health & Protection Team

Towergate Health & Protection is a trading name of Health and Protection Solutions Limited, which is authorised and regulated by the Financial Conduct Authority (FCA). This can be checked on the FCA's website or by calling them on 0800 111 6768 (freephone). Not all products and services offered are regulated by the FCA. Registered in England and Wales number 4907859.

Registered office: West Park House, 23 Cumberland Place, Southampton, SO15 2BB.