

Coronavirus (COVID-19) Travel Insurance Coverage

Travelex Insurance Services protection plans can provide coverage if you, a traveling companion, family member or business partner tests positive, or are diagnosed by a physician, for the coronavirus before or during your trip. This means you may be eligible for benefits such as trip cancellation, trip interruption, emergency medical and medical evacuation.

To help you understand eligible coverage with the Travelex plans, please refer to these most Frequently Asked Questions received by our Customer Solutions Center.

Will I be covered for trip cancellation?

A Travelex travel insurance plan can provide coverage for trip cancellation if you or a traveling companion test positive for coronavirus and must physically quarantine as a result, as certified by a physician.

Additionally, if a non-traveling family member is diagnosed with the coronavirus and a physician determines that it is life-threatening or they require your care, you will be eligible for coverage.

Finally, if a business partner tests positive for the coronavirus and you must cancel your trip to assume daily management of the business, you are eligible for trip cancellation coverage. This must be certified by a physician to receive coverage.

What if I contract coronavirus while traveling?

If you or a traveling companion contract coronavirus while traveling, and it is diagnosed by a physician, you could be eligible for trip interruption, trip delay, emergency medical and medical evacuation coverage.

Trip interruption provides coverage for the unused portion of your prepaid non-refundable expenses as well as any additional transportation expenses you may incur to return home or re-join your trip.

Trip delay provides coverage for any additional expenses you may incur, such as hotel and meals, if a physician orders you to physically quarantine while on a trip and you are delayed by it.

Emergency medical and evacuation provides coverage for medical expenses incurred while treating the coronavirus and emergency evacuation if medically necessary.

If I am traveling to a country which requires a coronavirus test when I arrive, what happens if I test positive?

Since Travelex is treating coronavirus like any other illness, if you were to arrive at your destination and test positive for the virus, you could be eligible for coverage. If a physician

required you to quarantine, you would be eligible for trip interruption, trip delay, emergency medical and emergency medical evacuation coverage.

What type of coverage would I have if I am quarantined while on my trip?

If you test positive for coronavirus while traveling, you will want to follow the doctor's orders on where to quarantine. You may quarantine in either a hospital, hotel, or vacation rental (such as an Airbnb) while on your trip and still be eligible for up to the trip delay benefit limit to help cover additional hotel and meal expenses as well as emergency medical and emergency evacuation coverage.

How long will my policy extend coverage if I am required to quarantine?

Coverage will automatically extend to the date you reach your return destination and benefits will be paid up to the policy limits, as long as you return as soon as you are fit to fly or once your quarantine period is over.

How can travel assistance help if I test positive for coronavirus while traveling?

If you test positive for coronavirus while traveling, travel assistance can help you make arrangements to extend your hotel stay, locate alternate accommodations, make changes to your travel bookings and much more.

If you are experiencing symptoms and would like to be seen by a physician, the Travelex Assistance Provider can refer you to a local clinic, physician, or medical facility. They can also help you understand what benefits are available under your policy, particularly outside of Travelex office hours.

What does travel insurance not cover regarding coronavirus?

Travel insurance does not provide trip cancellation or interruption coverage for fear of travel, if your travel supplier cancels your trip due to coronavirus concerns, if a government travel warning, restriction, or ban prevents you from reaching your destination, or if your business issues a travel restriction.

If you are required to show a negative COVID test prior to leaving your original destination, the cost of the test is not covered unless directed by a physician.

If you must cancel your trip for a non-covered reason, we encourage you to contact your travel suppliers to seek a refund. Travelex may allow you to apply the policy to another trip at a later date. Please contact Travelex [Customer Solutions](#) for further details on this option.

How do I get a "Medical Letter" to show proof of insurance?

Many countries are now requiring proof of adequate insurance with emergency medical and evacuation coverage in the event a traveler contracts coronavirus while traveling. Travelex can

provide a Medical Letter for travel agents and policyholders which will include traveler and trip information, Travelex protection plan information, dates of coverage, and benefit amounts. If the departure is within the next 24 – 48 hours, please include “URGENT” in the subject line.

To request a Medical Letter, contact the Travelex Customer Solution Team at: customersolutions@travelexinsurance.com.

Please include the following information in the email:

1. Travelex Plan Confirmation Number
2. Name(s) of policy holder
3. Email address to send Medical Letter
4. Destination
5. Dates of Travel
6. Contact information in case there are questions

Please allow 3-5 business days from the date of the request to receive your letter.

As the requirements for emergency medical and evacuation insurance may vary by country, you will need to verify that your Travelex plan provides sufficient levels of coverage for entry into your destination country.

If you have additional questions regarding a Travelex protection plan, please contact the Travelex [Customer Solutions Center](#)

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The product descriptions provided above are only summaries. The full coverage terms and details, including limitations and exclusions, are contained in the insurance policy or Description of Coverage. Coverage and rates may vary by states. If there is any conflict between the contents of this website and the Policy or Description of Coverage, the Policy or Description of Coverage will govern in all cases. Travel Assistance Services are provided by the designated provider listed in the policy or on your Confirmation of Coverage. Travelex Insurance Services, Inc. CA Agency License #0D10209. 810 North 96th Street, Suite 300, Omaha, NE, 68114.