



### **Who is Just Travel Cover?**

Just Travel Cover is a travel insurance scheme provider based in Northeast England. With more than twenty years in the industry, we are ideally placed to take your agency forwards.

We provide our UK network of broker partners with access to a panel of travel insurers allowing them to offer worldwide travel insurance with no age limit, cover for hundreds of pre-existing medical conditions and direct access to the world's first parametric travel insurance policy for delayed and lost luggage, which is administered by CPP Secure Limited. Further information can be found [on our website](#) or in this "[Introduction to Just Travel Cover](#)" pack.

### **What do I need to do novate/transfer my agency?**

You will receive a novation contract from us. Please sign and return this promptly to transfer your agency to us. We will then be in touch to provide access to our portal, share training materials and ensure you have everything you need to prepare to trade from the **15 August 2022**.

### **What if we are unable to novate, or miss the deadline?**

CPP Secure will write providing 30 days' notice of termination before cancelling any agency.

### **Where do I return the signed novation agreement?**

You can sign the agreement and return it to Just Travel Cover, Victoria House, Toward Road, Sunderland, SR12QF, or the signed novation agreement can be emailed to [brokers@justtravelcover.com](mailto:brokers@justtravelcover.com).

### **What happens to live policies?**

CPP Secure is still responsible for administering any travel insurance policies sold prior to your novation. You can continue to use the Alpha portal to sell during the next few weeks, but quotes must be accepted before the 15 August 2022 when your agency transfers. You should continue to send premiums to CPP Secure for these transactions. Should your customers need to amend their cover after this date please contact the Alpha Broker Helpdesk: **0333 207 4350** (Mon-Fri 9am-5pm) which remains the same – you can call this for any queries about both Alpha/ CPP Secure.

### **Will I still have access to the Alpha Portal?**

You will continue to have access to the Alpha portal to amend travel insurance policies and access your customer records. If you do not have any live travel insurance policies, CPP Secure will remove access to the Alpha portal 30 days after your agency novates, to give you time to take copies of any policy records you want to keep. No access will be available after this date.



Once novated you will need to log in to the Just Travel Cover portal to provide quotations and issue policies.

### **Will Just Travel Cover have access to the same products?**

Just Travel Cover has its own travel insurance panel which includes the GoodtoGo Travel Insurance product as well as many others from American International Group UK Limited (AIG), Chaucer Insurance Company DAC and PJ Hayman, meaning you have access to a range of travel insurance schemes and the ability to cover all ages and hundreds of pre-existing medical conditions.

You will no longer have access to the NOW product however, we are working together to relaunch the three Alpha travel insurance products: GetSet2Go, TurtleTravel, and Ultimate later in summer. In addition you will also have access to the new Smart Luggage product. Each product will have its own suite of documents (Policy Wording, IPID, etc.) and can be accessed via an online account or downloaded from the Just Travel Cover system.

### **How will we access the new products?**

We have our own portal at Just Travel Cover, and you will be given access to this and training once you've returned your signed novation agreement.

### **What changes for broker processes?**

You will be able to access the Alpha portal and quote using existing products until 14 August 2022. However, we recommend signing the novation contract as soon as possible so you can begin the process of getting set up on the Just Travel Cover portal. Once you are set up you will use [admin.justtravelcover.com](https://admin.justtravelcover.com) to login and quote for Travel Insurance.

We will then work with you to provide all the information you need and discuss additional options including quote and buy websites.

- Premiums relating to policies prior to the novation will be payable to CPP Secure.
- Premiums for policies incepted after novation will be payable to Just Travel Cover (Just Insurance Agents Limited).

### **Are there any changes to the invoicing arrangement and credit terms?**

Credit terms will remain the same, we will provide details of where to send premiums once your novation agreement is signed.

### **How can I contact Just Travel Cover?**

If you'd like to speak to our broker support team about the Just Travel Cover portal, our products or the novation agreement, please email [brokers@justtravelcover.com](mailto:brokers@justtravelcover.com) or call **0800 4580466**.