

The Arch RoamRight Difference



Arch RoamRight is the award-winning travel insurance brand owned by Arch Capital Group. Our trip cancellation and travel medical plans cover leisure, business, student and group travelers taking both domestic and international trips. Arch RoamRight is a technology-led travel insurance brand, focused on providing exemplary customer experiences – from the first interaction with us to the last. Our customer service team has been recognized for their commitment to quality, winning several Travel Weekly Magellan Awards, Stevie Awards®, American Business Awards® and named one of Money.com's 9 Best Travel Insurance Companies¹.

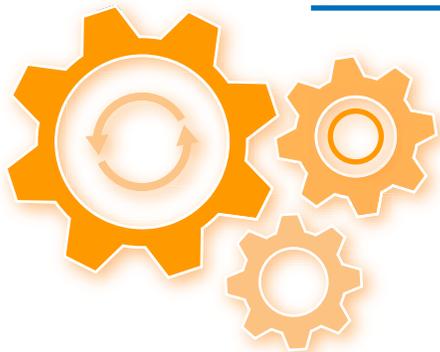


Financial Strength

Get better protection with a company that has a proven financial track record. Publicly traded as ACGI on NASDAQ, Arch Capital Group is A+ rated by AM Best, S&P, and Moody's. For the latest ratings, visit [archinsurance.com](https://www.archinsurance.com).

Disciplined Underwriting

As a part of our Travel, Accident & Health division within Arch Insurance, we can provide additional products to you, including errors and omissions insurance, accident insurance, and short term disability insurance. Visit [archinsurance.com](https://www.archinsurance.com) for a full list of products available.



Vertically Integrated

Our operations, claims, customer service, sales, underwriting, and marketing teams work together to provide clients the highest quality of products & services. We design our own products and the coordination amongst our teams results in a more seamless experience for our customers.

¹ The Travel Weekly 2020 Magellan Awards Gold Winners: <https://www.travelweeklyawards.com/winners/list/?event=1039&category=7&award=G>. American Business Awards® : <https://bit.ly/3wT67ts>, Stevie® Awards for Sales & Customer Service: <https://bit.ly/3wT67ts>. 9 Best Travel Insurance Companies of 2021: <https://money.com/best-travel-insurance/>.



Tenured Staff

Work with people who understand the nuances of travel insurance. All department leaders are travel insurance veterans, and our staff is fully trained and experienced in their own fields. Our executive leadership team averages **23 years** in the travel insurance industry alone.

18 YEARS

9 YEARS

18 YEARS

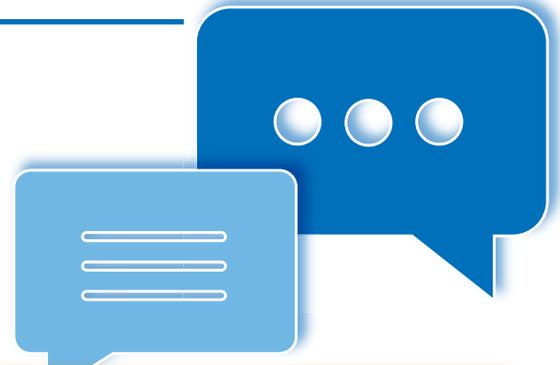
Customer Service

Claims

Sales

Quality Customer Service

Arch RoamRight aims to provide exemplary customer service during every step of the travel insurance process – from quoting and purchasing, to on-trip assistance and claims processing.



Experienced Call Center

Our US-based call center utilizes a cloud-based phone system to ensure high availability. This means your clients are able to talk to a person every time they call.

High Customer Satisfaction

Our commitment to quality service is a welcomed change in the insurance industry and has led to Arch RoamRight becoming one of the highest-rated travel insurance brands in the United States. We are proud to have an average speed to answer rate of less than one minute and less than a 3% call abandonment rate¹.



Joseph W. | Trustpilot

Excellent Service with RoamRight

This was the first time that I've had to make a claim with RoamRight. I filed the claim on January 16, and by January 23, it was completed and my check was on the way. I am blown away by how quickly my claim was paid. I am a Travel Advisor and this by far has been the easiest and fastest process of any insurance company, myself or my clients have ever experienced. I would strongly suggest RoamRight when you're purchasing your next travel insurance policy.



Meredith B. | Trustpilot

When we're able to travel again, we'll definitely get a RoamRight policy

We had never had long term travel insurance before in any of our 30+ years of travel. [...] Something told us to not take any more chances, so we bought a RoamRight policy. Well, guess what happened on our first cruise after purchase? The ship arrived late forcing us to change our return flight home. RoamRight took care of the change fees.[...] In the future, when we can travel again, I definitely will continue to buy a yearly policy thru RoamRight. It's worth the piece of mind, especially in these crazy travel days which I hope will come soon.



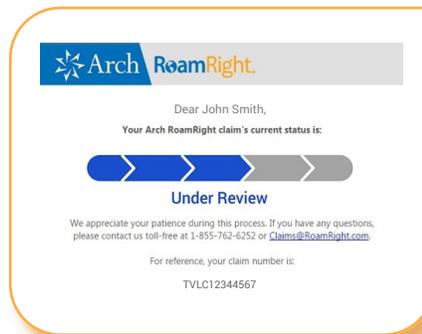
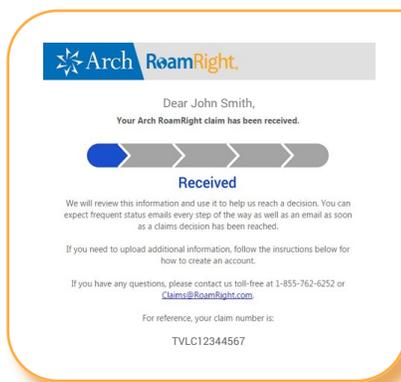
Nicole Gerber | SmartFlyer Travel Advisor

Arch really makes me look like a rock star!

As a travel advisor, I often have to provide insurance quotes to clients for their upcoming travel arrangements. It has always been something I dread; The follow up questions, the coverage details, etc. Once I found Arch, I no longer felt that way about insurance. I have so much more confidence now in offering insurance and know that I have an amazing team at Arch to help me with whatever I need and whenever I need it. [...] So happy I found them.

Outstanding Claims Administration

We provide exceptional claims administration. Travelers can submit claims online and communicate directly over phone or email with a claims administrator, with a focus on timely responses and fair claim adjudication.



Arch RoamRight utilizes email communication to maintain our transparent claims process. Claimants receive emails every step of the way, keeping them informed as their claim travels through the review process.

Innovative Technology

An in-house development team keeps Arch RoamRight on the cutting edge of technology. Our proprietary software allows us to manage every aspect of customer service in one interface – from setting up your organization's account to closing an individual traveler's claim. With these tools, we can supply your travelers with everything they need while on the go.



Robust API¹ Integration

Arch RoamRight has a full feature API that offers a variety of policy and claims related features including quoting, sales, and policy and claims look-up.



Seamless Implementation

This API can easily be implemented within any internal system, and is currently used within other proprietary booking systems.



Hands-On Support and Documentation

Full implementation documentation is available and a development resource will be made available to provide technical assistance to your development team.

¹ Application Programming Interface

Private Labeled Portal

With Arch RoamRight, travel advisors will receive their own branded portal that they and their travelers can utilize for all of their travel insurance needs.

Travel advisors will have one convenient place to get quotes, sell and manage policies, upload travel rosters, initiate claims, and download marketing materials. See more functionalities:

E-Commerce Website

Send travelers directly to a website with your logo where they can buy travel insurance online at their own convenience.

Traveler Account

Travelers can easily view and manage their policy information through a secured website.

Online Claims

For expedited claims services, travelers can file a claim online through a secure and mobile-friendly website – no login or password required.

Arch RoamRight App

Travelers can download a mobile app that provides real-time information about travel alerts, helps with translation during a medical emergency, and stores all travel insurance information in one place.

Optimizing Your Travel Insurance Program

As your trusted travel insurance provider, our goal is to take a consultative approach in managing your insurance program. Your dedicated account manager and Regional Sales Director will work with you to develop a customized program to optimize your conversion rates. Our ability to provide flexible product offerings, branded marketing and technology solutions, and comprehensive training programs allows your business to focus on travel while we take care of everything else!

This provides a broad overview of your policy provisions and does not revise or amend the policy. Insurance coverages are underwritten by Arch Insurance Company, NAIC #11150, under policy series LTP 2013 and amendments thereto. Plans are offered and disseminated by registered travel retailers on behalf of Arch Insurance Solutions Inc., a licensed travel insurance producer* (CA License #0118111, TX License #1787195). Both the travel insurance producer and the underwriter referenced above may be reached at 1-844-872-4163. Your policy is the contract that specifically and fully describes your coverage. Certain terms, conditions, restrictions and exclusions apply and coverages may vary in certain states. Please refer to your policy for detailed terms and conditions. Consumer Disclosures can be found at: <https://partner.roamright.com/disclosures> *Plans are solicited by licensed producers in NY and HI.

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