

BROKER TRAINING GUIDE

How to Navigate Your Voyager WEBroker Dashboard

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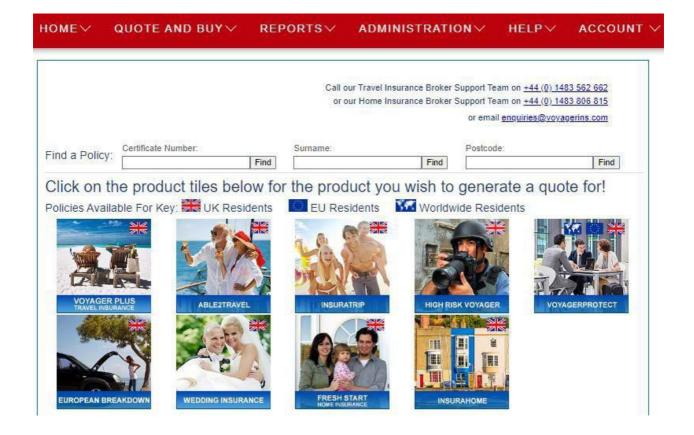
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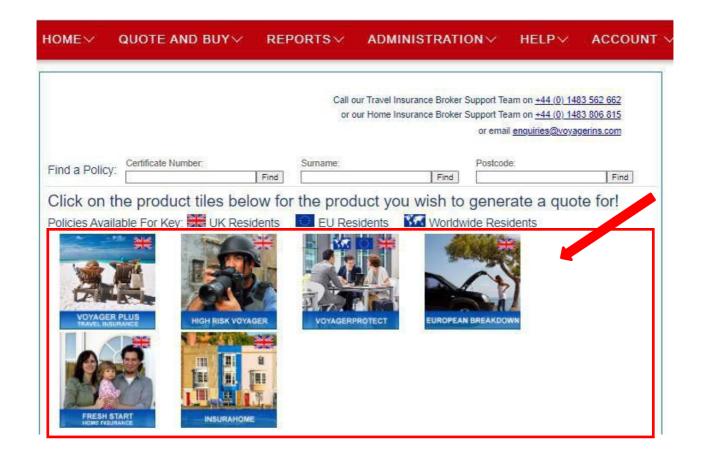
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1 This is your Voyager WEBroker Dashboard.



2 The tiles show the various Voyager Insurance products available to our brokers.



The policy key will show you who the products are available to, either UK Residents, EU Residents, or Worldwide Residents.

Find a Policy: Certificate Nu	mber:	Surname:	Find	Postcode:	Find
Click on the produc	ct tiles below for	the product you	wish to g	generate a qu	uote for!
Policies Available For Key	UK Residents	EU Residents			
VOYAGER PLUS THAVEL INSURANCE FRESH START	HIGH RISK VOYAGER	VOYAGERPROTECT	EUROPEAN B	REAKDOWN	

When you 'click' a product tile you can view a snapshot of the product.

Find a Dollar	Certificate Number:		Surname:		Postcode:	
Find a Policy:		Find		Find		Find

Click on the product tiles below for the product you wish to generate a quote for!

Policies Available For Key: WK Residents







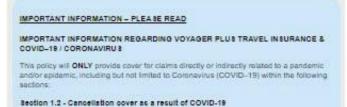












Please be aware that the coverage provided under Section 1.2 - Cancellation cover as a result of CIDVID-19, applies if it is necessary and unavoidable to cancel your planned trip. You are covered, notwithstanding General Exclusions 30 and 31, for cancellation as a result of an insured person testing positive for CDVID-19 within 14 days of the trip departure date, or an insured person being admitted to hospital due to testing positive for CDVID-19 within 28 days of the trip departure date.

Section 2 - Emergency Medical Expenses & Repatriation



Product Snapshot - Here you will see key policy features.



IMPORTANT INFORMATION - PLEASE READ

IMPORTANT INFORMATION REGARDING VOYAGER PLUS TRAVEL INSURANCE & COVID-19 / CORONAVIRUS

This policy will **ONLY** provide cover for claims directly or indirectly related to a pandemic and/or epidemic, including but not limited to Coronavirus (COVID-19) within the following sections.

Section 1.2 - Cancellation cover as a result of COVID-19

Section 2 - Emergency Medical Expenses & Repatriation

Please be aware that the coverage provided under Section 1.2 - Cancellation cover as a result of COVID-19, applies if it is necessary and unavoidable to cancel your planned trip. You are covered, notwithstanding General Exclusions 30 and 31, for cancellation as a result of an insured person testing positive for COVID-19 within 14 days of the trip departure date, or an insured person being admitted to hospital due to testing positive for COVID-19 within 28 days of the trip departure date

Section 1.2 - Cancellation cover as a result of COVID-19 does not provide cover for any claim relating to coronavirus (COVID-19):

- A. for any claims for curtailment of the trip due to GOVID-19;
- B. if you are advised to quarantine or you choose to self-isolate due to a person you
- have come into contact with having COVID-19;
 C. if a medical professional advises you not to travel as you have underlying health conditions that place you at a higher risk from COVID-19.
 D. if the Foreign, Commonwealth & Development Office(FCDO) advise against all (or
- all but essential) travel to your intended destination;
- E. if local government restrictions or directives prohibiting or restricting entry (for example, self-isolation, quarantine or lockdown measures) to your intended destination or on your return home; F. for any costs of COVID-19 testing;
- G. for any claim where a relative, travelling companion or close busing not insured on the policy contracts or shows symptoms of COVID-19.

For Section 2 - Emergency Medical Expenses, cover is now available for your chosen level of cover for the necessary costs incurred as a result of you sustaining unexpected symptoms of or testing positive for COVID-19 or death during your frip in respect of, additional travel and accommodation expenses (on a bed & breakfast basis) to enable you to return home if you are unable to travel as originally planned. A maximum amount of £2,000 per insured person applies if you have to extend your trip because you have tested positive for COVID-19 as well as additional travel and accommodation expenses (or a bed & breakfast basis) for a travelling companion to stay with you and accompany you home, or a relative or friend to travel from your home country to stay with you and accompany

There is no cover under <u>ALL</u> other sections of cover for any claims directly or indirectly related to a pandemic andror epidemic including but not limited to Coronavirus (COVID-

For full details, please see your policy wording

TRAVEL DESTINATIONS

PLEASE REMEMBER: It is essential that you check the latest advice outlined by the Foreign, Commonwealth and Development Office (FCDO) at www.gov.uk/iforeign-travel-advice before departure. Our policies will NOT provide cover under any section of the policy if you travel to a country or specific area, where prior to travel, the FCDO are advising against all (or all but essential) travel.

Product Features:

- · Choice of 3 levels of cover; Standard, Prime and Black
- Available to UK and EEA Residents
 Premiums and benefits available in £/C
- Already Departed cover available
- · No age Limit on Single Trip policies
- ...And much more

Summary Benefits Schedule:

	Level of Cover			
Section of Cover	Standard up to	Prime up to	Black up to	
Cancellation or Curtailment	£1,000	£5,000	£10,000	
Emergency Medical Expenses	£5 Million	£10 Million	£10 Million	
Baggage	£1,250	£2,500	£3,500	
Personal Money	£750	£1,250	£1,500	
Missed Departure/Journey Disruption	£250	£750	£1,000	
Holiday Financial Protection	NII	£1,500	£3,000	
and much more! Please refer to the policy	wording for	full Benefits:	Schedule	

Durations:

- Short Stay up to 62 days per trip if aged up to 74 (max. 31 days for ages 75-84 areas 3 & 4 only and 31 days if aged 85 and over for all areas).
 Annual Multi-Trip up to 45 days per trip if aged 18-69 and 31 days if aged
- . Long Stay up to 18 months available if aged up to 59 (24 months on referral)

Policy Features:

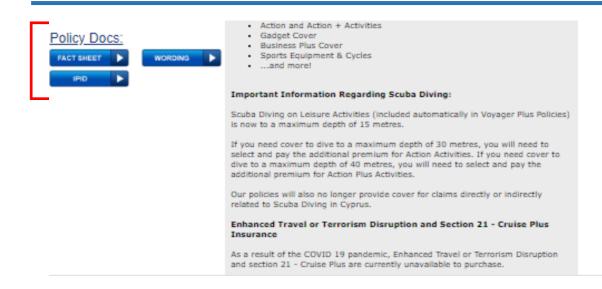
- · Family members can travel separately on Annual Multi-Trip policies
- Up 21 Days Wintersports cover included on Annual Multi-Trip policies.

 Option on Annual Multi-Trip policies to extend from 45 days to 62 days per
- trip if aged 18-69.



6 Product Snapshot - Here you will see policy documents.

* Please note these policy documents are for the current products – current and expired policies may have different policy documents that were effective at the date of purchase.



Policy Documents – Click here to view current product policy wording. 7

Policy Documents - Click here to view current product 'Fact Sheet.'

Policy Documents - Click here to view current product 'IPID.'



- Action and Action + Activities
- Gadget Cover
- Business Plus Cover
- Sports Equipment & Cycles
- ...and more!

Important Information Regarding Scuba Diving:

Scuba Diving on Leisure Activities (included automatically in Voyager Plus Policies) is now to a maximum depth of 15 metres.

If you need cover to dive to a maximum depth of 30 metres, you will need to select and pay the additional premium for Action Activities. If you need cover to dive to a maximum depth of 40 metres, you will need to select and pay the additional premium for Action Plus Activities.

Our policies will also no longer provide cover for claims directly or indirectly related to Scuba Diving in Cyprus.

Enhanced Travel or Terrorism Disruption and Section 21 - Cruise Plus Insurance

As a result of the COVID 19 pandemic, Enhanced Travel or Terrorism Disruption and section 21 - Cruise Plus are currently unavailable to purchase.





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You can open multiple product 'snapshots' at a time. To close a product 'snapshot' simply click 'close' in the upper right-hand corner of the 'snapshot' area for a particular product.



Searching for existing policy-The first option is to search from your dashboard home page.

You can search for a policy by the following: policy number, surname, or postcode

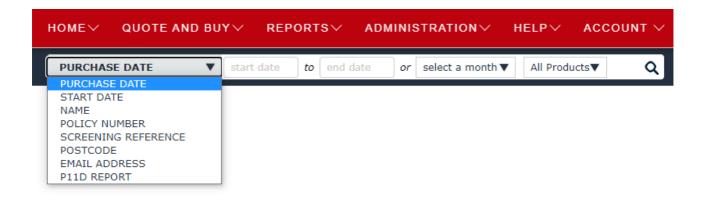
→ Enter search criteria in one of the boxes and click "Find"

Find a Policy: Certificate Numb	ber Su	rname:	Find	Postcode:	Find
Click on the product			vish to	generate a d	quote for!
Policies Available For Key:	UK Residents	EU Residents	- 38	A. E.	
			191		
VOYAGER PLUS TRAVEL PISURANCE	HIGH RISK VOYAGER	VOYAGERPROTECT	EUROPEAN	BREAKDOWN	
FRESH START	INSURAHOME				

- The second option is to go to the "Reports" tab and then "Find a Policy".

 You will have additional search criteria you can search by on this page.
 - → Searching by 'period' or 'month' can give you a nice snapshot to see your activity for a particular time period.

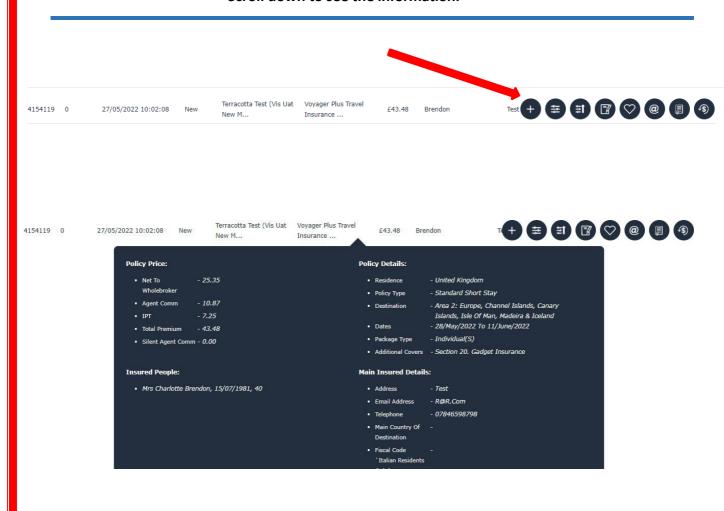




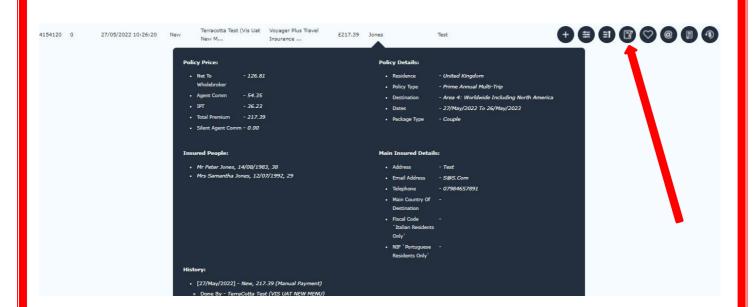
11 Policies will be listed and colour-coded to show status i.e., if the policy has expired.

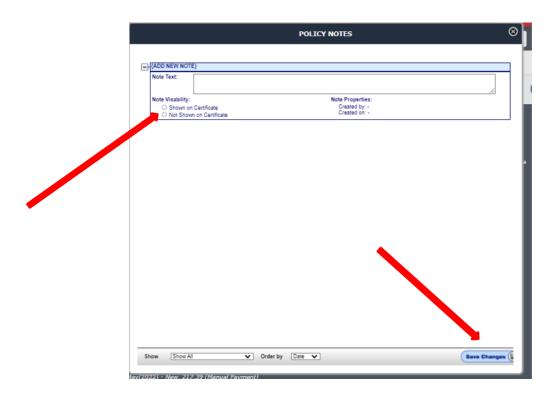


- To see policy details, click the plus icon on the right-hand side.
 - → A window will open with all the policy information. Scroll down to see the information.



- File notes You can use this feature however you like, it's a free text box you can type notes in.
 - → Note Visibility chose if the note will show on the certificate or not.
 - → Once you click the "Save Changes" button the note will show.
 - → Click on a note to make changes click "Save Changes" when done.
 - → Notes you select to be visible on the certificate will show at the bottomonce you have saved the note and/or changes made.





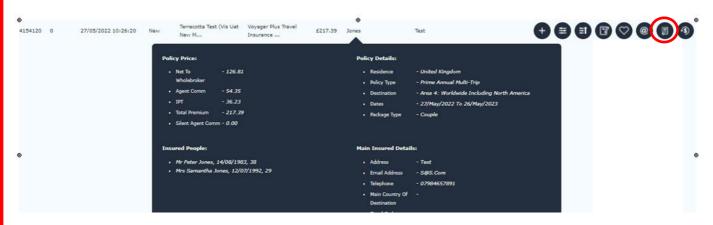
View/Email/Print documents.

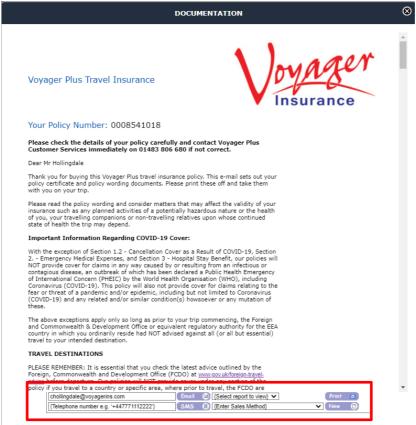
To View Documents, you must click the button circled below.

To switch which document you are viewing (Wording, Certificate etc.) use the drop down menu "Select Report to View".

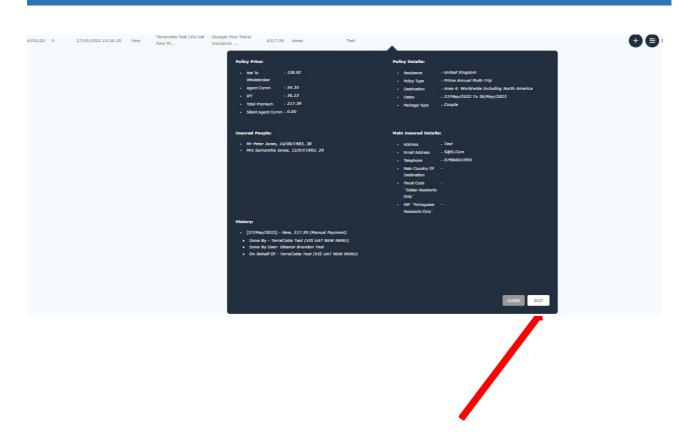
The document selected can be emailed, text messaged (sms) or printed using the buttons at the bottom of the screen.

- → You can overtype in the email box to send to an address other then what is listed.
- → You can also overtype the phone number box for text (sms)
- → There will be a success message in red text below





- You can update/change anything on a policy if it doesn't change the price.
 - → Click the edit option at the bottom of the page.
 - → Click "Save" button to save. You will need to make sure you are putting a note on the policy stating the changes you have made for it to update.
 When you go back to the certificate window/page the changes should now show.
 - → You can NOT change start/end date
 - → You CAN update address, medical reference, email, phone
 - → You can ONLY change the Date of Birth if it doesn't change price.



- Cancel Option If the policy was purchased within 14 days, you can cancel and provide a full refund.
 - → You are advised to confirm any cancellation requests check report list for confirmation or you can call Voyager instead if you don't want to use this feature.
 - → If outside the 14 day 'cooling off' period you will not be able to use this feature and will need to call or email Voyager.



REFUND POLICY

8

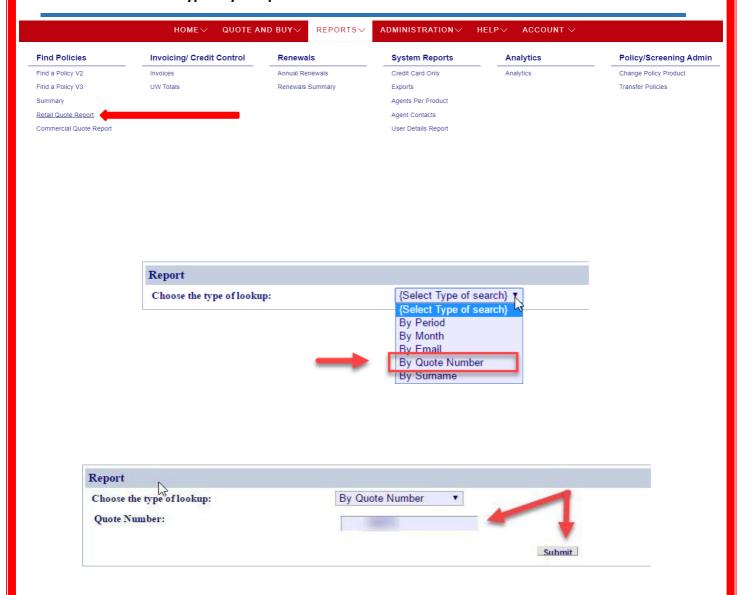
To request a cancellation of this policy simply click in the empty box next to Effective Date to bring up a calendar from which to choose the date. Then enter a reason for the cancellation in the box next to Reason and finally, click on Request Cancellation

Effective Date	
Amount	£ 217.39
Réason	

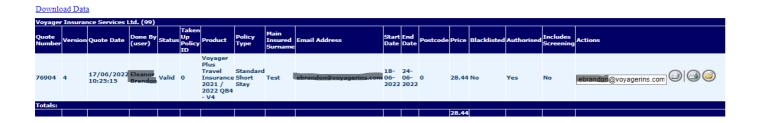


How to Load a Saved Quote on Voyager WEBroker Dashboard

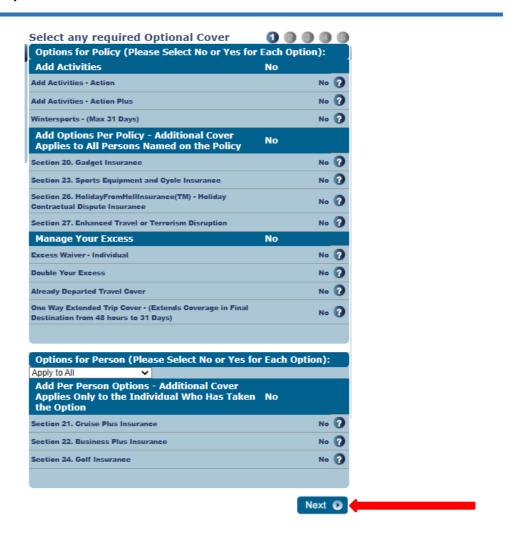
- To load a previously saved quote go to "Reports" at the top of your dashboard and then "Quotes".
 - → In the type of search dropdown options select "By Quote Number".
 - → Type in your quote reference number then click "Submit" button.



You will have the option to email, print or load the quote.



When you load the quote – it will look like you are back at the beginning of the quote system – keep pressing "Next" to get back to the point you left off (or were timed out).

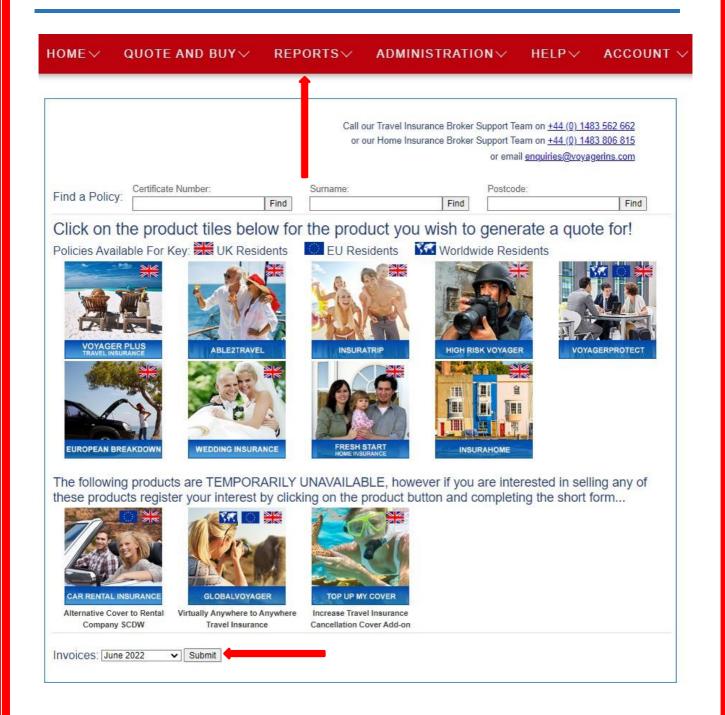


- To see your summary report, go to the "Reports" tab at the top of Your dashboard, and select "Summary".
 - → Choose period or month then click "submit"
 - → Click the "+" on the left to show more detail
 - → This is an easy way to view policy count, commissions and transactions (could be changes/upgrades/etc.)
 - → Red shows refunds
 - → "Not taken up" means something went wrong (usually a system time out) and it is not a live policy as it was never issued and payment was not taken.

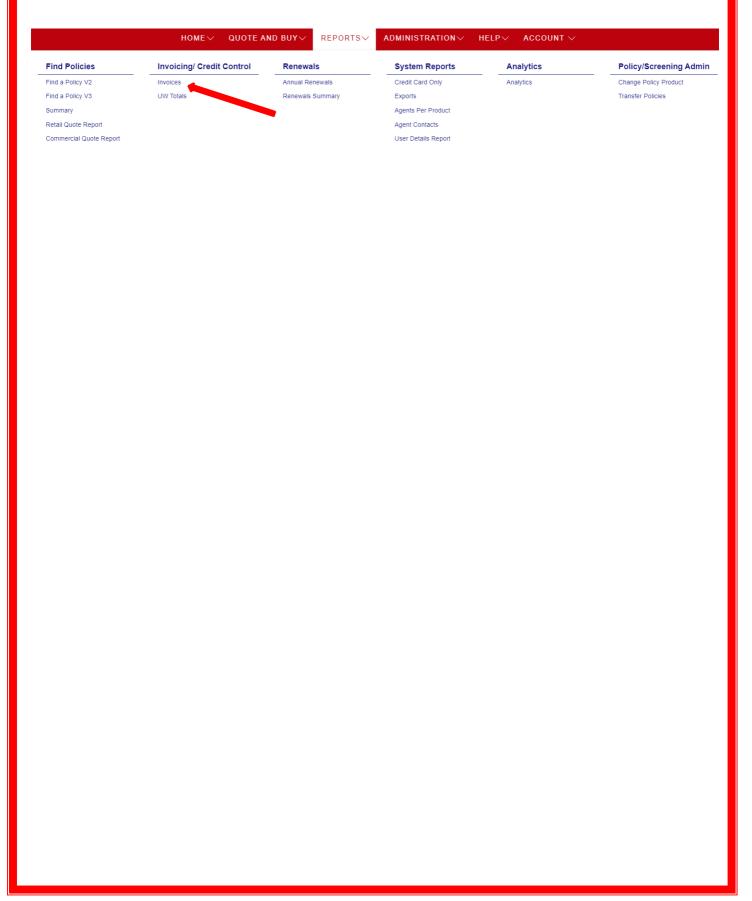


How to Look Up Invoices on Voyager WEBroker Dashboard

- You have two options for looking up an invoice.
 - → Option 1 'Reports' tab at the top of your dashboard.
 - → Option 2 'Invoice' Dropdown option at the bottom of your dashboard.



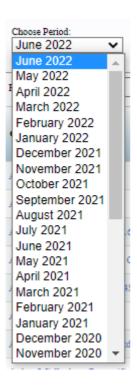
Option 1: At the top of your dashboard go to "Reports" - then select "Invoices"



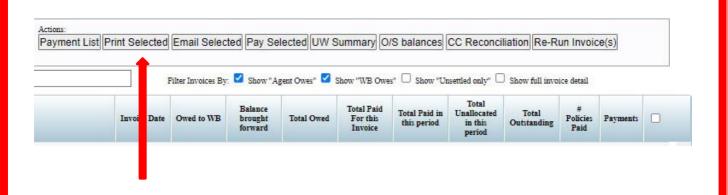
This is where you can see historic invoices

Invoice Date	Owed to WB	Balance brought forward	Total Owed	Total Paid For this Invoice	Total Paid in this period	Total Unallocated in this period	Total Outstanding	# Policies Paid	Payments
2022-06-01	£4162.29	£0.00	£4162.29	£4162.29	£4162.29	£0.00	£0.00	27/27	(*)
2022-06-01	£37.66	£0.00	£37.66	£37.66	£37.66	£0.00	£0.00	2/2	
2022-06-01	£381.41	£0.00	£381.41	£381.41	£381.41	£0.00		3/3	(*)
2022-06-01	£0.00	£78.26	£78.26	£0.00	c10.26	£0.00	£0.00	0/0	1
2022-06-01	£250.23	£0.00	£250.23	£250.23	£250.23	£0.00	£0.00	3/3	(19)
2022-06-01	£122.27	£0.00	£122.27	£0.00	£0.00	£0.00	£122.27	0/3	(*)
2022-06-01	£518.94	£139.76	£658.70	£0.00	£139.76	£0.00	£518.94	0/5	(*)
2022-06-01	£178.49	£8.46	£186.95	£0.00	£0.00	£0.00	£186.95	0/3	1
2022-06-01	£29.86	£0.00	£29.86	£29.86	£29.86	£0.00	£0.00	1/1	(18)
2022-06-01	£187.43	£0.00	£187.43	£187.43	£187.43	£0.00	£0.00	1/1	(*)
2022-06-01	£174.69	£0.00	£174.69	£174.69	£174.69	£0.00	£0.00	1/1	(*)
2022-06-01	£60.26	£0.00	£60.26	£60.26	£60.26	£0.00	£0.00	1/1	(*)
2022-06-01	£58.09	£0.00	£58.09	£0.00	£0.00	£0.00	£58.09	0/1	(*)
2022-06-01	£498.37	£0.00	£498.37	£498.37	£498.37	£0.00	£0.00	3/3	(*)
2022-06-01	£0.00	£288.82	£288.82	£0.00	£0.00	£0.00	£288.82	0/0	(*)
2022-06-01	£91.47	£0.00	£91.47	£0.00	£0.00	£0.00	£91.47	0/2	1
2022-06-01	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	2/2	(18)
2022-06-01	£312.79	£683.59	£996.38	£0.00	£0.00	£0.00	£996.38	0/3	1
2022-06-01	£269.25	£0.00	£269.25	£269.25	£269.25	£0.00	£0.00	1/1	(*)
2022-06-01	£16.68	£0.00	£16.68	£0.00	£0.00	£0.00	£16.68	0/1	(18)
2022-06-01	£322.87	£0.00	£322.87	£0.00	£0.00	£0.00	£322.87	0/1	(%)

24 Click date (hyperlink) to view invoice.



- To print an invoice, select the tick box and then click "Print Selected" button. A new window/tab will open showing the selected invoices press "CTRL+P" to bring up your printer options.
 - → You can select multiple invoices at once



- Option 2: At the bottom of your dashboard select the month you want to view and then press "submit button". A new window/tab will open showing the selected invoices press "CTRL+P" to bring up your printer options.
 - → This option only shows the past 12 months.

		rance Broker Support Team on <u>+</u> rance Broker Support Team on <u>+</u> or email <u>enquiri</u>	
Find a Policy: Certificate Number:	Surname:	Postcode:	Find
VOYAGER PLUS TRAVEL INSURANCE EUROPEAN BREAKDOWN WEDDING INSURANCE	EU Residents INSURATRIP FRESH START HOME INSURANCE	Worldwide Residents HIGH RISK VOYAGER INSURAHOME	VOYAGERPROTECT
The following products are TEMPORARILY these products register your interest by click care to be company SCDW The following products are TEMPORARILY are TEMPORARILY these products register your interest by click are TEMPORARILY are TEMPORARILY these products are TEMPORARILY are TEMPORARILY these products are TEMPORARILY are TEMPORARILY these products register your interest by click are TEMPORARILY are TEMPORARILY these products register your interest by click are TEMPORARILY are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products register your interest by click are TEMPORARILY these products are TEMPORARILY the TEMPORARILY the TE	top UP MY COVER		