

Voyager Insurance



BROKER TRAINING GUIDE

Quoting & Issuing Policies using the
WEBroker Dashboard

The following guide is for quoting individuals, families and couples. For **large group quotes**, please skip to the separate guide starting with step 1 on page 8.

1. Upon logging in you will be presented with the WEBroker Product Dashboard which should look similar to the adjacent image.

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

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

Policies Available For Key: UK Residents EU Residents Worldwide Residents



VOYAGER PLUS TRAVEL INSURANCE

Fully Featured Travel Insurance for UK and Certain EEA Residents



HIGH RISK VOYAGER

Travel Insurance for those travelling to high risk locations



VOYAGERPROTECT

Employer Paid Group Travel Insurance Schemes



EUROPEAN BREAKDOWN

European Breakdown Cover



WEDDING INSURANCE

Protection for Weddings and Civil Ceremonies



FRESH START HOME INSURANCE

Household Insurance for those with Criminal Convictions



INSURAHOME

Standard & Specialist Household Insurance including Unoccupied, Holiday Homes & Landlords

2. Click on the desired product you want to obtain a quote for. For the purposes of this guide, we will be selecting the 'Voyager Plus Travel Insurance' tile.

Voyager Plus Travel Insurance
Close



VOYAGER PLUS TRAVEL INSURANCE

Policy Docs:

[Fact Sheet](#)

[Policy Wording](#)

[IPID](#)

[Fair Value Statement](#)

VOYAGER PLUS TRAVEL INSURANCE & COVID-19 / CORONAVIRUS COVER

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

[Read More](#)

Product Features:

- Choice of 4 levels of cover; Standard, Enhanced, Prime & Supreme
- Available to UK & certain [EEA Residents*](#)
- Premiums and benefits available in £/€
- Already Departed cover available
- No age limit on Single Trip policies
- Family members can travel separately on Annual Multi-Trip policies

Summary Benefits Schedule:

Section of Cover	Level of Cover			
	Standard up to	Enhanced up to	Prime up to	Supreme up to
Cancellation or Curtailment	£1,000	£2,500	£5,000	£10,000
Emergency Medical Expenses	£5 Million	£7.5 Million	£10 Million	£10 Million
Baggage	£1,000	£1,500	£2,500	£3,500
Personal Money	£350	£750	£1,250	£1,500
Missed Departure/Journey Disruption	£250	£500	£750	£1,000
Holiday Financial Protection	No Cover	£1,500	£1,500	£3,000

Please Click Here to refer to the policy wording for full Benefits Schedule

Quote me for:

[Voyager Plus Quote](#)

3. After selecting a product tile, the page will jump down to present you with various documentation relevant to the product down the left side and the 'Quote' button on the right side. The content in the middle of the page provides a general overview of the type of policy, schedule of benefits, trip duration limits, age limits etc... When you're happy to continue, select the 'Voyager Plus Quote' button on the right.

4. You will be taken into the selected products quote journey which always starts with asking some eligibility questions. These questions help make sure your client is eligible for the policy. You will be asked a varying amount of eligibility questions depending on the product selected. Once you have completed all eligibility questions, click on the NEXT button to continue.



Eligibility
Quote Details
Medical Declaration
Your Quotes
Your Details
Summary & Payment
Policy Documents

Eligibility

Do you consent, on behalf of all those to be insured, for us to collect and process personal information, including medical details, to obtain a quote or insurance cover? Yes No

To provide an accurate quote and appropriate insurance cover we ask a medical screening questionnaire. The law requires us to ask for your consent to collect and process this personal information.

Please Note: If you do not give your consent we are unable to provide an accurate quote or insurance cover.

We will not share your data with any 3rd parties other than during the course of administering your policy.

For more information on how and why we collect data and your rights please see our [privacy notice](#).

[NEXT >](#)

5. Start completing the form per your clients' requirements. If you need assistance understanding what a certain element of the quote journey is asking, you can click on the (i) icon for help. Each step of the form will be shown throughout this guide if you want to follow.

Voyager Insurance

Quote Details | Medical Declaration | Your Quotes | Your Details | Summary & Payment | Policy Documents

Quote Details

Which country do you live in? ⓘ

PLEASE SELECT... ▾

What type of policy do you want? ⓘ

ANNUAL MULTI-TRIP

LONG STAY

SHORT STAY

6. **Important note in respect of the 'Where are you going?' question:** Here you can either type in the destination which will auto select the correct region (**Single Trip Policy Types Only**), or you can just click the region without inputting a destination. Selecting a region will overwrite whatever was pre-selected if you did type in a destination, so be careful and make sure you're selecting the correct region.

Where are you going?

Selected Countries:

Or select Your Region ⓘ

UK & NORTHERN IRELAND *UK RESIDENTS ONLY*

EUROPE

WORLDWIDE EXCLUDING USA, CANADA, MEXICO & THE CARIBBEAN ISLANDS.

WORLDWIDE

Are you going to be taking part in Wintersports or going on a Cruise during your trip? ⓘ

WINTER SPORTS

CRUISE COVER

7. Optional extensions offered on the 'Quote Details' page should be selected now if required by the client. You will not have the option to add these on later and would need to return to this page to select them. Wintersports can have an influence on medical screening as there are certain medical conditions we cannot cover if the client is taking part in Wintersports.

8. You will now be asked to enter the trip dates. If you're doing an annual policy, this question will instead be **'When Do You Need Cover to Start?'** Please note the calendars are not smart and do not grey dates out if you go too far, make sure you're checking the policy terms and conditions for trip and inception limits. For e.g., a Short Stay cannot be more than 62 days on Voyager Plus and the trip must be taking place within the next 12 months.

9. Selecting a **'Family Group'** will create an **'Insured Person'** field below. For this example, we've selected **'Individual(s)'** and by default this generates a single insured person field requesting DOB. Selecting **'Couple'** would generate two of these fields. You can add additional persons to the policy by clicking on the **'Add Another Traveller'** button. Click on the (i) button for assistance with **'Family Group'** selections.

10. Some products will provide you with a currency selection option allowing you to select to pay using GBP or Euros. Leaving this on **'Default Currency'** will quote GBP.

11. Click on the Green **'Get Quotes'** button at the bottom of the page to continue.



12. You will now be presented with a table of quotes. If you selected a **'Single Trip'** policy type, you will also be shown quotes for Annual policies too. Displayed in the table are the varying limits for the key benefits of cover depending on the level. Once your client has decided on a level, click on one of the corresponding **'Select'** buttons.

	Cancellation or curtailment	Emergency medical expenses	Baggage	Excess	Price	Or Upgrade to Annual From
Standard Short Stay	£/€ 1,000	£/€ 5,000,000	£/€ 1,000	£/€ 150	£ 22.97 Select	£58.03 Show
WORDING FULL SUMMARY IPID						
Enhanced Short Stay	£/€ 2,500	£/€ 7,500,000	£/€ 1,500	£/€ 100	£ 24.43 Select	£61.73 Show
WORDING FULL SUMMARY IPID						
MOST POPULAR Prime Short Stay	£/€ 5,000	£/€ 10,000,000	£/€ 2,500	£/€ 75	£ 26.56 Select	£67.08 Show
WORDING FULL SUMMARY IPID						
Supreme Short Stay	£/€ 10,000	£/€ 10,000,000	£/€ 3,500	£/€ 50	£ 60.28 Select	£157.99 Show
WORDING FULL SUMMARY IPID						

13. Upon selecting a quote, you will be presented with a summary side bar on the right of your screen and the page will drop down to display the list of optional extensions that can be applied to the policy. Selecting an option will update the premium on the summary side bar and also list the option next to the **'Additional Options'** section (it can take a couple of moments to update so bear with it). For details on what a specific option covers, click on the (i) icon. To include an optional extension, simply check the white box next to it.

14. The summary sidebar contains a live snapshot of the quotation you're generating and displays useful information such as the split in Travel Premium/ Medical Screening Premium (if applicable). It also allows you to add notes to the policy by clicking on the **'Notes'** button and save the quote by clicking on the **'Save Quote'** button. You can also view the **Policy Wording** and **IPID** by clicking on the corresponding buttons. You will have the option to add notes or save the quote at any stage of the journey from this point forward.

15. Click on the green **'Next'** button at the bottom of the page to continue.

16. You'll now be presented with the medical questionnaire. These questions must be answered in order to proceed. If you select **'Yes'** as the answer to questions 1-4, you will be presented with one of two pop-ups being there is no cover, and the policy is unsuitable or that there's a requirement to complete a medical declaration on the following page. Be sure to make a note of the clients' pre-existing medical conditions (if applicable). If they answer **Yes** to Q1, we cannot provide a policy. Answering **Yes** to Q2 simply means we can do a medical screening for their conditions. If they answer **Yes** to Q3, explain that we cannot cover them for anything in relation to that other person's condition as it is a known risk, so this must be ticked as **No**. Q4 is just a forceful prompt to check if their activities are covered, and also must be ticked as **No** to proceed.

17. If you answered 'Yes' to question 2 on the previous page, you will be presented with a page similar to the adjacent image. If you did not answer 'Yes'; skip to step 25.
18. If you are insuring multiple people, then you will have them all listed down the page and you'll be asked to enter in everybody's name. Navigate to whoever needs to make a medical declaration and select 'ADD A CONDITION'.
19. You will be prompted to enter in a medical condition. Start typing the name of the condition and you should start seeing a list of predicted conditions after the 3rd character entered. Find the condition to be declared and click on it.

Your Details

Person 1

Title

PLEASE SELECT... ▾

First Name

Surname

Date of Birth

If you have a pre-existing medical condition, you must declare this now.

To declare your pre-existing condition(s), please click 'Add a Condition' below and enter the first 3 letters of your condition(s) and select from the list.

I HAVE NO PRE-EXISTING CONDITIONS
ADD A CONDITION

Please select one of the following options for each person:

Please click the Complete Screening button for your medical screening to evaluated.

COMPLETE SCREENING FOR ALL CUSTOMERS

20. Start answering the questions that appear. Keep answering the questions as they come until a 'Continue' button appears. If you need to amend an answer, simply click on the 'Edit' button next to the question.

Please answer the following questions on Asthma

Have you ever had a diagnosis made of COPD (eg chronic bronchitis or emphysema)? EDIT

No

21. You should now see the condition you declared listed. From here you can add another condition, remove the declared condition, or edit the answers to the already declared conditions.

If you have a pre-existing medical condition, you must declare this now.

REMOVE CONDITION
EDIT

I HAVE NO PRE-EXISTING CONDITIONS
ADD A CONDITION

22. Once you've declared conditions for all persons (as necessary) click on the 'COMPLETE SCREENING FOR ALL CUSTOMERS' button.

COMPLETE SCREENING FOR ALL CUSTOMERS

23. After a short period of time, you will be presented with the option to include (and pay the additional premium) or exclude the entered pre-existing medical conditions from the policy.

BEWARE! – If your client chooses to exclude their pre-existing medical conditions, they will have NO COVER for claims or costs relating directly or indirectly to their pre-existing medical conditions. This option will appear separately under each insured person.

Person 1 - Reece Burr

Additional premium to cover declared conditions 💎 £20.40

Exclude the pre-existing conditions from the policy

✓ SCREENING COMPLETED

24. Ticking the option to pay the additional medical screening premium will update the price shown in the summary side bar you were introduced to earlier in the guide and provide a split of the Travel Premium and Screening Premium.

PRIME SHORT STAY	
£46.96	
(Includes insurance, screening and insurance premium tax)	
INSURANCE PREMIUM	£26.56
SCREENING PREMIUM	£20.40

25. Next, you'll be asked to provide additional contact details about the lead insured. Fields marked with a * are mandatory and must be completed in order to proceed. In the event where you're quoting for a client who is a resident of **Italy** or **Portugal**, you must ensure you collect their Fiscal Code/ NIF number.
26. Scroll to the bottom of the page and click on the green 'NEXT' button to continue.

Email Address *

Telephone *

Main Country of Destination

Fiscal Code (Italian Residents Only)

NIF (Portuguese Residents Only)

Your Home Postcode *

Change Country ▼

Your Home Address *

27. The 'Summary' page contains all the details of the final quote, be sure to check and confirm everything with the customer.

28. Depending on how your setup with Voyager, you may have one or two payment options: '**Card Payment**' & '**Account Payment**'. Clicking on '**Account Payment**' will issue the policy straight away and you will receive an invoice at month end. If you click this option skip down to step 30 below. If you are using the clients debit/ credit card to pay for the policy, click on '**Card Payment**'.

VOYAGER PLUS ONLINE TRAVEL INSURANCE 2022 / 2023 QB6 -

V2

POLICY TYPE
Enhanced Short Stay

RESIDENCE
United Kingdom

DESTINATION
Area 2: Europe, Channel Islands, Canary Islands, Isle of Man, Madeira & Iceland

INSURED CATEGORY
Individual's

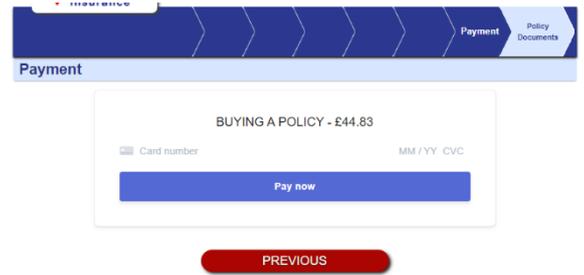
PERIOD
23/June/2023 to 2/July/2023

INSURED PEOPLE
Mr Reece Burr , 10/2/1994 (Age 29)

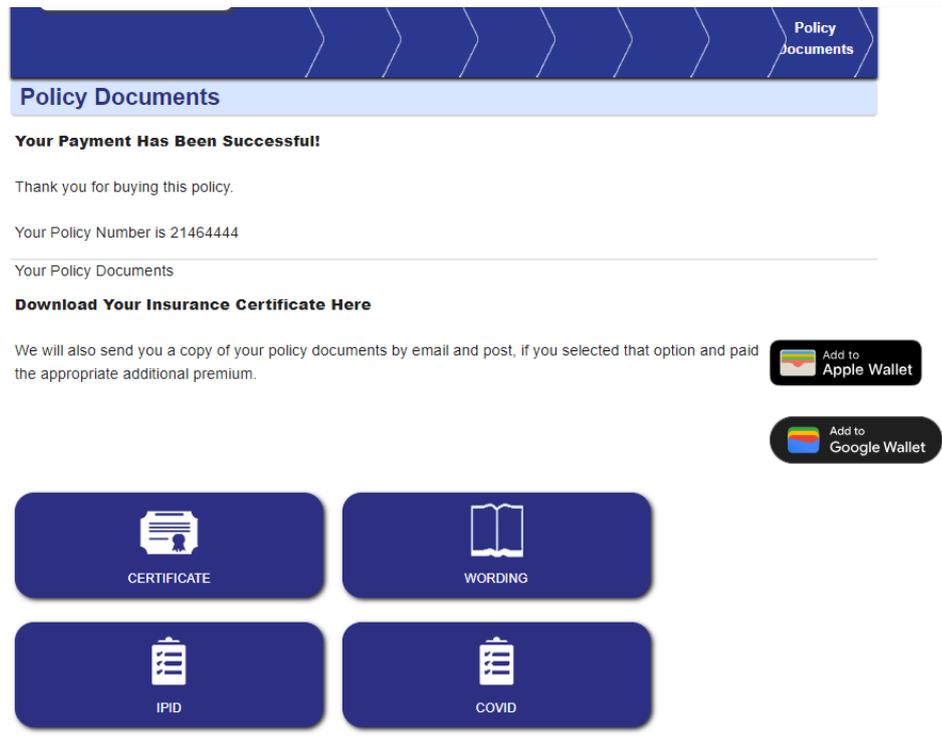
CARD PAYMENT ►

ACCOUNT PAYMENT ►

29. If you clicked on 'Card Payment' the next page you're presented with will look like the adjacent image. Here you simply type in the customers card details and click on 'Pay Now'.



30. If payment was successful, you'll be met with the below confirmation. From here you can provide the Policy Number and click on all the various documents relating to the policy. These documents will be automatically sent to the email address you provided on the 'Customer Details' page earlier in the journey.



CONGRATULATIONS! You have successfully issued a policy using the new Webroker 2.0 Journey!

Quoting for Large Groups

1. Upon logging in you will be presented with the WEBroker Product Dashboard which should look similar to the adjacent image.

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Policies Available For Key: UK Residents EU Residents Worldwide Residents



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Protection for Weddings and Civil Ceremonies



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Household Insurance for those with Criminal Convictions



INSURAHOME

Standard & Specialist Household Insurance including Unoccupied, Holiday Homes & Landlords

2. Click on the desired product you want to obtain a quote for. For the purposes of this guide, we will be selecting the 'Voyager Plus Travel Insurance' tile.

Voyager Plus Travel Insurance
Close



VOYAGER PLUS TRAVEL INSURANCE

Policy Docs:

[Fact Sheet](#)

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[Read More](#)

Product Features:

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Summary Benefits Schedule:

Section of Cover	Level of Cover			
	Standard up to	Enhanced up to	Prime up to	Supreme up to
Cancellation or Curtailment	£1,000	£2,500	£5,000	£10,000
Emergency Medical Expenses	£5 Million	£7.5 Million	£10 Million	£10 Million
Baggage	£1,000	£1,500	£2,500	£3,500
Personal Money	£350	£750	£1,250	£1,500
Missed Departure/Journey Disruption	£250	£500	£750	£1,000
Holiday Financial Protection	No Cover	£1,500	£1,500	£3,000

[Please Click Here to refer to the policy wording for full Benefits Schedule](#)

Quote me for:

Voyager Plus Quote

3. After selecting a product tile, the page will jump down to present you with various documentation relevant to the product down the left side and the 'Quote' button on the right side. The content in the middle of the page provides a general overview of the type of policy, schedule of benefits, trip duration limits, age limits etc... When you're happy to continue, select the 'Voyager Plus Quote' button on the right.

4. You will be taken into the selected products quote journey which always starts with asking some eligibility questions. These questions help make sure your client is eligible for the policy. You will be asked a varying amount of eligibility questions depending on the product selected. Once you have completed all eligibility questions, click on the NEXT button to continue.



Eligibility
Quote Details
Medical Declaration
Your Quotes
Your Details
Summary & Payment
Policy Documents

Eligibility

Do you consent, on behalf of all those to be insured, for us to collect and process personal information, including medical details, to obtain a quote or insurance cover? Yes No

To provide an accurate quote and appropriate insurance cover we ask a medical screening questionnaire. The law requires us to ask for your consent to collect and process this personal information.

Please Note: If you do not give your consent we are unable to provide an accurate quote or insurance cover.

We will not share your data with any 3rd parties other than during the course of administering your policy.

For more information on how and why we collect data and your rights please see our [privacy notice](#).

NEXT ▶

5. Start completing the form per your clients' requirements. If you need assistance understanding what a certain element of the quote journey is asking, you can click on the (i) icon for help. Each step of the form will be shown throughout this guide if you want to follow.

Voyager Insurance

Quote Details | Medical Declaration | Your Quotes | Your Details | Summary & Payment | Policy Documents

Quote Details

Which country do you live in? ⓘ

PLEASE SELECT... ▼

What type of policy do you want? ⓘ

ANNUAL MULTI-TRIP

LONG STAY

SHORT STAY

6. **Important note in respect of the 'Where are you going?' question:** Here you can either type in the destination which will auto select the correct region (**Single Trip Policy Types Only**), or you can just click the region without inputting a destination. Selecting a region will overwrite whatever was pre-selected if you did type in a destination, so be careful and make sure you're selecting the correct region.

Where are you going?

Selected Countries:

Or select Your Region ⓘ

UK & NORTHERN IRELAND *UK RESIDENTS ONLY*

EUROPE

WORLDWIDE EXCLUDING USA, CANADA, MEXICO & THE CARIBBEAN ISLANDS.

WORLDWIDE

Are you going to be taking part in Wintersports or going on a Cruise during your trip? ⓘ

WINTER SPORTS

CRUISE COVER

7. Optional extensions offered on the 'Quote Details' page should be selected now if required by the client. You will not have the option to add these on later and would need to return to this page to select them. Wintersports can have an influence on medical screening as there are certain medical conditions we cannot cover if the client is taking part in Wintersports.

8. You will now be asked to enter the trip dates. If you're doing an annual policy, this question will instead be **'When Do You Need Cover to Start?'** Please note the calendars are not smart and do not grey dates out if you go too far, make sure you're checking the policy terms and conditions for trip and inception limits. For e.g., a Short Stay cannot be more than 62 days on Voyager Plus and the trip must be taking place within the next 12 months.

9. Click **'ADD A LARGE GROUP'** to be presented with the two options; manually entering the number of insured in each age band, or importing a spreadsheet. For importing, select your Excel file, check that the screen says 'Uploaded' and then click **'IMPORT'**. If you do not yet have a spreadsheet, you can click **'Download Template'** in the Import XLS tab – please note that you must not change the format or layout of this template as it would not import properly.

Importing will then show a summary of the number of insured in each age band. You can click **'SHOW INSURED'** to expand the list and double check that it imported correctly. You can remove or add persons by clicking on the X next to someone, or **'Add Another Traveller'** button.

10. Some products will provide you with a currency selection option allowing you to select to pay using GBP or Euros. Leaving this on **'Default Currency'** will quote GBP.

11. Click on the Green **'Get Quotes'** button at the bottom of the page to continue.



12. You will now be presented with a table of quotes. If you selected a **'Single Trip'** policy type, you will also be shown quotes for Annual policies too if the criteria are met. Displayed in the table are the varying limits for the key benefits of cover depending on the level. Once your client has decided on a level, click on one of the corresponding **'Select'** buttons.

	Cancellation or curtailment	Emergency medical expenses	Baggage	Excess	Price	Or Upgrade to Annual From
 Standard Short Stay	£/€ 1,000	£/€ 5,000,000	£/€ 1,000	£/€ 150	£ 22.97 Select	£58.03 Show
WORDING FULL SUMMARY IPID						
 Enhanced Short Stay	£/€ 2,500	£/€ 7,500,000	£/€ 1,500	£/€ 100	£ 24.43 Select	£61.73 Show
WORDING FULL SUMMARY IPID						
MOST POPULAR  Prime Short Stay	£/€ 5,000	£/€ 10,000,000	£/€ 2,500	£/€ 75	£ 26.56 Select	£67.08 Show
WORDING FULL SUMMARY IPID						
 Supreme Short Stay	£/€ 10,000	£/€ 10,000,000	£/€ 3,500	£/€ 50	£ 60.28 Select	£157.99 Show
WORDING FULL SUMMARY IPID						

13. Upon selecting a quote, you will be presented with a summary side bar on the right of your screen and the page will drop down to display the list of optional extensions that can be applied to the policy. Selecting an option will update the premium on the summary side bar and also list the option next to the **'Additional Options'** section (it can take a couple of moments to update so bear with it). For details on what a specific option covers, click on the (i) icon. To include an optional extension, simply check the white box next to it. The red options at the bottom are per person so make sure the quantity is increased accordingly if they need these.

Add Activities

 ADD ACTIVITIES - ACTION

 ADD ACTIVITIES - ACTION PLUS

 WINTERSPORTS - (MAX 31 DAYS)

PRIME SHORT STAY

£26.56 ✕

(includes insurance premium tax)

PRODUCT	Voyager Plus Online Travel Insurance 2022 / 2023 QB6 - V2
POLICY TYPE	Prime Short Stay
DESTINATION	Area 2: Europe, Channel Islands, Canary Islands, Isle of Man, Madeira & Iceland
RESIDENCE	United Kingdom
PERIOD	22/June/2023 to 1/July/2023
PEOPLE TO BE INSURED	10/02/1994

ADDITIONAL OPTIONS

PRICE BREAKDOWN	Base Price	£11.06
	WB Comm	£4.43
	Agent Comm	£6.64
	IPT	£4.43
	Selling Price	£26.56

PRODUCT DOCUMENTS

 WORDING

 IPID

SAVE QUOTE

NOTES

14. The summary sidebar contains a live snapshot of the quotation you're generating and displays useful information such as the split in Travel Premium/ Medical Screening Premium (if applicable). It also allows you to add notes to the policy by clicking on the **'Notes'** button and save the quote by clicking on the **'Save Quote'** button. You can also view the **Policy Wording** and **IPID** by clicking on the corresponding buttons. You will have the option to add notes or save the quote at any stage of the journey from this point forward.

15. Click on the green **'Next'** button at the bottom of the page to continue.

16. You'll now be presented with the medical questionnaire. These questions must be answered in order to proceed. If you select 'Yes' as the answer to questions 1-4, you will be presented with one of two pop-ups being there is no cover, and the policy is unsuitable or that there's a requirement to complete a medical declaration on the following page. Be sure to make a note of the clients' pre-existing medical conditions (if applicable). If they answer **Yes** to Q1, we cannot provide a policy. Answering **Yes** to Q2 simply means we can do a medical screening for their conditions. If they answer **Yes** to Q3, explain that we cannot cover them for anything in relation to that other person's condition as it is a known risk, so this must be ticked as **No**. Q4 is just a forceful prompt to check if their activities are covered, and also must be ticked as **No** to proceed.

Medical Questions		
Please consider questions 1-5 & 7 very carefully in relation to yourself and your travelling companions insured under this policy. Question 6 relates to non travellers and travelling companions not insured by us.		
1. Do any of the statements below apply to you or your travelling companions? i. have you/they been given a terminal diagnosis? ii. are you/they planning to travel against the advice of a Medical Practitioner or travelling specifically to seek, or you/they know you/they will need, medical treatment while you/they are away? iii. are you/they aware of the need for an operation or course of treatment at a hospital or specialist clinic. iv. do you/they have any undiagnosed symptoms that require tests or investigation or are you awaiting the results of any tests or investigations?	No	<input type="button" value="EDIT"/>
2. Within the last 24 months, have you or your travelling companion(s) suffered from, been investigated for, diagnosed with, received treatment or taken any medication for a. any cancer or malignant condition. b. any lung related condition (including asthma) c. any heart related condition (including angina)? d. a stroke, mini-stroke (TIA), high blood pressure or cholesterol? e. psychological conditions such as stress, anxiety, depression, or psychiatric conditions such as eating disorders or mental instability?	Yes	<input type="button" value="EDIT"/>
NB You/they must contact Voyager Healthcheck if you/they have taken any medication or have had any surgical procedures for any of these conditions in the past 24 months.		
3. In the last 24 months, have you or your travelling companion(s) required referral or consultation with a specialist clinic or hospital for treatment, tests or investigations?	No	<input type="button" value="EDIT"/>
4. Do you or your travelling companion(s) suffer from any other pre-existing medical condition as defined (below)? Pre-Existing Medical condition means any condition that has been suffered or for which medical advice (including routine check-ups), investigation, treatment or medication has been received within the 24 months prior to the date that this insurance was arranged or the date that you subsequently made arrangements for a trip (on an annual multi-trip policy) or you extended the original period of your insurance.	No	<input type="button" value="EDIT"/>
5. Has your doctor or your travelling companion(s) doctor changed or commenced any regular prescribed medication in the last 3 months?	No	<input type="button" value="EDIT"/>
6. Are you aware of any pre-existing medical conditions suffered by non-travellers or travelling companion(s) not insured by us whose state of health is likely to cause you to cancel or amend your travel plans?	No	<input type="button" value="EDIT"/>
7. Are you planning to take part in any hazardous activities (see General Exclusions 12-16 on page 25)? If so, please contact Voyager Insurance Services on 01483 806 680 to see what cover may be available.	No	<input type="button" value="EDIT"/>
Please click to confirm that you have read and understood the important conditions relating to health and activities.	Yes	<input type="button" value="EDIT"/>

Attention ✕

To see if cover is available you must declare your medical condition(s) on the next page, under each appropriate Insured Person.

Failure to declare your medical condition(s) may result in cover being invalid leaving claims unpaid.

17. If you answered 'Yes' to question 2 on the previous page, you will be presented with a page similar to the adjacent image. If you did not answer 'Yes'; skip to step 25.
18. Since you are insuring multiple people, you will have them all listed down the page and you'll be asked to enter in everybody's titles and names if you have not imported this data. Navigate to whoever needs to make a medical declaration and select 'ADD A CONDITION'.
19. You will be prompted to enter in a medical condition. Start typing the name of the condition and you should start seeing a list of predicted conditions after the 3rd character entered. Find the condition to be declared and click on it.

Your Details

Person 1

Title

PLEASE SELECT... ▼

First Name

Surname

Date of Birth

If you have a pre-existing medical condition, you must declare this now.

To declare your pre-existing condition(s), please click 'Add a Condition' below and enter the first 3 letters of your condition(s) and select from the list.

I HAVE NO PRE-EXISTING CONDITIONS
ADD A CONDITION

Please select one of the following options for each person:

Please click the Complete Screening button for your medical screening to evaluated.

COMPLETE SCREENING FOR ALL CUSTOMERS

20. Start answering the questions that appear. Keep answering the questions as they come until a 'Continue' button appears. If you need to amend an answer, simply click on the 'Edit' button next to the question.

Please answer the following questions on Asthma

Have you ever had a diagnosis made of COPD (eg chronic bronchitis or emphysema)? EDIT

No

21. You should now see the condition you declared listed. From here you can add another condition, remove the declared condition, or edit the answers to the already declared conditions.

If you have a pre-existing medical condition, you must declare this now.

REMOVE CONDITION
EDIT

I HAVE NO PRE-EXISTING CONDITIONS
ADD A CONDITION

22. Once you've declared conditions for all persons (as necessary) click on the 'COMPLETE SCREENING FOR ALL CUSTOMERS' button.

COMPLETE SCREENING FOR ALL CUSTOMERS

23. After a short period of time, you will be presented with the option to include (and pay the additional premium) or exclude the entered pre-existing medical conditions from the policy.

BEWARE! – If your client chooses to exclude their pre-existing medical

conditions, they will have NO COVER for claims or costs relating directly or indirectly to their pre-existing medical conditions. This option will appear separately under each insured person. If no premium shows and it instead says '**Cannot be covered by this policy**' then they cannot be insured at all and must be removed from the quote completely.

Person 1 - Reece Burr

Additional premium to cover declared conditions ♦ £20.40

Exclude the pre-existing conditions from the policy

✓ SCREENING COMPLETED

Cannot be covered by this policy

24. Ticking the option to pay the additional medical screening premium will update the price shown in the summary side bar you were introduced to earlier in the guide and provide a split of the Travel Premium and Screening Premium.

PRIME SHORT STAY	
£46.96	
(includes insurance, screening and insurance premium tax)	
INSURANCE PREMIUM	£26.56
SCREENING PREMIUM	£20.40

25. Next, you'll be asked to provide additional contact details about the lead insured. Fields marked with a * are mandatory and must be completed in order to proceed. In the event where you're quoting for a client who is a resident of **Italy** or **Portugal**, you must ensure you collect their Fiscal Code/ NIF number.
26. Scroll to the bottom of the page and click on the green 'NEXT' button to continue.

Your Home Postcode *

Change Country ▼

Your Home Address *

Email Address *

Telephone *

Main Country of Destination

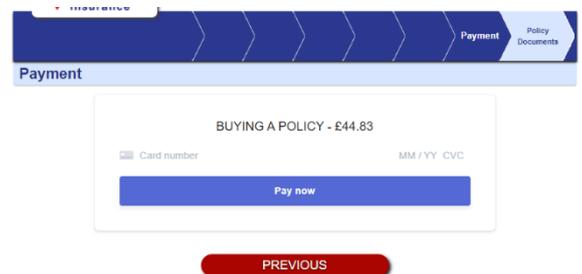
Fiscal Code (Italian Residents Only)

NIF (Portuguese Residents Only)

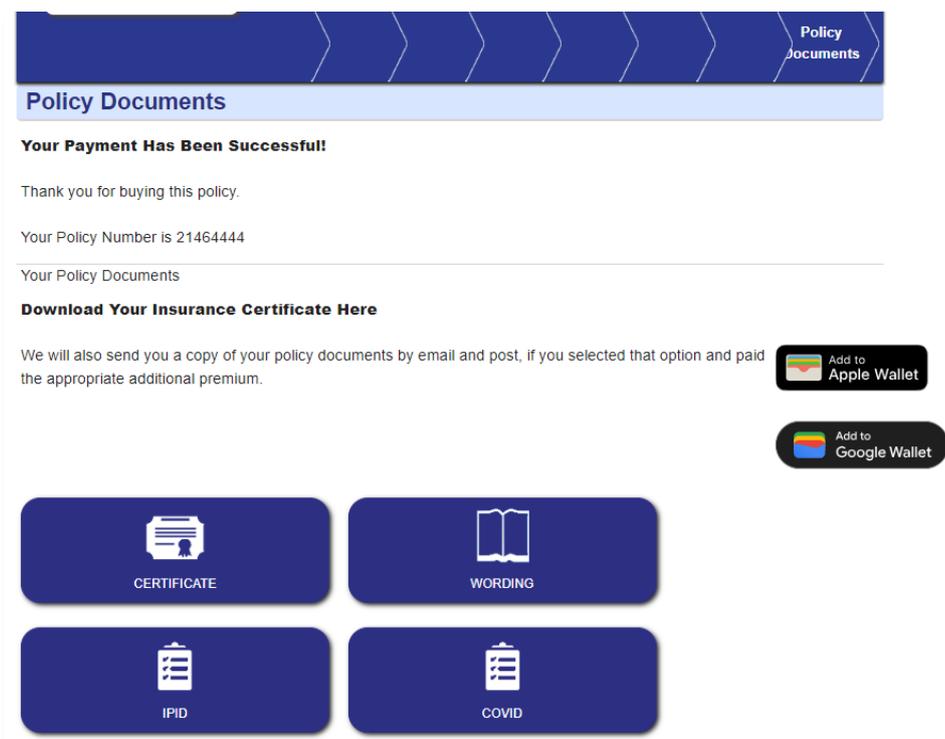
27. The 'Summary' page contains all the details of the final quote, be sure to check and confirm everything with the customer.
28. Depending on how your setup with Voyager, you may have one or two payment options: '**Card Payment**' & '**Account Payment**'. Clicking on '**Account Payment**' will issue the policy straight away and you will receive an invoice at month end. If you click this option skip down to step 30 below. If you are using the clients debit/ credit card to pay for the policy, click on '**Card Payment**'.



29. If you clicked on '**Card Payment**' the next page you're presented with will look like the adjacent image. Here you simply type in the customers card details and click on '**Pay Now**'.



30. If payment was successful, you'll be met with the below confirmation. From here you can provide the Policy Number and click on all the various documents relating to the policy. These documents will be automatically sent to the email address you provided on the '**Customer Details**' page earlier in the journey.



CONGRATULATIONS! You have successfully issued a policy using the new Webroker 2.0 Journey!