

A New Direction For Travel Insurance

Sell With Confidence



Premium Protection Plan offers:

- ✓ **Coverage For All Unexpected Events, Unless Excluded**
- ✓ **Exceptional value**
- ✓ **Simplicity For You and Your Customer**
- ✓ **Only available through Travel Agents**

To learn more, please contact your Business Development Manager



Certain Conditions, limitations and exclusions apply.

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Premium Protection Plan (PPP)

General Questions & Answers

1. What makes this product different from other plans you offer or those offered by competitors in the market?

A. It is designed with simplicity in mind. It offers enhanced coverage benefits, few restrictions and limited exclusions. We believe it will offer the most comprehensive protection both for your client's financial investment made in purchasing a trip and protection against unexpected situations occurring during your client's travel. If the cause of the loss (or claim) is unexpected and not the object of an exclusion, then it is covered.

2. What are the requirements for purchasing this product?

A. Canadian Resident with a valid government health insurance plan (GHIP)
Up to age 69 (at the time of purchase)
Travelling up to 23 days maximum
Purchasing within 72 hours of initial deposit / payment (regardless of penalties being in effect)
For Trip value up to \$30,000

3. Why is it only available for persons up to and including age 69 and only for up to 23 days?

A. This product is designed to cover the vast majority of trips booked today. An assessment on product performance will be ongoing and expanded availability will be reviewed in the future.

4. Why is Manulife launching this product?

A. Travel agents have told us that we are too expensive, too complicated and they are scared to sell it. Consumers have expressed a lack of confidence in travel insurance and over the past few years there have been several incidents of negative media attention in the news surrounding travel insurance. Both consumers and travel agents have expressed a need for us to design a comprehensive product simpler to understand, easier to explain and priced for today's traveller.

5. How can a product with more coverage be priced lower than one with less coverage?

A. The approach to pricing has been simplified by providing a premium based on the percentage of trip cost and applicable to all eligible ages. This combined with a lower commission allows us to pool the risk across age bands and trip durations.

6. Why is this product at a reduced commission?

A. The combination of enhanced product coverage, revenue and pricing of this product was designed to help travel agencies increase their attachment of travel insurance to trips booked and therefore recover sales that may have been lost due to objections of price point and/or complicated product design.

7. Does this new product replace the All-Inclusive plans that agents have been selling for years?

A. No, all of our plans will continue to be available for travel agents to sell as previously done. Travellers will still have requirements beyond the Premium Protection Plan, such as longer durations, older ages and more expensive trips.

