

Dear Travel Agent,

We hope you and your family are safe at this challenging time, as we all continue helping customers navigate some quickly changing circumstances.

At Allianz Global Assistance, we're committed to providing the best service to your customers. For this reason, we'd like to bring your attention to an important issue regarding trips departing before June 1, 2020 as well as trips that were previously booked to, from, or within areas where travel bans or similar restrictions have since been placed.

As noted in our [COVID-19 Coverage Alert](#), our travel protection plans generally do not cover losses related to COVID-19. And, as you are already aware, claims due to known, foreseeable, or expected events, epidemics, government prohibitions, warnings, travel advisories, or fear of travel are generally not covered. This specifically includes losses directly or indirectly due to government-imposed travel bans or similar restrictions related to COVID-19, and customers should not purchase a travel protection plan for such conditions.

As such, we are temporarily limiting sales of our travel protection plans through self-service booking channels.

QuoteMax and Create a Link will not accept any purchases for trips with travel dates before June 1, 2020. An error message will direct customers to contact their travel advisor for further assistance.

Co-branded sites will generally not be available for purchases until June 1, 2020 or after.

Second Chance by MaxMail emails will also be suspended until June 1, 2020. Any saved quotes for customers with travel dates between now and June 1, 2020 will not receive an email reminding them to purchase travel protection.

If you have customers with trips still booked to places where travel is currently banned or restricted, we ask that you advise them against purchasing a travel protection plan through any channel or distributor.

We will continue to allow travel protection plan purchases made through a travel advisor for travel prior to June 1. However, prior to offering a travel protection plan, please ensure that (1) your customers are informed that there is generally no coverage for COVID-19, known/foreseeable/expected events, epidemics, government prohibitions, warnings, travel advisories, or fear of travel; and (2) there is no travel ban or restriction in place that would affect their planned trip.

The Allianz logo consists of the word "Allianz" in a white, sans-serif font on a dark blue rectangular background. To the right of the text is a white circular icon containing three vertical bars of varying heights, representing the Allianz symbol.

Global Assistance

Thank you for your cooperation. If you have any questions, please contact your Agent Services representative at 855-524-3687 or agentservices@allianzassistance.com.

Sincerely,
Allianz Global Assistance

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