

Travel insurance directory for people with serious pre-existing medical conditions



REGISTRATION



Signposting Agreement

BIBA is highly supportive of signposting consumers to a specialist insurance provider. The existing Signposting Agreement on Age and Insurance has helped many thousands of older people find the insurance they need through BIBA's Find-Insurance Services.

BIBA has been in discussions with the FCA about the development of our successful Find-Insurance Services and continue the development of our own services to ensure we meet the requirements to host a medical cover firm directory.

We accept enquiries both online and in addition, via the telephone to our experienced contact centre, going beyond the requirements of the new rules and of particular benefit to vulnerable customers. Please note online referrals are FREE whilst telephone referrals have an associated cost.

Helping people that have pre-existing medical conditions to more easily access travel insurance is a key commitment in our 2020 Manifesto.

Registration

Registration is open to all firms, including non BIBA members. Should your firm wish to be included in the BIBA PEMCs directory of travel insurance providers please ensure that you meet the checklist of requirements below and contact our Find Insurance Service Manager Kirsty Fell at fellk@biba.org.uk

- Be able to provide your FCA Firm Reference Number (FRN)
- Provide a responsible contact within your firm who is approved by the FCA to perform a senior management function and listed on the FCA Register to sign off the data provided to BIBA.
- Are able to confirm your firm's customers are fully covered by the UK Financial Ombudsman Service (FOS) and the UK Financial Services Compensation Scheme (FSCS)
- Are able to confirm that EITHER

Underwriting decisions are based on a bespoke consultation by your firm with the individual to understand their health and the severity of their medical condition (we would expect this option to apply primarily to firms that do not use an external medical screening company)

OR

Underwriting decisions are primarily based on the use of a risk rating (medical screening) tool which generates set questions that are used to understand an individual's health and the severity of their medical condition.

Declaration

Firms will be required to sign a declaration confirming:

- It has relevant expertise in the placement of protection risks for people with medical conditions or disabilities and be able to demonstrate this by submitting example case studies to BIBA along with confirmation of set medical health scenarios provided by BIBA.
- It has the appetite and ability to handle these enquiries;
- It will answer enquires with a good level of service (i.e. under 60 seconds);
- Its acceptance that BIBA will check periodically that these requirements have been met;
- It will aim to provide feedback where possible on its performance handling of these enquiries.

Information

Firms will be required to provide detailed information for their listing which includes:

- (i) The name and contact details, including telephone number and website, of the firm;
- (ii) Any specific medical conditions the firm specialises in covering;
- (iii) Any specific medical conditions that the firm is likely not to cover, where relevant;
- (iv) Any age limits.
- (v) Whether the firm can discuss medical conditions with consumers by phone;
- (vi) Whether the firm can offer cover to consumers who are currently undergoing treatment;
- (vii) Whether the firm can offer cover to consumers with a terminal prognosis;

Timelines

The Financial Conduct Authority (FCA) has pushed back one of the implementation dates of its rules relating to its work on signposting consumers with pre-existing medical conditions (PEMCs) to travel insurance in order to allow firms to focus on responding to the Coronavirus (Covid-19) pandemic.


Under the new rules firms are required to signpost certain consumers with PEMCs to a directory of travel insurance providers which are willing and able to cover consumers with more serious PEMCs. The rules requiring firms to include details of a medical cover firm directory on its website 30 days after it becomes aware of an operational directory.



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