

# Standard Operating Procedure (SOP): Travel Insurance Arrangements

This SOP details the process for **travel insurance arrangements**, covering the selection of appropriate insurance policies, verification of coverage requirements, coordination with insurance providers, documentation and record-keeping, policy renewal and cancellation procedures, claim submission and follow-up, traveler communication and support, and compliance with company travel policies and legal regulations. The goal is to ensure comprehensive protection and assistance for travelers during domestic and international trips, minimizing financial risks and facilitating prompt resolution of travel-related incidents.

## 1. Purpose

To establish standardized procedures for managing travel insurance for company travelers, ensuring appropriate coverage and efficient claims handling.

## 2. Scope

This SOP applies to all employees, contractors, or other individuals undertaking domestic or international travel for company-related purposes.

## 3. Responsibilities

- **Travel Coordinator:** Arranges insurance and maintains records.
- **HR Department:** Verifies eligibility and advises on risk factors.
- **Traveler:** Provides required information and submits claims.
- **Finance/Legal:** Reviews policy and regulatory compliance.

## 4. Procedure

### 1. Selection of Insurance Policy

- Compare multiple insurance providers and plans.
- Select policy according to destination, duration, health, and activities involved.
- Ensure policy meets company and regulatory requirements.

### 2. Verification of Coverage Requirements

- Review travel itinerary and risk assessment.
- Confirm inclusion of medical, trip cancellation, baggage, evacuation, and specific local legal requirements.

### 3. Coordination with Insurance Providers

- Liaise with providers for quotes, clarifications, or special coverage needs.
- Finalize and purchase selected policy.

### 4. Documentation and Record-Keeping

- Record all policy documents electronically and physically (where required).
- Maintain records of coverage, policy numbers, beneficiary details, and premium payments.

### 5. Policy Renewal and Cancellation

- Monitor policy expiration and renewal dates.
- Notify and process renewals or cancellations as necessary.

### 6. Claim Submission and Follow-up

- Assist travelers in initiating claim procedures promptly after incident.
- Collect and submit required documents to insurance company.
- Track claim status and escalate delays or disputes.

### 7. Traveler Communication and Support

- Provide pre-departure briefing on insurance details, contacts, and claims process.
- Maintain 24/7 emergency support contact for travelers.

### 8. Compliance and Audit

- Ensure alignment of all arrangements with company policies and relevant laws/regulations.

- Facilitate periodic audits to verify compliance.

## **5. Forms and Documents**

- Travel Insurance Request Form
- Policy Documentation Checklist
- Claim Submission Template
- Traveler Pre-Travel Briefing Acknowledgment

## **6. References**

- Company Travel Policy
- Relevant National/International Insurance Regulations
- Insurance Providers' Policy Documents

## **7. Revision and Review**

- SOP should be reviewed annually or as regulations/policies change.
- All changes must be approved by the HR and Legal departments.