

Message from Towergate Health & Protection

Travel insurance update – 5th May 2022

In our last update two weeks ago, we explained that the new travel scheme planned for launch on the 20th of April has been postponed and an alternative discounted [interim travel insurance offer](#) for NARPO members has been put in place with Able2Travel.

This offers either single trip or multi trip cover and members should use the discount code **TGT5** as part of the straightforward online quote process which we recommend you have your medical history and any current medication to hand as details may be required.

In the meantime, work continues with the originally preferred travel insurer to address the aspects of their offer that had not met expectations when launched with other clients. As we previously advised, the previous AXA Health scheme was unique in the market; while we were able to agree an extension to this scheme following their decision to exit the travel insurance market, it has proved impossible to source cover with directly equivalent 'fit to fly' acceptance terms.

We now expect to launch the preferred option, Lighthouse, later this month and as with all travel insurance offers, the quotation and application process is on-line. This will offer an increased upper age limit for single trips and an annual multi trip cover option. We appreciate that some members may not have internet access who may then need to speak with our team to help them purchase a policy. This can be a lengthy call for those with complex medical history and while we have increased the team to support, the large number of calls continue to mean members may need to leave a message to be called back.

If you are unable to complete your Able2Travel application online, we are encouraging members then please email our team in the first instance at: haps-narpoenquiries@towergate.co.uk

If you do not have access to email, then you can call us on 0800 389 7724. As above, our expanded team continue to receive high call volumes while working through a backlog of messages in an orderly fashion and we kindly ask for your patience while we return or answer your call.

Thank you

The Towergate Health & Protection Team

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