

# US*ti*A Insider

Quarterly Newsletter of the US Travel Insurance Association

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## Message From the President

US*ti*A members,

Our 15th Annual Conference, held at the Omni Orlando Resort at ChampionsGate from March 31 to April 3, was a great success, with a record number of attendees. It was an invaluable opportunity to reconnect with all of you--those who make it possible for our industry to serve the American traveler.

I am truly humbled and honored to serve as president of US*ti*A. I am proud to stand alongside industry professionals who are truly committed to helping others in their time of need. We are an industry of "people helping people," and we always must remember this noble mission. Our industry is growing as customers recognize the true value of our products and services. Traveling should be "stress free," and we need to make sure we are there for people in the event they are faced with a stressful situation.

As your new president, I am committed to representing you and the industry in the best light possible. We all have unbelievable stories about how we, as an industry, help others, and I am committed to telling these stories. Our entire board is passionate about the value of our industry, and we will soon be holding a strategy session to find additional ways to promote our great industry.

I would like to thank Mike Key for his great service as US*ti*A president, and I look forward to working with him and our Executive Committee to advance the mission of US*ti*A.

I would also like to thank everyone who takes an active interest in US*ti*A. We have many energetic industry participants, and I appreciate everyone who has raised their hand to participate on a committee. And for others who would like to get involved, please let us know, and we will help make it happen.



Chris Carnicelli  
US*ti*A President

Thank you so much for your confidence. I promise that I will actively work with our outstanding board to serve the interests of our industry.

Regards,

Chris Carnicelli

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## **Stay Connected**

Connect with UStiA on social media and find out the latest association and industry news.

[Twitter](#)  
[LinkedIn](#)

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## **Ready to Be More Involved With UStiA?**

### *Participate on a Committee!*

What better way to connect with your colleagues year-round--while at the same time sharing your time and expertise and helping to shape the future of the association.

Review the volunteer opportunities below and [let us know](#) how you'd like to get involved.

#### **Conference Committee**

The Conference Committee works to create a great experience at UStiA's Annual Conference, with a focus on networking, collaboration, and education. 2019's record-breaking attendance and the excellent program and events were a testament to the committee's hard work.

#### **Sponsorship Committee**

The Sponsorship Committee continues to work closely with UStiA members to find supporters for the Annual Conference and for UStiA's operations, and to create the most meaningful opportunities for these supporters. In 2019, UStiA was proud to have the support of 37 sponsors!

#### **Law and Regulation Committee**

The Law and Regulation Committee outlines regulatory issues that require adherence, influences the regulatory environment, identifies risks, and builds strategies to minimize or eliminate exposure. Recently, the committee worked on producer licensing legislation reform and travel insurance exemption from federal health insurance laws, developed and lobbied for a clear and comprehensive travel insurance model law, and worked with the Communications Committee to develop talking points that highlight positive industry features. 2018 was a productive year for the Law and Regulation committee, and the work continues in 2019.

#### **Membership Committee**

UStiA's Membership Committee works across disciplines to help UStiA create more value for current and prospective members. The committee gets involved with initiatives such as the Travel Advisor Registry and the UStiA website, and it explores new member categories and benefits as well as partnerships with other associations.

### **Research Committee**

The Research Committee worked with Willis Towers Watson to carry out the 2016-2018 Travel Protection Market Study, with results available soon. The Research Committee works to continuously update and improve the market study, as well as to identify other potential research projects.

### **Communications Committee**

The Communications Committee's goal is to present UStiA and the travel protection industry in a positive light by educating the media and consumers about the importance of travel insurance, travel assistance, and related services.

The Communications Committee is always busy creating and distributing a steady stream of media materials as well as fielding media inquiries from broadcast, print, and online journalists from across the country. In addition, committee members have helped to direct and grow UStiA's social media presence. ([follow UStiA on Twitter at @UStiA\\_org](#)).

### **Medical Transport Committee**

The Medical Transport Committee aims to help UStiA educate consumers as well as travel agents and others who sell policies on the importance of having appropriate medevac coverage for their trip and location. The committee also fosters networking among UStiA's medical transport members.

### **Operations Committee**

The Operations Committee provides guidance to member companies on travel protection operations best practices. The committee has been instrumental in driving UStiA's Travel Advisor Registry forward, working closely with the Membership Committee and UStiA's board of directors. In the future, the committee looks forward to organizing webinars and an online knowledge base.

Getting involved is easy! [Just let us know](#) of your interest. Thank you in advance.

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## **UStiA Announces 2019 Executive Committee and Board of Directors**

UStiA appointed its new president and president-elect at the UStiA Annual Conference, held in Orlando, Florida, March 31-April 3, 2019.

UStiA's 2019 president is Chris Carnicelli, CEO, North America at Generali Global Assistance. Beth Godlin, president, Aon Affinity Travel Practice, was installed as UStiA's president-elect. The other members of the 2019 Executive Committee and board of directors are as follows:

- Adam Hirschfeld, International Medical Group - Secretary
- Joe Muccia, Crum & Forster - Treasurer
- Mike Key, One Call Medical Transports - Past President
- Brandon Bates, AirMed - Director
- David Bloom, Chubb - Director
- Sean Brady, Arch Insurance Group - Director
- Thomas Davidson, Tokio Marine HCC/On Call International - Director
- Sally Dunlap, Travelex Insurance Services - Director
- Brad Finkle, Trip Mate - Director
- Matthew Kinney, Critical Care Medflight - Director

- Kevin Leys, Meridian Management Group - Director
- Steven Paraboschi, International Medical Group - Director
- Eben Peck, American Society of Travel Advisors - Advisory Member
- Jeff Rutledge, AIG Travel - Director
- Susan Silfen, Crum & Forster - Director

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## Press Releases

During the last quarter, UStiA issued the following press releases:

- [SYTA and UStiA Offer Tips for Making Spring Break Travel Fun AND Safe](#)
- [Protect Your Cruise Investment This Wave Season](#)

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## UStiA's 2019 Annual Conference Wrap-Up

256 Attendees

37 sponsors

11 educational sessions

10 showcase participants

5 signature drinks

**15 years**

Thanks for making the 15th UStiA Annual Conference--the highest attended conference to date--a huge success!

Save the date for the 2020 UStiA Annual Conference: March 29 - April 1, 2020, Omni Barton Creek, Austin, Texas.

Support the UStiA Annual Conference: Attendees come to learn, network, and gain new perspectives--and sponsors make the conference possible. Your support of the conference is critical to our mission, and it also illustrates your support of the industry. If you're interested in participating or need more information, please contact [Rob Cavaliere](#).

Here are just a few glances of the 2019 Annual Conference:





View the entire [conference photo album](#).

## Thank You to Our Sponsors

### Gold Sponsors

Allianz Travel  
BCS Financial Corporation  
Generali Global Assistance/Trip Mate  
Tokio Marine HCC/On Call International

### Silver Sponsors

AIG  
AON  
Arch Insurance Group  
Assurant  
AXA Assistance  
Berkshire Hathaway Travel Protection  
Commercial Medical Escorts  
Crum & Forster  
Nationwide  
Seven Corners  
Travelex Insurance Services  
Zurich

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Chubb  
Critical Care Medflight  
Global Benefits Group  
Geo-Blue  
Global Jetcare  
InsureMyTrip  
Jet Rescue Air Ambulance  
MedBrick  
Medway Air Ambulance

Meridian  
One Call Medical Transports  
REVA  
SkyCap Corp  
Starr Insurance Companies  
TMQuotes  
TravellInsurance.com  
UnitedHealthcare Global

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## **Member News**

### **Allianz Awarded Seven Stevie® Awards**

Allianz Global Assistance was awarded seven prestigious Stevie® Awards at the 13th Annual Stevie Awards for Sales and Customer Service. Five of Allianz's awards are for customer service excellence, including two silver trophies for Contact Center of the Year in financial services and Front-Line Customer Service Team of the Year in the financial services industry. Deloress Wellman, VP of operations delivery, was honored as a Woman of the Year in Customer Service with a silver trophy. Additionally, Allianz Global Assistance won top honors alongside Ford, Marriott, and Uber in the 2019 Elliott Advocacy Readers' Choice [Customer Service Awards](#), an annual recognition of companies that offer outstanding customer support and service.

### **New Cruise Coverage Plan Launched by VisitorsCoverage Inc.**

VisitorsCoverage Inc., a Silicon Valley-based InsurTech company, recently launched SafeCruise, a travel insurance product that provides all the coverage needed for cruise-goers in one single plan. The product was launched on February 21, in anticipation of the upcoming summer travel season. With cruise travel increasing more than 20 percent since 2012, VisitorsCoverage Inc. saw an opportunity to create a plan that provides coverage for the unique risks and challenges of cruise vacations.

### **Got News?**

If you have news or achievements you'd like to share with UStiA's membership, please forward them to [Julie Hill](#) for possible inclusion in the next issue of the *UStiA Insider*.

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## **Share the UStiA Insider With Your Co-Workers**

Would you like to have your co-workers receive their own copy of the *UStiA Insider*? [Send us their email addresses](#) and we'll add them to the distribution list.

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