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# Busting online insurance myths with battleface





# BUSTING ONLINE INSURANCE MYTHS WITH BATTLEFACE

Offering travel insurance doesn't have to be complicated. Let's bust some myths and look at solutions to help you grow your business.

#### Myth: It's complicated to sell travel insurance.

**Fact:** There are two simple solutions for giving your corporate customers access to the travel insurance they need and to drive income for your business. You can become an Appointed Representative of an insurance company or introduce customers to a trusted company via your website.

As an Appointed Representative of battleface, you can sell insurance directly to your clients as an ancillary revenue line or alternatively, earn a commission by introducing customers to our products.

But don't just take our word for it. Here's a 5-star TrustPilot review:

Great company ... allowed me to insure an entire group of travellers. Young and old. They respond quickly and have competitive prices.

### Myth: My clients already have the insurance they need through bank and credit card accounts.

**Fact:** While many banks and credit cards offer basic travel insurance as a perk, the policies have restrictions. This may include exclusions for business travel, various sport and activities, and lengthy trip durations. As customers generally must use their credit card to purchase the trip, there is an amount of payment inflexibility.

A product specifically designed to your clients' needs will ensure they are getting the best cover, using the payment method they prefer. battleface can provide one-off single trip business cover or create a comprehensive plan for a variety of organisations across commercial, non-profit and education sectors.

## Myth: The financial return for selling insurance is not worth the investment.

**Fact:** Commission is usually based on the volume of insurance sales so you control of how much you can earn. Like many other ancillary products, insurance can be a strong revenue stream.

Offering relevant travel insurance builds customer loyalty and repeat business. A 2019 study by the American Express Global Business Travel found that travellers are more likely to book with a company again if they have a positive experience with the company's travel insurance.

At battleface, we work with directly with our partners to find the most competitive products for their clients and provide a dedicated growth manager to help maximise sales.

# Myth: It's too difficult to sell insurance due to all the rules and regulations.

**Fact:** Yes, the insurance industry is tightly regulated. Insurance partners can use their specialist knowledge to ensure that you are fully compliant with regulations.

The battleface team will guide you through every step. We provide the training and materials you need to educate your team and sell insurance the right way.

# Myth: Our customer service team is not set up to answer insurance questions.

**Fact:** Insurance questions need to be answered by people familiar with the policy. Even better: the people who created it!

battleface handle all aspects of Customer Service and complaints. Because battleface creates and provides services for policies, the assistance teams have an extensive knowledge of how each policy works.

#### **From TrustPilot:**

[battleface] Offered me the exact service I needed at a very reasonable cost.

Quick to reply and clear up some questions I had before buying as it was a slightly strange situation.

# Myth: It's a risk to offer insurance to our customers – what if they have a bad experience? – that could reflect badly on our brand.

Fact: Offering corporate travel insurance adds value by providing end-to-end travel service.

battleface is a specialist travel insurer with in-house customer service, claims and medical assistance. battleface has a rating of Excellent on TrustPilot.

## Myth: We have to dedicate money and tech to integrating with an insurance partner.

Fact: It's important to work with an insurance company that has a robust tech base to do the heavy lifting.

With battleface's white label solution, there is no need for additional investment in tech. Everything can be hosted on our pages without the need for direct tech integrations.

#### From TrustPilot:

The combination of user-friendly online services, comprehensive coverage, and exceptional customer support made my experience truly outstanding. It's the kind of insurance that not only protects your investment but also ensures your peace of mind while exploring new destinations. I will definitely be using battleface for all my future travel insurance needs.

WOULD YOU LIKE TO KNOW MORE? VISIT OUR PARTNER PAGE.

# TRAVEL MORE

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