



**SEVEN CORNERS**

# Seven Corners Administration Team

What can they do for you and your clients?

## What does Administration do for you & your clients?

- Policy updates
- Cancellations
- Renewals
- Paper applications
- Census enrollments
- Coverage confirmations (I.D. Card & Summary of Benefits) & Coverage Letters

# Policy Updates

The most common updates include:

- Plan changes: trip cost, trip dates, destinations.
- Member updates: address, name corrections, add dependents (if policy allows)
- Coverage confirmations:
  - ID card/Summary of Benefits
  - Coverage letter - Proof of coverage for those traveling on a visa.

# Policy Cancellations

## Travel Medical & Inbound Plans

- We can typically provide full cancellation if we receive the request before the effective date.
- We can provide a pro-rated cancellation after the effective date, less a cancellation fee, if no claims have been filed.
- Spouses and dependents can be cancelled from a plan, per the above guidelines, leaving coverage intact for the primary policyholder.
- Email requests to [cancel@sevencorners.com](mailto:cancel@sevencorners.com)
  - Include: certificate number, member's first/last name, DOB, effective date of cancellation.
- Cancellations
  - Up to 7 business days to process
  - We provide a confirmation email.

# Policy Cancellations

## Trip Protection Cancellation

- Full refunds are allowed on most plans within 10 days of purchase. Refer to the policy for details - typically explained on page 1 under "Ten Day Look."
- Pro-rated refunds are not allowed.
  - If we receive the request before the trip start date, we can adjust the trip dates per the policy wording.
- Email [policy@sevencorners.com](mailto:policy@sevencorners.com) with questions and requests.

## Policy Renewals

- We send renewal notices to the primary member's email address at 30, 7, and 1 day prior to expiration.
- Members can renew online at [www.renewal.sevencorners.com](http://www.renewal.sevencorners.com)
  - The certificate number and primary member's DOB are required.
  - Renewal must be done before the policy expires.
- Email [policy@sevencorners.com](mailto:policy@sevencorners.com) with questions.
- Contact the Sales Department if you would like to receive copies of your clients' renewal notices.

## Individual and Family Applications

- You and your clients can make purchases through the website 24/7.
- If you wish to provide your clients with paper applications, please visit our Brochure Builder in the agent portal to ensure you have the most current form and rates.
- When providing quotes, use the age of the applicant at the effective date of the policy.
  - Travel Medical products are effective at the chosen trip start date.
  - RoundTrip policies are effective the day after purchase.
- Email paper applications to [policy@sevencorners.com](mailto:policy@sevencorners.com) for processing.



## Retail Census Enrollments

- We process census enrollments for multiple members within 1 business day of receipt. To avoid delays, please use our easy-to-fill spreadsheets.
- When quoting, use the age of the applicant at the effective date of the policy.
  - Travel Medical products are effective at the chosen trip start date.
  - RoundTrip policies are effective the day after purchase.
- Email census enrollments to [policy@sevencorners.com](mailto:policy@sevencorners.com)

## Retail Groups Page

- For quick and easy processing of standard travel medical or trip cancellation groups, visit [www.sevencorners.com/group-travel-insurance](http://www.sevencorners.com/group-travel-insurance)
- Submit quotes here by completing the online application and easy-fill census form. The submission is routed to sales and administration to process coverage.
- If you direct clients to this page, remember tell them to enter your agent number in the designated area.

## Custom Groups

- If our retail plans don't meet your needs, you can request custom options by contacting our sales team.
- Options include:
  - Monthly invoicing
  - 24/7 individual online enrollment
- Offers more flexibility for:
  - Enrollments and cancellations

## Coverage Confirmation

- We provide ID cards/Summary of Benefits to the primary member's email address at the time of purchase.
  - If you would like to receive a copy of these confirmations, contact our Sales Department.
- Coverage letters (Visa Letter) are also provided at time of purchase.
  - Required by the consulate for customers with a visa.
- Members may access coverage documents any time through the the online Member Portal; the link is in the purchase confirmation email or on our website.

## How to reach us

- Policy updates — [policy@sevencorners.com](mailto:policy@sevencorners.com)
- Policy cancellations — [cancel@sevencorners.com](mailto:cancel@sevencorners.com)
- From our website — [sevencorners.com/help/contact](https://sevencorners.com/help/contact)
- Via Phone — 317-575-2652/800-335-0611 option 2



Thank You!