

## Online travel insurance order:

Source: Designed by Fatimah Aly

- a) First, the client determines which type of insurance he/she wants. He/she either decides on travel insurance or another insurance type is chosen.
- b) After deciding on travel insurance, he/she collects information about travel insurance offers using the insurance companies' websites.
- c) Thereafter, a specific insurance company is selected. This gives the client the opportunity to calculate his/her premium via the website by entering the travel period, the destination and certain personal data.
- d) Based on the data the client entered, the website shows the available offers. The client checks them and decides on a specific offer if he/she finds an offer that meets his/her needs. If the client does not find a favorable offer he/she may either change the selection or call the service center to be informed more about the offers, so he/she can perhaps be convinced to take an offer. Finally, the client either decides on an alternative offer or does not take an offer and the process ends there.
- e) After the client selects an offer, the online application must be filled out by entering the personal data. Thereafter, the client selects a payment method and finally confirms the order.
- f) The insurance company processes the order after receiving it. If for example not all the requirements are met or not all the documents are available, the client is contacted to submit the required documents. After receipt, the order is approved, and the process ends.



