

From: Lee Hewitt <lhewitt@gardencityrealty.com>

To: Veldran, Katherine KatherineVeldran@gov.sc.gov

Date: 2/6/2013 2:36:52 PM

Subject: Fw: Travel Guard: Licensing Changes

Attachments: [Alternative Model Guidelines.pdf](#)

[Property Management Alternative Model.pdf](#)

[Licensing Information and Acknowledgement 2.pdf](#)



Kathryn,

I enjoyed meeting you at the Governor's Mansion last Thursday.

It was good to talk with someone who knows our business.

You had requested that I forward you a letter that we had received regarding the sale of travel insurance and the fact that recent interpretation of the rules were now requiring our reservationist be licensed not only in South Carolina but also in each state where the caller was making a reservation.

Any help or suggestions that you have in this would be greatly appreciated.

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----- Original Message -----

From: [Dennis McElveen](#)

To: [Lee Hewitt](#)

Sent: Wednesday, February 06, 2013 9:59 AM

Subject: Fw: Travel Guard: Licensing Changes

----- Original Message -----

From: [Lee, Cindi](#)

To: [Dennis McElveen](#)

Sent: Tuesday, February 05, 2013 3:39 PM

Subject: Travel Guard: Licensing Changes

Hi Dennis,

It wanted to follow up with you after our talk last week about the new licensing requirements. I know last week that you received communication from Travel Guard in regards to changes with the Producer Licensing requirements. These are not Travel Guard Requirements but they have been put in place by the respective state Departments of Insurance. Travel Guard is committed to helping you understand the regulatory changes and ensure that you are properly licensed.

We do understand and respect that not everyone will want to get these required licenses. Travel Guard has met with the states to develop an alternative, marketing model for our partners as we want to provide you with viable options to allow you to continue to provide valuable coverage to your guests.

Below is additional information on the options that are available.

Option 1:

Vacation Rental Managers and Reservation Agents must be licensed and appointed through Travel Guard to sell/solicit/negotiate travel insurance in the state their customer resides in, as well as where the Property Management Company/Agent is located, to be in compliance with state laws.

If you encourage your guests to purchase and discuss coverage details, you will need to be licensed in all states (or those states that you do business in).

- ☐ Travel Guard will cover the licensing expenses of the business entity and up to three (3) individual home state resident licenses.
- ☐ The licensing requirements (pricing, timing and process) vary by state. We are able to assist the company with each process to the extent you want.
- ☐ Travel Guard's licensing team is committed to assisting all Vacation Rental Managers through [this](#) licensing process.

You may also choose to have an "insurance desk" and individual(s) licensed that you can transfer all insurance questions to those individuals. Travel Guard will work with you regarding scripting if you choose to go with this option.

Option 2:

In most states, there are limited activities related to the insurance that may be performed without triggering a license requirement while still receiving your current compensation. This model, see attached, briefly describes the approach by which a non-license call center and its call center representative or vacation manager may make information available regarding travel insurance without triggering a licensing requirement.

Non licensed agents CAN:

- ☐ Dispense an approved Travel Guard information piece.
- ☐ Direct the customer to call Travel Guard with any questions.
- ☐ Take the sale of the product (as long as they do not discuss the details of insurance coverage), provide the Description of Coverage, and report to Travel Guard monthly.
- ☐ Have a Travel Guard controlled advertisement (landing page, banner ad, link, etc.) on your website.
- ☐ Stating rates.
- ☐ Provide a recorded message to the guest provided by Travel Guard.

Non licensed agents are NOT able to:

- ☐ Discuss terms of insurance coverage.
- ☐ Advise, encourage or recommend the insurance.
- ☐ Suggest the guest buy insurance.

If you sell to residents of FL, MT, CA, NM & TX

These states will require you to get licensed to receive any commission. This requires that the business entity get licensed not each individual agent.

If you sell to residents of AL, KY, PA, SC, and WV

These states will require the business entity to be licensed if you collect premium.

If you choose to go with the option 2 (Alternative Model), Travel Guard will provide scripting for your staff.

Once you have determined the licensing option best suited for you business, we can begin the implementation process, that will include completion of a new sales agreement. This process must be completed by June 30th to ensure your account stays complaint.

Also, I have attached documents with guidelines for the changes. I've also attached a licensing form I will need for you to fill out and get back to me no later than March 30th.

Please feel free to contact me with any additional questions or to discuss further. We value our partnership and want to be able to make this process as streamlined as possible so that you can get back to doing what you do best - selling vacation rentals.

Thanks so much!

Cindi

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