

ABTA's Business Resilience Webinar Series

Travel Industry Insurance Update

26 August 2020

10:30 – 12:00

10:30	Welcome from the moderator John de Vial , Director of Membership and Financial Services, ABTA
10:35	Impact of Covid-19 on the consumer travel insurance sector <ul style="list-style-type: none">• How the coronavirus pandemic has affected travel insurance so far• Future policy cover predictions• How does this affect the travel industry as a whole? Nel Mooy , Head of Proposition, Travel, AXA Insurance
10:50	An introduction to ABTA Travel Sure <ul style="list-style-type: none">• What makes ABTA Travel Sure different?• Product highlights and what is included• How can ABTA Members promote the product to their own customers? Ian Hall , Head of Travel Insurance, ABTA
11:05	Q&A Moderated by John de Vial , Director of Membership and Financial Services, ABTA Ian Hall , Head of Travel Insurance, ABTA Nel Mooy , Head of Proposition, Travel, AXA Insurance
11:20	Trade credit insurance <ul style="list-style-type: none">• How has Covid-19 impacted claims under trade credit insurance policies? Trevor Price , Managing Director, cbf
11:30	Protecting your business in the wake of the pandemic <ul style="list-style-type: none">• Potential liability exposure due to Covid-19• Covid-19 claims Matt Gatenby , Senior Partner, Travlaw
11:40	Business interruption cover <ul style="list-style-type: none">• How Covid-19 has affected business interruption claims Stuart Burt , Director, Touchstone Underwriters
11:50	Q&A Moderated by John de Vial , Director of Membership and Financial Services, ABTA Stuart Burt , Director, Touchstone Underwriting Trevor Price , Managing Director, cbf Matt Gatenby , Senior Partner, Travlaw
12:00	Close



Speaker profiles



John de Vial, Director of Membership and Financial Services, ABTA

John is ABTA's Director of Membership and Financial Services, with 30 years of travel industry experience, followed by 10 years at ABTA. John has operated at Board level within the ILG/Air Europe; Thomson Travel Group/TUI UK; MyTravel Group plc; Thomas Cook Group plc and Shearings Groups. He has served three terms on the ABTA Board and Chaired ABTA's disciplinary Code of Conduct Committee, as well as the FTO Health & Safety and Responsible Tourism Committee's. John is a Member of the Government's Air Travel Insolvency Protection Committee (ATIPAC) which advises the Secretary of State and the CAA on consumer protection. John is a Trustee of ABTA Lifeline, ABTA's benevolent charity and The Travel Foundation, a sustainability charity. He is also a Director of Travelife Limited – a certification body in the hotel sustainability accreditation market. He supports the Family Holiday Association (FHA) – an industry charity providing short breaks for some of the most deprived children and families in the UK – generally with a London Marathon or 100km Ultra challenge sponsored event each year. John heads up ABTA's membership; financial protection; risk; claims and insurance operations, including our captive insurance company, ABTA Insurance PCC Limited.



Nel Mooy, Head of Proposition, Travel, AXA Insurance

Nel has 20 years' experience in the insurance industry, with most of her time spent within AXA. Her roles have included: Head of Proposition and Travel, Personal Lines Underwriting, Marketing, and Direct and Intermediated Distribution. Nel drives innovation in travel insurance through differentiated cover and focus on supporting customers during their holidays. In her current role as Head of travel proposition, she looks after a number of high-class brands and provided brokers with a convenient travel insurance solution. Prior to her career in insurance, Nel was pursuing a career in IT. Nel is an activist for diversity and inclusion.



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Ian Hall, Head of Travel Insurance, ABTA

Ian has been in the Insurance Industry for over 27 years mainly within the protection arena covering Life, PMI, and for the last 15 years a focus on Travel Insurance. Having held senior roles with BUPA, AIG and specialist travel insurance brokers Ian is very pleased to now be with ABTA developing their new travel insurance proposition. A member of the CII, Ian is committed to delivering high quality products into the insurance market that meet consumer and client's needs.



Trevor Price, Managing Director, cbf

In 1988, Trevor joined the Credit Insurance market after spending two years running the Marketing Department of the UK's leading Cash Flow Management Company. As a qualified Mechanical Engineer, Trevor had dedicated most of his career to managing sales and service teams for major organisations within the Credit Insurance Underwriting and Broking Markets. In December 2000, Trevor established Credit & Business Finance (CBF) as a sole trader. In 2005 the business became an LLP and then in 2014 CBF became a Limited Company. In 2019, CBF became a subsidiary of Xenia Broking Group Ltd. Xenia are now the UK's second largest Credit Insurance broker with over 11% of the market.



Travel Industry Insurance Update



Matt Gatenby, Senior Partner, Travlaw

Matt is a Senior Partner at Travlaw LLP, with over 19 years of experience in the travel law industry. Friendly and approachable, Matt is proud to serve a vast array of tour operators, travel agents, trade associations, insurers and their underwriters. His skill-set encompasses all types of travel law work, with a specialism in high value litigation and cross border disputes. A popular trainer and speaker, Matt is often asked to deliver in-house seminars and appear on panel debates. In addition to the many events Travlaw puts on, Matt has also spoken many times in the UK and abroad at conferences including ABTA Legal, ABTOT, PEOPIL, ECC-NET, AGTO, AITO, UKInbound, BTA & Clarity Travel Management conference as well as more law centric events such as the International Bar Association (IBA) Global conference. Matt also contributes to various publications including Travel Law Quarterly and Solicitors Journal. He has blogged on various issues, featured in various newsletters and has commented on industry issues in the trade press. See www.travlaw.co.uk for more on the thought leadership Matt and the team at Travlaw bring to the industry as part of their trusted advisor status.



Stuart Burt, Director, Touchstone Underwriting

Stuart has worked in the Insurance industry since 1982. Working in senior roles both in broking and underwriting over the years, Stuart is now a specialist and expert underwriter in Tour Operators Liability and the Package Travel Regulations. Stuart joined Touchstone Underwriting as Director in 2009 and in addition to his role as the lead travel underwriter; he is also responsible for company Compliance and Operations. Stuart is very active within the travel community and regularly attends and speaks at events, sharing his knowledge from an Insurance perspective. Stuart is married with two grown up children, one dog and one cat. He is a Herts Wildlife Trust active member and enjoys walking, Formula One, the International Speedway series and Travelling.



Contributor profiles



AXA UK & Ireland serves around 11 million customers, providing travel insurance but also motor, business, household, and health cover. It employs about 10,000 people across 70 sites. It's part of the AXA Group which is a worldwide leader in insurance and assets management with over 108 million clients in 57 countries. For travel insurance, it provides both single and multi-trip policies, either direct or via partners. www.axa.co.uk



TRADE RISK SPECIALISTS

Credit & Business Finance is an independent specialist credit insurance broker delivering impartial trade risk consultancy to the travel industry. We offer qualified guidance and support on credit insurance policies. Credit insurance protects against the ever-present risk of becoming victim to bad debt. Our policies are designed to protect operators by insuring their agent bookings and pipeline monies get paid. A credit insurance policy gives you access to underwriter information, not available in the public domain. This provides an early warning system, informing you ahead of a business failure. CBF have access to the entire credit insurance market. Our aim is to understand your business needs and identify the correct tailored policy specifically for you. xeniabroking.com



We are a specialist insurance underwriting agency providing quality products backed by high-rated insurers. As well as Travel & Tour, we also specialise in property & commercial, liability & construction and hospitality & leisure. We pride ourselves on the quality of our accessible and experienced Underwriters and the wide range of products we have in order to maintain or exceed our high service levels. In 2020, the CII awarded us Chartered Insurance Underwriting Agents status proving that we are committed to putting customers' interests first, investing in continual development of our staff's technical skills and knowledge, and supporting wider initiatives that provide value to society as well as the growth of the profession. www.t-u-l.co.uk



Travlaw

ABTA Partner+ Travlaw LLP are 100% committed to serving the travel and leisure industry – from tour operators and travel agents to airlines, hotel groups, event management companies and their insurers. We pride ourselves on being one of the top travel law firms in the UK. We are a large, experienced team of highly professional yet approachable lawyers who are tried and tested specialists in advising. www.travlaw.co.uk

Webinar partner profile



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