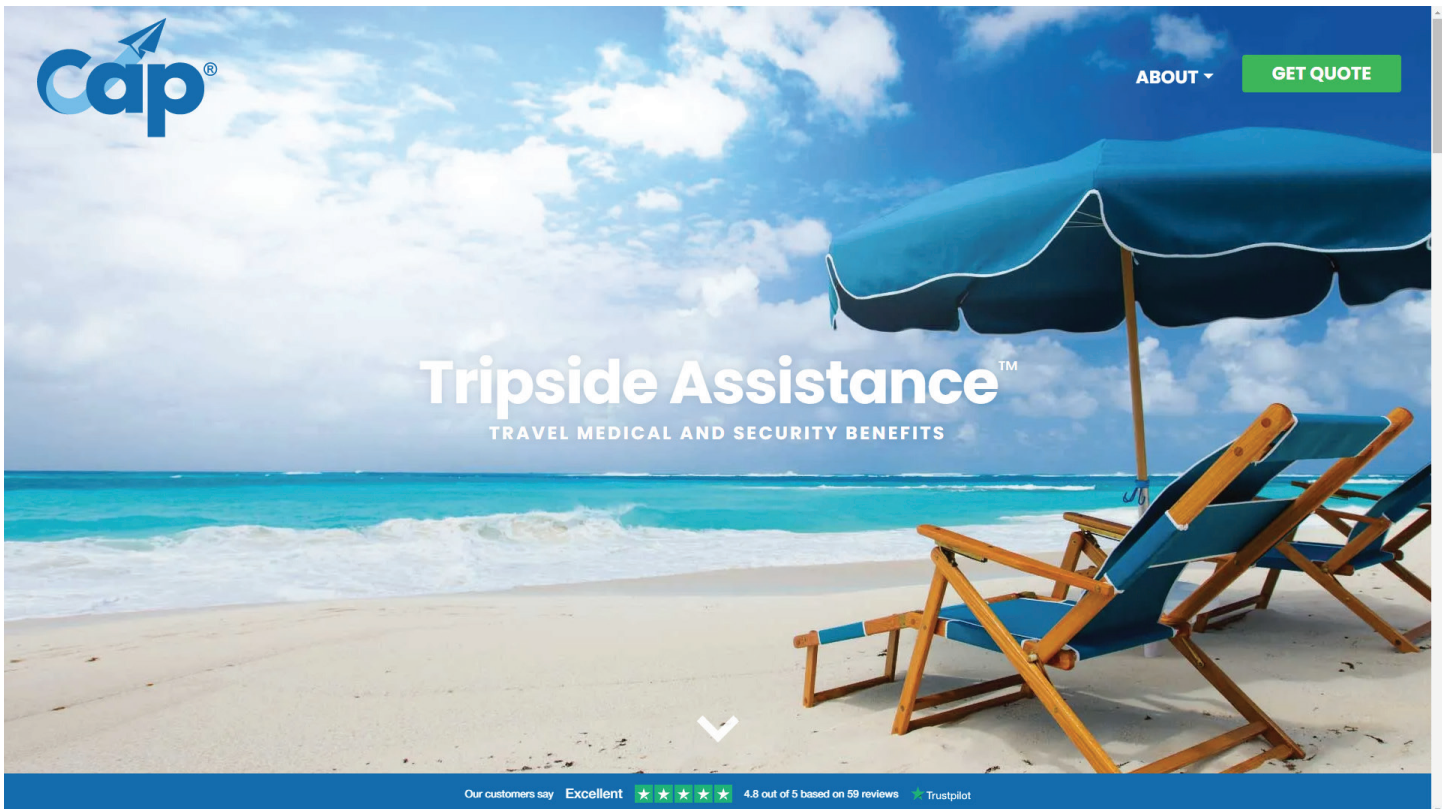




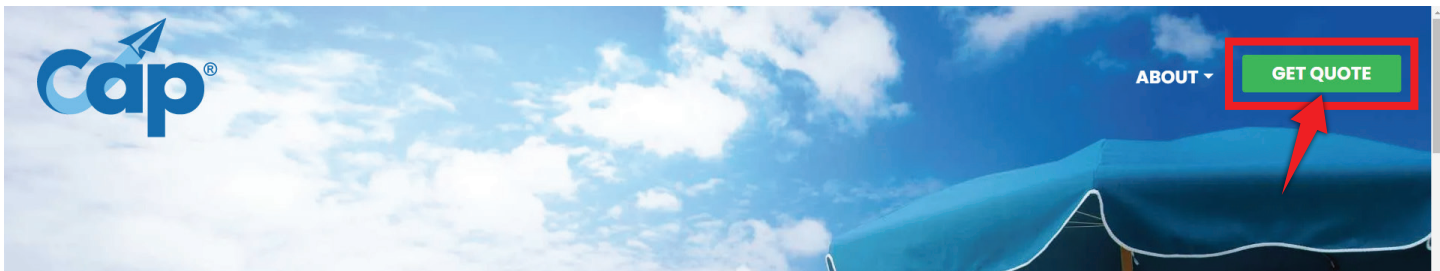
CAP TRIPSIDE ASSISTANCE PLAN

How to Place an Order

1) Visit the website at <https://www.captravelassistance.com/>

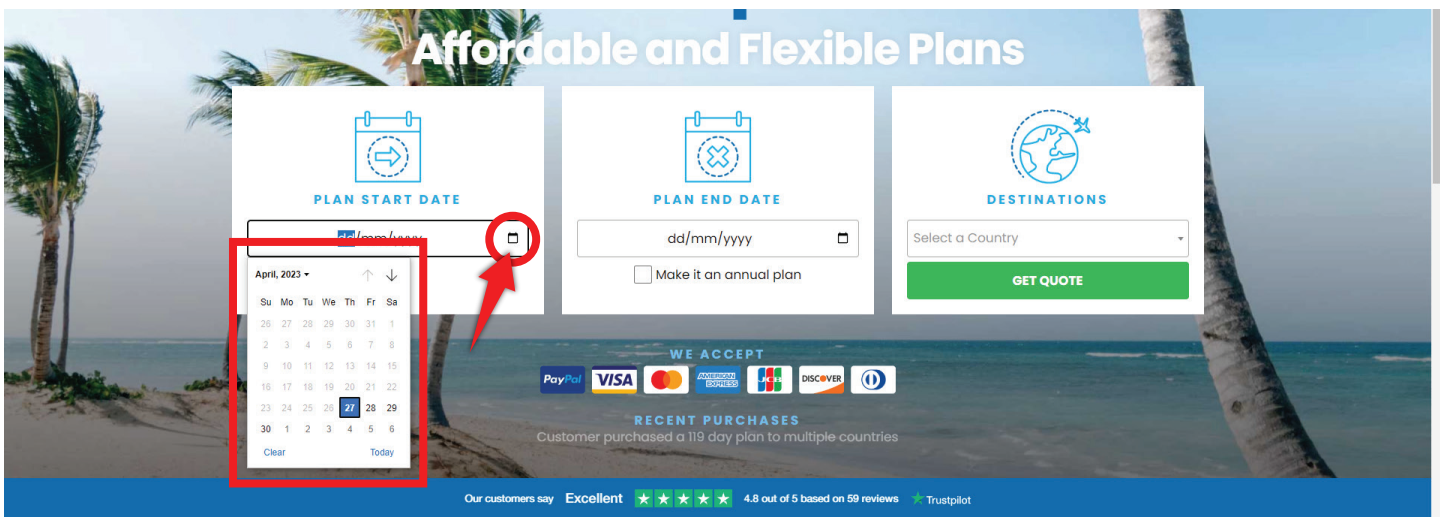


2) Click on the [GET A QUOTE] button at the top right corner of the screen.

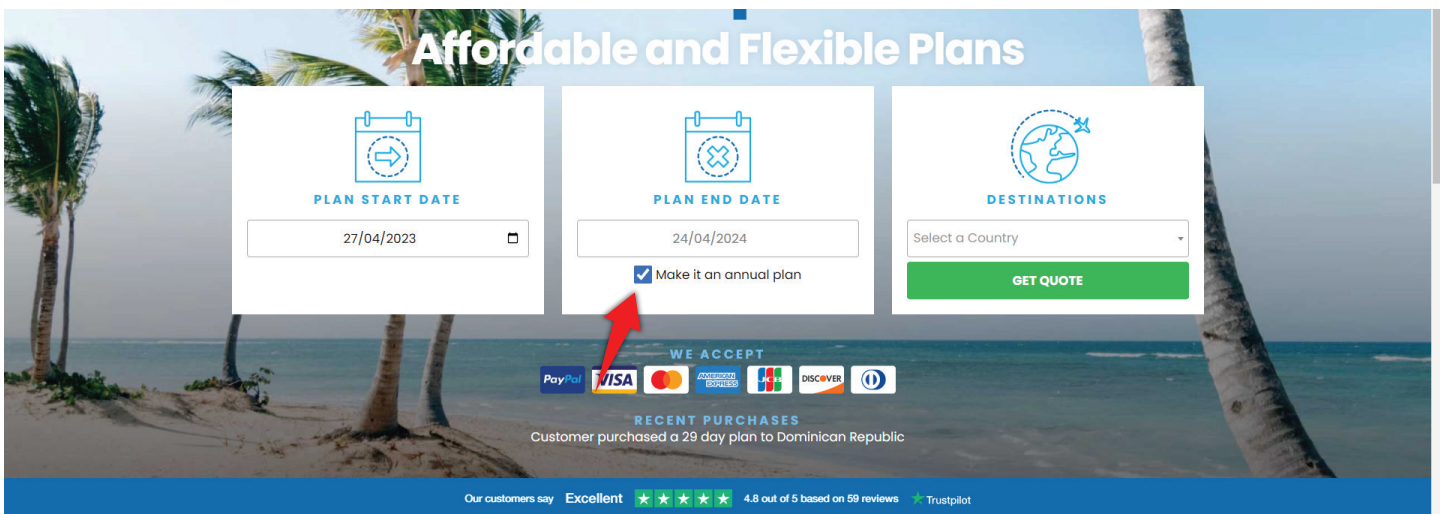


3) On the next page you'll select the start date, end date and destination of your trip.

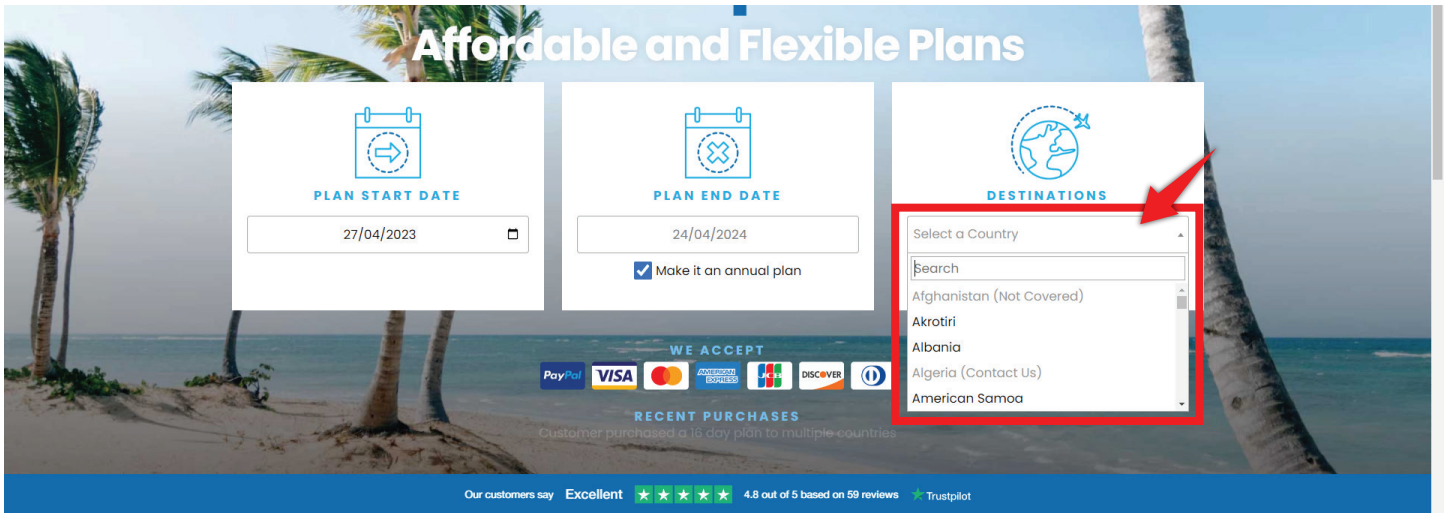
- Tap on the PLAN START DATE calendar icon for the popup calendar to appear.
- Do the same for the PLAN END DATE of your trip.



Note: If you want a CAP Annual Plan for the full year. Click on the “Make it an annual plan” checkbox in the End date section. This button will automatically update your PLAN END DATE to be 1 year from the chosen start date and is tied to the day of the week you order the plan (not the day of the month). For example: If you order your plan on the 1st Thursday in March, your plan will end on the 1st Wednesday in March the following year.



- To select the Destination, use the drop-down box and select all the countries you'll be visiting during your planned travel period.

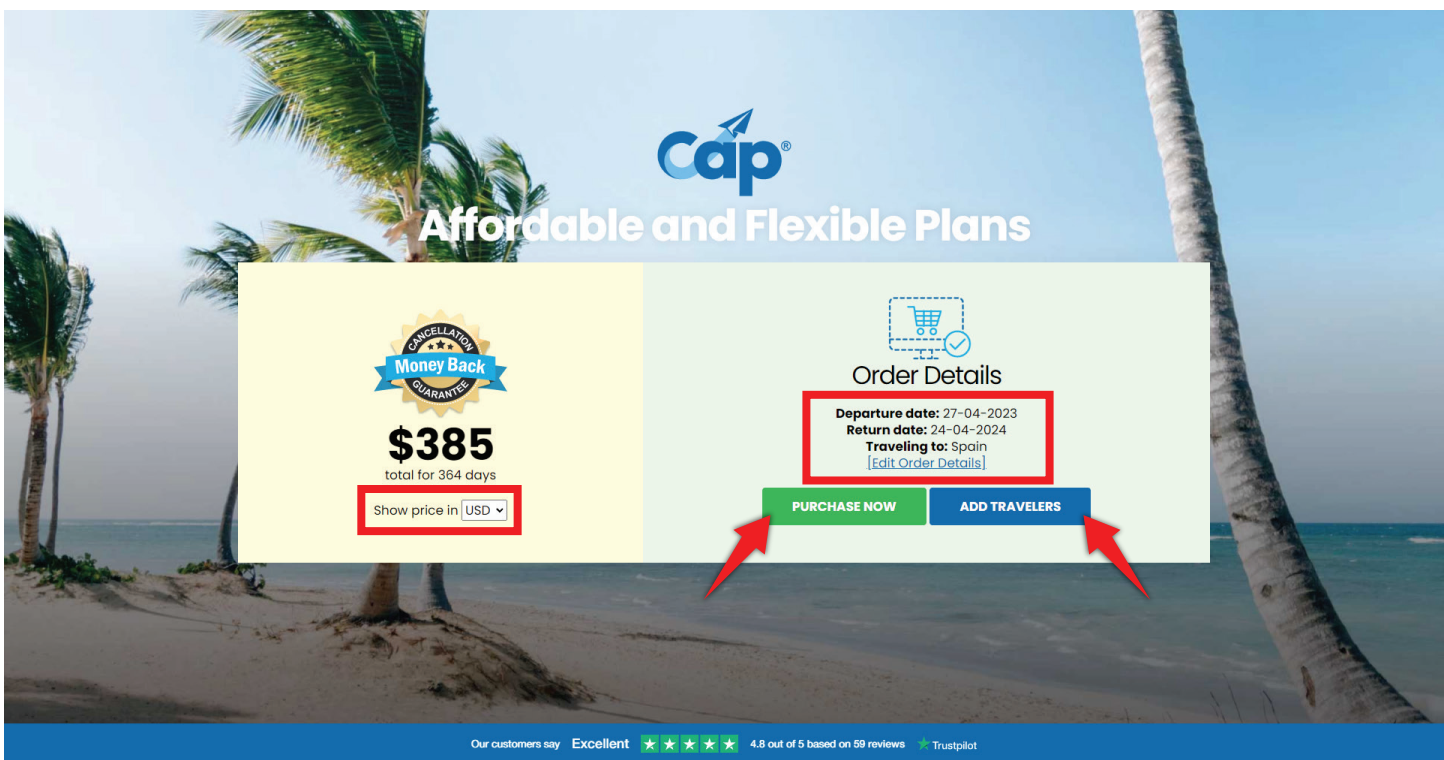


4) Tap the [GET QUOTE] button.

5) This will bring you to your Order details screen. On the left is the total cost of your plan in US dollars or Canadian dollars. You have the option of changing the currency below the amount shown.

6) Check your Order details carefully and you now have 3 options you can select from:

- You can edit your order details.
- You can [PURCHASE NOW] if your order information is correct.
- Or, you can [ADD TRAVELERS] to your order.



7) Continuing to the next page will bring you to the Traveler #1 details screen.

The screenshot shows a travel insurance quote page. At the top, there is a blue header with the following information: DATES: 04/27/2023 - 04/24/2024, DESTINATIONS: Spain, # OF TRAVELERS: 1, and an EDIT QUOTE button. Below the header, there is a progress bar with three steps: Personal Information, Summary & Billing, and Complete. The current step is Summary & Billing. The Plan Fee is \$385.00. The main content area is titled "Traveler #1 Details" and contains a checkbox for upgrading to a best value year-long plan for \$1.05 USD per day. Below this are several form fields for traveler information: E-mail, First Name, Last Name, Date of Birth (Must be 18+ to purchase), Gender, Phone Number (Ex: +1xxxxxxxxxx), and Home Country.

Note: you have a second opportunity to upgrade your plan to the best value by purchasing it for a full year. If you care to do so, click the checkbox.

This screenshot is identical to the one above, but with a red arrow pointing to the checkbox for upgrading to the best value year-long plan. The checkbox is checked, indicating that the user has selected this option.

8) To complete the information required for the order, enter your information in all star marked (*) fields of the Traveler #1 Details section.

- Email
- First Name
- Last Name
- Date of Birth (Must be 18+ to purchase alone)
- Gender - Multiple options available (CAP is required to ask by its Underwriters)
- Phone Number
- Home Country
- Check off the box If you are traveling specifically for business purposes.

Traveler #1 Details

Upgrade to our best value year-long plan for only \$1.05 USD per day

* E-mail: * First Name:

* Last Name: * Date of Birth (Must be 18+ to purchase):

* Gender: * Phone Number (Ex: +1xxxxxxxxxx):

* Home Country:

Are you traveling for business?

[+] Add Additional Travelers

Note: If you check the “Are you traveling for Business’ box, you will be asked to enter the Company name you are traveling on behalf of.

* Home Country:

Are you traveling for business?

* Company Name:

9) If you have any friends, family, or additional travelers to add to your plan, click the Blue [+] Add Additional Travelers button at the bottom of the Traveler #1 Details section. Note: when completing the form for an additional traveler an email address is not required in this section however, if you want the other traveler to access technical support through the CAP Advantage app you should add it.

Are you traveling for business?

[+] Add Additional Travelers

10) Enter the information for your additional traveler.

Traveler #2 Details

[X] Remove

E-mail: Enter e-mail

First Name: Enter First Name

Last Name: Enter Last Name

Date of Birth: [Calendar icon]

Gender: [Dropdown menu]

Home Country: [Dropdown menu]

Phone Number (Ex: +1xxxxxxxx): Enter Phone Number

Are you traveling for business?

11) Once you've entered all your traveler information, you can choose to receive or opt-out of Travel Alerts sent to you via the CAP Advantage app. It is automatically set to Yes.

Opt in to take advantage of travel alerts. Yes No

Receive real time late breaking travel alerts and emails to warn you of any events that could affect your safety or mobility at your destination. Travel Alerts were designed to provide you with useful information to help you prepare for or modify your travel plans and inform you of any events at your destination that could impact your personal health or safety. You can unsubscribe from travel alerts at any time. (Recommended)

Next

12) Ready to proceed? Click [Next] and check your Plan Summary Section ensuring all is correct.

designed to provide you with useful information to help you prepare for or modify your travel plans and inform you of any events at your destination that could impact your personal health or safety. You can unsubscribe from travel alerts at any time. (Recommended)

Next

Note: if you need to make any edits, use the [EDIT QUOTE] button at the top right corner of the page.

The screenshot shows the top navigation bar with the following information: DATES: 04/27/2023 - 04/24/2024, DESTINATIONS: Spain, # OF TRAVELERS: 1, and an EDIT QUOTE button. Below the navigation bar, there are three paper airplane icons representing the steps: Personal Information, Summary & Billing, and Complete. A red arrow points to the EDIT QUOTE button. The Plan Fee is displayed as USD \$385.00. The Plan Summary section includes a checkbox for upgrading to a best value year-long plan for \$1.05 USD per day. The traveler's name is John Smith. The summary table contains the following information:

Dates	04/27/2023 - 04/24/2024
Destinations	Spain
Date of Birth	03/29/1988
Gender	Male
Email	jsmith@gmail.com
Home Country	Canada
Phone Number	11111111111
Company Name	Not Filled

13) Once you've verified all the information in the Plan Summary section is correct, you can select your payment options in the Billing Information section below.

The screenshot shows the Billing Information section. It has two radio button options: Pay Via Card (selected) and PayPal. Below the options, there is a note: * Credit or debit card (Visa, MasterCard, American Express, JCB, Discover, and Diners Club). The Card number field is highlighted with a red arrow. The Expiration Date field (MM / YY) and CVC field are also highlighted with red arrows. Below the card fields, there is a Promo Code field with an Apply button and a dropdown menu for 'How did you hear about us?'. At the bottom, there is a checkbox for 'By submitting, you acknowledge that you have read and agree to the terms and conditions of the CAP Plan Rules & Regulations*'. A red arrow points to the 'Apply' button.

- If you are paying by credit card, you will be asked for your credit card information. Enter your Card Number, Expiration Date, and 3 Digit CVC (4 Digits for American Express).
- If you are paying by PayPal, there will be no line for Credit Card information, and you can continue through the rest of the form.

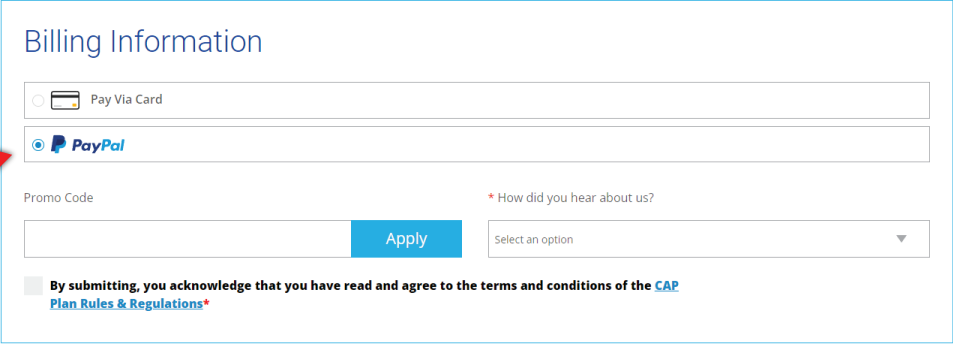
- 14) Enter a promo code if you have one in the Promo Code section and click the [Apply] button.
- 15) Choose an option under the dropdown box for the 'How did you hear about us' question by clicking on the Select an Option field and choosing one of the available choices.
- 16) Click the Blue text that says 'CAP Plan Rules & Regulations' to view the Rules and Regulations for your CAP plan.
- 17) Check the box agreeing to the CAP Plans Rules & Regulations when you're ready.

The screenshot shows the 'Billing Information' section of a website. It includes radio buttons for 'Pay Via Card' (selected) and 'PayPal'. Below these are fields for 'Card number' and 'MM / YY CVC'. There is a 'Promo Code' field with an 'Apply' button and a dropdown menu for 'How did you hear about us?'. At the bottom, there is a checkbox for 'By submitting, you acknowledge that you have read and agree to the terms and conditions of the CAP Plan Rules & Regulations*'. Two red arrows point to this checkbox.

- 18) Once you've completed the fields in the Billing Information section, where you're paying by credit card, click the green [Buy Now] button to complete your purchase.


This screenshot shows the same 'Billing Information' form as above, but with a red arrow pointing to the 'Buy Now' button. The 'Buy Now' button is green and located at the bottom right of the page, next to a blue 'Back' button.

19) If you are paying via PayPal, click the [PayPal] button to be taken to the PayPal site to log into your PayPal account and complete your transaction.



Billing Information

Pay Via Card

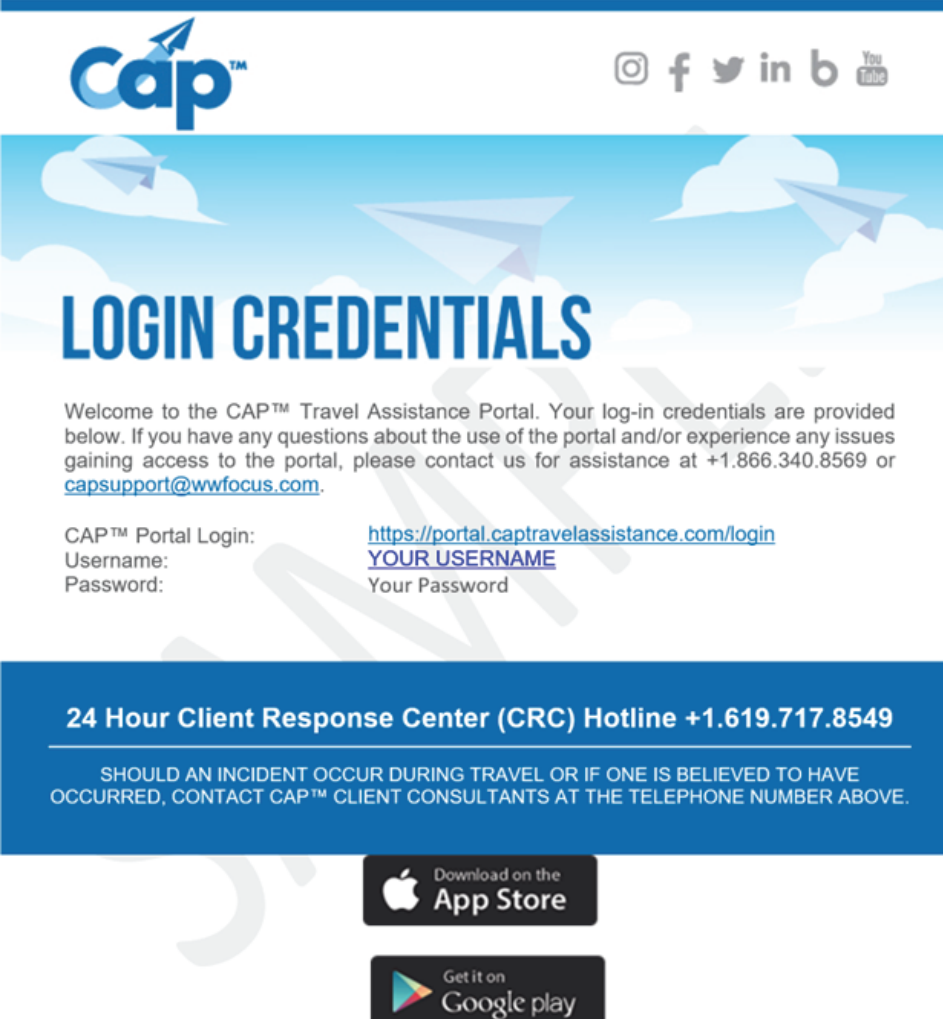
 PayPal



Promo Code * How did you hear about us?

By submitting, you acknowledge that you have read and agree to the terms and conditions of the [CAP Plan Rules & Regulations*](#)

The safer, easier way to pay

20) After completing your purchase, you will receive an email sent from support@cap.focuspointintl.com with the subject line: Welcome to CAP™ Travel Assistance! This email will contain your Username, and Password which will be required to log into the CAP Travel Assistance online Portal.





LOGIN CREDENTIALS

Welcome to the CAP™ Travel Assistance Portal. Your log-in credentials are provided below. If you have any questions about the use of the portal and/or experience any issues gaining access to the portal, please contact us for assistance at +1.866.340.8569 or capsupport@wwfocus.com.

CAP™ Portal Login: <https://portal.captravelassistance.com/login>
Username: YOUR USERNAME
Password: Your Password

24 Hour Client Response Center (CRC) Hotline +1.619.717.8549

SHOULD AN INCIDENT OCCUR DURING TRAVEL OR IF ONE IS BELIEVED TO HAVE OCCURRED, CONTACT CAP™ CLIENT CONSULTANTS AT THE TELEPHONE NUMBER ABOVE.

21) You will receive an automatically generated password and will have the ability to change your password once you've logged into the CAP Travel Assistance online Portal.

22) Note: If you DO NOT see the email pictured above, check your spam folder.

Congratulations, you've completed your order for your CAP Tripside Assistance Plan. We wish you happy travels. Travel Fearlessly with CAP!