

The Arch RoamRight Difference

Arch RoamRight is the award-winning travel insurance brand owned by Arch Capital Group.



Arch RoamRight offers travel insurance for a wide range of travelers—including leisure, business, student and group travelers—on both domestic and international trips. As a technology-driven travel insurance brand, we focus on delivering a high-quality experience at every touchpoint. From the initial quote to post-trip support, our customer service team is committed to responsive, knowledgeable assistance. That commitment has earned recognition through multiple industry honors, including Travel Weekly Magellan Awards, Stevie Awards® and American Business Awards®.



Financial Strength

Arch Capital Group Ltd. (NASDAQ: ACGI) is a publicly traded company with a long-standing reputation for financial strength and stability. Our subsidiaries, including Arch Insurance, consistently receive high ratings from leading credit rating agencies—A+ (Superior) from AM Best, A+ from S&P, and A2 from Moody's. These ratings reflect our strong capital position and disciplined underwriting approach, providing confidence to partners and clients alike. When you work with Arch, you're backed by an organization that's built for the long term. For the latest ratings, visit insurance.archgroup.com.



Unparalleled Product Development

Our travel insurance underwriting and product development teams collaborate to deliver solutions that align with both client needs and market demands. We offer flexible plan designs that allow travelers to purchase enhanced coverage limits, and we include travel assistance services as a standard feature to help support a more complete travel protection offering.



Vertically Integrated

Our in-house teams, including operations, claims, customer service, sales, underwriting and marketing, collaborate closely to deliver high-quality insurance solutions. Because we design and manage our own products, we maintain full alignment across departments. This integrated approach enables us to respond quickly to client needs and create a more efficient, consistent experience for customers.



Quality Customer Service

Arch RoamRight is committed to delivering exceptional customer support at every stage of the travel insurance journey—from initial quoting and purchase to on-trip assistance and claims processing. We understand that when you recommend a travel insurance provider, you're trusting us with your clients. That's why we prioritize service excellence, helping ensure your clients are supported every step of the way.

Experienced Call Center



Our U.S.-based call center is staffed by licensed insurance professionals who are trained to deliver compassionate, knowledgeable support. Backed by a cloud-based phone system, we maintain high availability and minimal downtime—ensuring your clients can consistently reach a real person when they call. Whether they need help understanding coverage, require assistance during a trip, or are navigating the claims process, our team is here to provide prompt, personalized service with professionalism and care.



High Customer Satisfaction



At Arch RoamRight, we prioritize the customer experience at every stage of the travel insurance journey. From responsive service and clear communication to reliable claims support, our commitment to quality has earned consistently high satisfaction ratings from travelers and partners alike.



"I had several detailed questions regarding trip insurance coverage with Arch RoamRight. [Customer Service Rep] was very knowledgeable of Arch's policy details and coverage. She did a wonderful job explaining the offered coverage for the policy. She also clearly advised me of the "details" that determine coverage for each of the items in the Arch RoamRight quotation. I felt she offered me a "graduate course" in travel insurance, and her clear explanations gave me the confidence to purchase an Arch RoamRight travel policy for our upcoming voyage with Victory Cruise Lines. [Rep] is an excellent Customer Representative for Arch RoamRight."

John D. - Trustpilot



"[Customer Service Rep] really helped me understand the coverage from the Pro Plus plan. We are sending our two young adult granddaughters on their first solo trip without their parents. We wanted to be sure that they are sufficiently covered with insurance for this milestone trip. I researched other travel insurance companies, however after speaking with [Rep], I felt this was the best option for the girls. He was very professional, friendly and truly represents Arch RoamRight in a very positive way. I would definitely use your company again."

Susan O. - Trustpilot



"Selling travel insurance can be confusing but Arch RoamRight makes it easy for travel professionals to help insure their clients. Our RSD, Lynn has been at our side for over a decade, and she takes the time to explain each plan and the nuances so we can feel comfortable recommending it to our clients. Lynn and the team are personable and fast – I get replies from RoamRight quickly which means I get back to my clients quickly."

Eric H. - President of CIRE Travel, an independent affiliate of First in Service



"My husband became ill this summer and we had to cancel our Rhine river cruise. It was a huge disappointment. I have a travel agent policy through RoamRight and filed a claim for the airline tickets. I found out yesterday that we will be reimbursed for the tickets."

Throughout the entire claims process I had wonderful claims people to speak with. I had a lot of questions and had some difficulties with the technical aspects of uploading some of the documentation. Everyone was so kind and patient. They gave me great instructions. Plus, I never had to wait on hold for more than a few minutes.

I have assisted clients with claims through other insurance companies. RoamRight was hands down the easiest and best to deal with. I am so impressed with the service especially when compared to other companies."

Pat - Jefferson Travel





Responsive Claims Administration

Our claims process is built around a responsive, customer-focused experience. Travelers can submit claims online and communicate directly with a dedicated claims professional by phone or email. We prioritize clear communication, timely updates and fair claim reviews ensuring travelers feel supported every step of the way.



Claim Received



Claim Intake



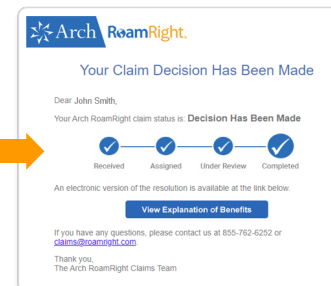
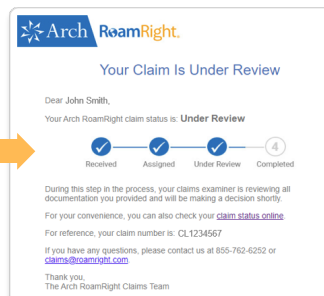
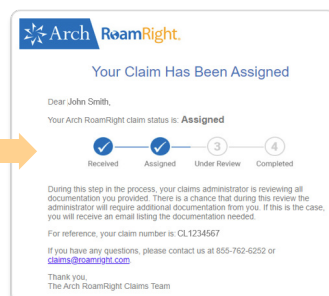
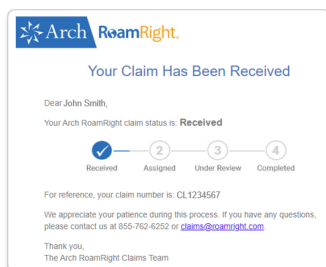
Claim Admin



Claim Examiner



Claim is Closed



Email communication plays a key role in Arch RoamRight's transparent claims process. Claimants receive timely updates at each stage of the review, helping them stay informed and confident in the progress of their claim.



Innovative Technology

Arch RoamRight's in-house development team helps keep us at the forefront of travel insurance technology. Our proprietary platform enables us to manage the full customer experience within a single system—from account setup to claim resolution. This integrated approach allows us to support your travelers efficiently, even while they're on the move.



Robust API Integration

Arch RoamRight has a full feature API that supports a variety of policy and claims related features including quoting, sales, and policy and claims look-up.



Seamless Implementation

This API can easily be implemented within any internal system, and is already in use across several proprietary booking platforms.



Hands-On Support and Documentation

Comprehensive implementation guides are provided, and a dedicated technical resource is available to support your development team throughout the integration process.



Optimizing Your Travel Insurance Program

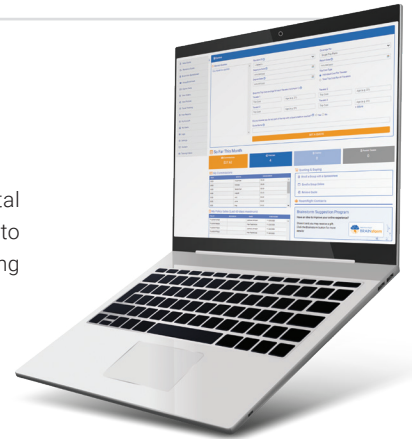
As your travel insurance provider, we take a consultative approach to support the success of your insurance program. Your dedicated Regional Sales Director and Account Manager will collaborate with you to tailor a solution aimed at improving conversion rates. With flexible product options, branded marketing and technology tools, and comprehensive training resources, we help you stay focused on travel while we manage the rest.



Private Labeled Portal



With Arch RoamRight, travel advisors receive a personalized, branded portal that serves as a central hub for their travel insurance needs. From quoting to managing policies, uploading traveler rosters, initiating claims and accessing marketing materials—everything is available in one convenient location.



E-Commerce Website

Send travelers directly to a website with your logo where they can buy travel insurance online at their own convenience.



Advisor Dashboard

A personalized view that gives travel advisors a real-time snapshot of individual policies, claim status and commission details—all in one place.



Online Claims

For expedited claims services, travelers can file a claim online through a secure and mobile-friendly website — no login or password required.

Contact Us

Customer Service

866-891-6614 | customerservice@roamright.com

Claims

855-762-6252 | claims@roamright.com

RoamRight.com

[Learn more at partnerwith.roamright.com](https://partnerwith.roamright.com)

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