Travel Insurance

Important Information for Customers with Pre-existing Medical Conditions

To help improve access to travel insurance for customers with more serious pre-existing medical conditions, we are required to provide the following information.

This information may be relevant if:

- You have been declined travel insurance, either in full or in part, because of a medical condition.
- Your insurer has cancelled your policy, either in full or in part, because of a medical condition.
- You have been offered a policy that excludes cover for a medical condition, and the exclusion cannot be removed.
- You have been offered a policy where the additional premium relating to a medical condition is £100 or more.
- You have been offered a policy where the premium relating to your medical condition is unknown.

Medical Cover Firm Directory

If any of the above applies to you, you may wish to use the **Medical Cover Firm Directory**. This is a free, publicly available directory that lists firms specialising in travel insurance for people with more serious medical conditions.

The directory provides information to help you compare providers and identify those that may be able to meet your individual needs.

Using the directory may help you find an insurer that:

- Is willing to provide cover for your medical condition.
- Can offer cover without applying specific medical exclusions.
- Offers cover at a more competitive premium.

The Money and Pensions Service (MaPS) provides the Medical Cover Firm Directory, which can be accessed online at:

https://traveldirectory.moneyadviceservice.org.uk/en

If you have any questions about the directory, you can contact the Money and Pensions Service Customer Contact Centre:

Telephone: 0800 138 7777
Email: enquiries@maps.org.uk
Address:
Money and Pensions Service
Holborn Centre
120 Holborn
London
EC1N 2TD