

# Ben's story...



Here at **Enable Travel Insurance Services**, we believe that everyone - especially those with a pre-existing medical condition - deserves the right to travel. We always love hearing stories from our customers, like the one from Ben and his family, who we've helped with a holiday to Calpe.

Our UK based team took the time to understand Ben's father's medical condition, tailoring an insurance policy specifically for his needs. Taking out a comprehensive single policy, Ben, his father and the whole family were able to enjoy a worry-free trip.



**Ben explains:** "My father was diagnosed with dementia seven years ago. We wanted to take a last family holiday together before travelling became too difficult and unsettling for my dad.

My dad had travel insurance as part of the package of benefits provided with his bank account. Up until this year, the dementia did not really affect his ability to travel, but when we came to book this holiday, we felt that we should declare his condition to the insurance company.

A friend recommended Enable Travel Insurance Services to me, so I visited its website and filled out the online form on behalf of my dad. I assumed in one of the options that I selected that dementia would be classed as a terminal illness; because of this the online system advised me to call, which I did. I spoke to a very friendly and helpful call handler, who advised that they did not class dementia in this way, so I changed my response to the online application and Enable Travel Insurance Services agreed to provide a single trip insurance policy.

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My mum, dad, sister, niece and I were able to travel to Calpe in Spain for a wonderful few days, spending valuable time together as a family. I was able to take Dad out on trips and for a few drinks at lunchtime, giving Mum - who is Dad's main carer - the chance to enjoy a bit of much-deserved rest and relaxation.

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To find out how we can help you with your travel insurance, visit [www.enabletravelinsurance.org.uk](http://www.enabletravelinsurance.org.uk) or call our UK team free on **0800 612 3743**



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