

WeMoney Awards Program – Ratings Methodology Criteria

Travel Insurance Awards

Name: 2026 WeMoney Travel Insurance Awards

Key Dates:

Applications open: Monday, 20-Apr-2026
Applications close: Friday, 15-May-2026
Winners announced: Monday, 25-May-2026

2026 WeMoney Travel Insurance Award Summary

The WeMoney Travel Insurance Awards celebrate the travel insurance products, services, and innovators in the Australian market, offering outstanding value and service quality to consumers.

We use our knowledge and experience to identify those products that offer outstanding value, as well as market-leading features, and recognise them with the WeMoney Travel Insurance Awards.

For applicants, a WeMoney Travel Insurance award is a third-party endorsement of their product(s) and service(s).

Method: We score each factor on a 0-to-10 scale (or as a zero or one, depending on the factor), with 0 being the lowest possible score and 10 being the highest possible score.

Overview

2026 Travel Insurance Award Categories

Overall Award
Insurer of the Year

Overall Award Categories
Travel Insurer of the Year
Digital Travel Insurer of the Year
Mobile App of the Year
Domestic Travel Insurance of the Year
International Travel Insurance of the Year
Cruise Travel Insurance of the Year
Best New Travel Insurer
Best for Innovation

Travel Cover Award Categories
Best for Multi-Trip Travel
Best for Adventure Travel
Best for Premium Travel
Best for Specialist Cover
Best for Seniors
Best for Family Cover
Best for Value - Domestic Travel
Best for Value - International Travel
Best for Value - Cruise Travel
Best for Quality
Best for Flexibility
Excellent Rates & Fees
Best for Member Benefits
Outstanding Customer Service
Outstanding Claims Experience

Award Methodology

Overall Award

Insurer of the Year

This award recognises the insurer demonstrating excellence across multiple insurance product lines in the Australian market. Applicants were assessed based on cross-category product performance, digital innovation, policy flexibility, coverage quality, multi-policy benefits, multi-channel customer support, and overall market leadership across the WeMoney Insurance Awards portfolio. The award is given to the provider with the highest weighted rating across the following categories:

- Cross-Category Product Performance
- Digital Innovation & Features
- Premium Value & Affordability
- Flexible Policy Terms & Options
- Coverage Quality & Breadth
- Multi-Policy & Bundling Discounts
- Multi-Channel Support Availability
- Market Leadership & Scale

Overall Travel Insurance Award Categories

Travel Insurer of the Year

This award recognises the travel insurer demonstrating excellence across all aspects of service delivery through comprehensive coverage across domestic and international products. Applicants were assessed based on market performance, digital capabilities, claims efficiency, and customer satisfaction. The award is given to the provider with the highest weighted rating across the following categories:

- Premium Competitiveness & Value
- Coverage Quality Across Products
- Digital & Customer Experience
- Claims Excellence & Approval Rates
- Service & Global Assistance
- Product Range & Flexibility
- Market Leadership & Innovation
- Satisfaction & Retention Metrics

Digital Travel Insurer of the Year

This award recognises the travel insurer leading the industry in digital transformation and technology to enhance traveller experiences and streamline insurance management. Applicants were assessed based on online capabilities, mobile functionality, digital claiming processes, and self-service options. The award is given to the provider with the highest weighted rating across the following categories:

- Online Quote & Purchase Experience
- Digital Policy Management
- Mobile App Functionality & Features
- Real-Time Digital Claiming
- Self-Service Portal Breadth
- Digital Document Management
- Travel Tech Integration

Mobile App of the Year

This award recognises the travel insurer delivering the most comprehensive and user-friendly mobile application for managing travel insurance needs on-the-go. Applicants were assessed based on app functionality, interface design, claiming features, real-time assistance, and overall mobile experience. The award is given to the provider with the highest weighted rating across the following categories:

- User Interface Design & Navigation
- Digital Claims & Tracking
- Real-time Policy Information Access
- Emergency Assistance Integration

- Offline Functionality & Storage
- App Performance & Reliability
- Travel Tool Integration & Features

Domestic Travel Insurance of the Year

This award recognises the travel insurer offering superior coverage and value for Australian domestic travellers with comprehensive protection for trips within Australia. Applicants were assessed based on domestic coverage options, pricing, rental car protection, medical coverage, and trip cancellation benefits. The award is given to the provider with the highest weighted rating across the following categories:

- Domestic Premium Affordability
- Medical Coverage Within Australia
- Rental Vehicle Excess Protection
- Domestic Trip Cancellation Benefits
- Luggage & Personal Effects Coverage
- Travel Delay & Additional Expenses
- Interstate Emergency Assistance

International Travel Insurance of the Year

This award recognises the travel insurer providing exceptional coverage for international travellers with comprehensive global protection and emergency support. Applicants were assessed based on international medical coverage, evacuation benefits, global assistance networks, and destination coverage. The award is given to the provider with the highest weighted rating across the following categories:

- Overseas Medical Coverage Limits
- Emergency Evacuation & Repatriation
- Intl Trip Cancellation Protection
- Global 24/7 Emergency Assistance
- Destination Coverage Breadth
- Extended Trip Duration Options
- Additional International Benefits

Cruise Travel Insurance of the Year

This award recognises the travel insurer delivering specialised coverage tailored to the unique needs of cruise travellers with comprehensive protection for sea voyages. Applicants were assessed based on cruise-specific benefits, medical coverage at sea, missed port coverage, and cruise line insolvency. The award is given to the provider with the highest weighted rating across the following categories:

- Onboard Medical & Sea Evacuation

- Missed Port & Excursion Protection
- Cruise Cancellation Benefits
- Cabin Confinement Coverage
- Cruise Line Default Protection
- Pre-Cruise Accommodation Coverage
- Cruise Benefits & Features

Best New Travel Insurer

This award recognises the newest entrant to the Australian travel insurance market demonstrating exceptional product quality and operational infrastructure from launch. Applicants were assessed based on product launch quality, underwriter backing, claims performance from inception, and market entry strategy. The award is given to the provider with the highest weighted rating across the following categories:

- Product Launch Quality & Readiness
- Underwriter Backing & Scale
- Claims Performance from Inception
- Market Entry Strategy & Positioning
- Three-Tier Product Architecture
- Operational Excellence from Launch
- Innovation in Market Entry

Best for Innovation

This award recognises the travel insurer demonstrating the most innovative product design and customer experience in the Australian market. Applicants were assessed based on product innovation, distribution innovation, customer experience design, and structural differentiation from incumbents. The award is given to the provider with the highest weighted rating across the following categories:

- Product Architecture Innovation
- Customer Journey & Distribution
- Brand & Market Positioning
- Claims Tech & Process Innovation
- Customer Experience Design
- Demographic Targeting Innovation
- Technology Investment & Roadmap

Travel Cover Award Categories

Best for Multi-Trip Travel

This award recognises the travel insurer offering the most comprehensive and cost-effective annual multi-trip coverage for frequent travellers. Applicants were assessed based on annual pricing value, trip duration limits, destination flexibility, coverage consistency, and convenience features. The award is given to the provider with the highest weighted rating across the following categories:

- Annual vs Single Trip Premium Value
- Maximum Trip Duration Allowances
- Unlimited Trip Frequency Benefits
- Domestic & Intl Coverage Inclusion
- Family Coverage Flexibility
- Automatic Coverage Activation

Best for Adventure Travel

This award recognises the travel insurer providing superior coverage for adventure activities and extreme sports. Applicants were assessed based on adventure activity inclusions, sports equipment coverage, search and rescue benefits, and specialised medical coverage for high-risk activities. The award is given to the provider with the highest weighted rating across the following categories:

- Winter Sports & Snow Coverage
- Adventure Sports Inclusion List
- Sports Equipment Protection Limits
- Search & Rescue Coverage
- Activity-Related Medical Coverage
- Professional Sports Options
- Extreme Activity Extensions

Best for Premium Travel

This award recognises the travel insurer offering the most premium-tier travel insurance with elevated benefit limits, comprehensive global assistance, and brand-equity positioning. Applicants were assessed based on premium-tier inclusions, global assistance scale, and premium positioning. The award is given to the provider with the highest weighted rating across the following categories:

- Premium-Tier Cover Inclusions
- Global Assistance Network Scale
- Premium Pricing & Brand Positioning
- Elevated Benefit Limits
- Rental Vehicle Excess Cover Ceiling
- Snow Sports & Adventure Add-Ons
- High-Net-Worth Suitability

Best for Specialist Cover

This award recognises the travel insurer offering exceptional coverage solutions for travellers with complex or specialised insurance needs. Applicants were assessed based on pre-existing medical condition coverage, specialised underwriting, unique risk acceptance, and tailored coverage options. The award is given to the provider with the highest weighted rating across the following categories:

- Pre-Existing Medical Acceptance
- Complex Underwriting Flexibility
- Mental Health Coverage Inclusion
- Pregnancy & Maternity Coverage
- High-Value Item Protection
- Specialised Occupation Coverage
- Unique Risk Accommodation

Best for Seniors

This award recognises the travel insurer providing outstanding coverage options designed for older travellers with age-appropriate benefits and pricing. Applicants were assessed based on age limit flexibility, senior-specific medical coverage, pre-existing condition acceptance, and age-based pricing. The award is given to the provider with the highest weighted rating across the following categories:

- Maximum Age Limits & Extensions
- Senior-Specific Premium Pricing
- Pre-Existing Medical Coverage
- Age-Appropriate Benefit Limits
- Medical Assessment Flexibility
- Cruise & Extended Trip Options
- Emergency Medical Repatriation

Best for Family Cover

This award recognises the travel insurer delivering the most compelling family-focused travel insurance, with features that protect couples, parents, and multi-generational households on shared trips. Applicants were assessed based on family coverage flexibility, age limits, and dependent inclusions. The award is given to the provider with the highest weighted rating across the following categories:

- Family Maximum Age Limits
- Free Dependent Children Coverage
- Family Frequent Traveller Plans
- Multi-Generational Coverage Support
- Family Discount Structures

- Family Trip Cancellation
- Cross-Member Loyalty Recognition

Best for Value - Domestic Travel

This award recognises the travel insurer delivering exceptional value for domestic travellers through competitive pricing and comprehensive benefits within Australia. Applicants were assessed based on domestic premium affordability, coverage inclusions, excess options, and cost-effectiveness. The award is given to the provider with the highest weighted rating across the following categories:

- Domestic Premium Competitiveness
- Coverage vs Price Ratio
- Excess Flexibility & Options
- Benefits Without Extra Cost
- Rental Car Excess Value
- Family & Group Pricing Benefits

Best for Value - International Travel

This award recognises the travel insurer providing outstanding value for international travellers through cost-effective premiums and comprehensive global coverage. Applicants were assessed based on international pricing competitiveness, medical coverage limits, included benefits, and value-added features. The award is given to the provider with the highest weighted rating across the following categories:

- International Premium Affordability
- Medical Coverage Limits vs Price
- Comprehensive Benefit Inclusions
- Long-Stay & Extended Trip Value
- Multi-Region Coverage Options
- Excess Reduction Options
- Bundle & Loyalty Discounts

Best for Value - Cruise Travel

This award recognises the travel insurer offering exceptional value for cruise travellers through competitive pricing and cruise-specific benefits. Applicants were assessed based on cruise premium affordability, specialised coverage inclusions, and cost-effectiveness across cruise types. The award is given to the provider with the highest weighted rating across the following categories:

- Cruise Premium Competitiveness
- Sea-Based Medical Coverage Value
- Shore Excursion Protection
- Missed Port Coverage Benefits
- Cruise Duration Pricing Flexibility

- Additional Cruise Benefits vs Cost

Best for Quality

This award recognises the travel insurer demonstrating superior quality across all aspects of travel insurance delivery. Applicants were assessed based on coverage comprehensiveness, benefit limits, claim approval rates, customer satisfaction, and overall service excellence. The award is given to the provider with the highest weighted rating across the following categories:

- Coverage Comprehensiveness & Depth
- Benefit Limit Generosity
- Policy Wording Clarity
- Claims Approval Excellence
- Customer Satisfaction Metrics
- Provider Network Quality
- Innovation in Coverage Design
- Overall Service Delivery Standards

Best for Flexibility

This award recognises the travel insurer offering the most adaptable travel insurance solutions with maximum flexibility for changing travel plans and circumstances. Applicants were assessed based on policy modification options, coverage adjustability, cancellation terms, and accommodation of travel changes. The award is given to the provider with the highest weighted rating across the following categories:

- Policy Modification & Extension
- Trip Date Change Flexibility
- Destination Change Accommodations
- Coverage Level Adjustability
- Cooling-Off Period Extensions
- Mid-Trip Coverage Additions
- Cancellation & Refund Flexibility

Excellent Rates & Fees

This award recognises the travel insurer providing the most competitive premium rates and fee structures across all travel insurance products. Applicants were assessed based on base premium competitiveness, fee transparency, excess options, and absence of hidden charges. The award is given to the provider with the highest weighted rating across the following categories:

- Base Premium Competitiveness
- Transparent Fee Structure
- Competitive Excess Options
- No Hidden Administration Fees

- Multi-Trip Pricing Excellence
- Age-Based Pricing Fairness
- Payment Frequency Options

Best for Member Benefits

This award recognises the travel insurer delivering the most comprehensive member benefits ecosystem beyond core travel insurance coverage. Applicants were assessed based on tenure-based loyalty programs, cross-product loyalty integration, partner discounts, and ongoing member engagement value. The award is given to the provider with the highest weighted rating across the following categories:

- Tenure-Based Loyalty Programs
- Cross-Product Loyalty Integration
- Partner Discount Network
- App-Integrated Rewards Platforms
- Ongoing Member Engagement
- Lifestyle Benefits Integration
- Multi-Product Ecosystem Recognition

Outstanding Customer Service

This award recognises the travel insurer delivering exceptional customer service through responsive support, effective communication, and customer-centric service delivery. Applicants were assessed based on support availability, response times, communication channels, staff expertise, and customer satisfaction. The award is given to the provider with the highest weighted rating across the following categories:

- 24/7 Global Assistance Availability
- Multi-Channel Support Options
- Response Time Excellence
- First Contact Resolution Rates
- Staff Knowledge & Expertise
- Proactive Customer Communication
- Customer Satisfaction Scores
- Service Innovation & Accessibility

Outstanding Claims Experience

This award recognises the travel insurer providing the most seamless and customer-friendly claims experience from submission through to settlement. Applicants were assessed based on claims submission methods, processing efficiency, approval rates, payment speed, and dispute resolution effectiveness. The award is given to the provider with the highest weighted rating across the following categories:

- Digital Claims Submission Ease
- Claims Processing Speed
- Approval Rate Excellence
- Direct Provider Payment Options
- Real-Time Claims Tracking
- Transparent Decision Communication
- Dispute Resolution Quality
- Payment Speed & Accuracy

Assessment Criteria

Awards are based on a comprehensive list of individual criteria applied to each travel insurer and available products, assessing important factors, such as:

1. Affordability & Fees

The independent judging panel examines each travel insurance provider based on their premium structure, pricing transparency, and overall affordability across different customer scenarios. This includes a detailed assessment of quotes for various travel types and demographics, as well as the availability of discounts and bundled offerings. Applicants are compared based on their pricing relative to industry benchmarks and value proposition.

- Premium quotes across customer scenarios
- Gender-based pricing differentials
- Sign-up incentives and premium discounts
- Bundled discount offerings
- Policy payment frequency options

2. Value

The independent judging panel examines the overall value proposition of each travel insurance provider, including standard inclusions, excess structures, and benefit limits. This includes an assessment of what is covered under standard comprehensive policies versus optional add-ons, as well as the flexibility to adjust excess levels. Applicants are compared based on the comprehensiveness of their standard coverage and the cost-effectiveness of their offerings.

- Standard excess amounts and variability options
- Standard comprehensive policy inclusions
- Optional upgrades and extensions
- Maximum benefit limits for key coverage areas
- Cancellation and cooling-off period terms

3. Quality

The independent judging panel examines the breadth and depth of coverage options, policy flexibility, and overall product quality. This includes an assessment of the range of policy options available, the ability to modify coverage during travel, and the maximum benefit limits provided. Applicants are compared based on their product sophistication and ability to meet diverse customer needs.

- Annual multi-trip cover availability
- Number of policy options by travel type
- Cover extension and modification flexibility
- Maximum annual benefit limits by cover type
- Specialised coverage features

4. Customer Experience

The independent judging panel examines the ease of purchasing and managing policies, as well as the quality and availability of customer support. This includes an assessment of digital capabilities, support channel availability, and emergency assistance services. Applicants are compared based on their service delivery standards and customer accessibility.

- Online purchase and mobile application functionality
- Average approval and processing times
- Customer support channel availability
- Global 24-hour emergency assistance provision
- Customer service team location and response times

5. Claims Experience

The independent judging panel examines the efficiency and effectiveness of the claims process, including submission methods, processing times, and approval rates. This includes an assessment of direct billing capabilities versus reimbursement models, as well as support for disputed claims. Applicants are compared based on their claims handling performance and customer outcomes.

- Online and mobile claims submission capabilities
- Direct payment versus reimbursement options
- Average claims processing timeframes
- Claims approval rates
- Dispute resolution and appeal support processes

Customer Scenarios

To ensure a fair and accurate comparison, applicants are assessed against **five distinct customer profiles** that reflect real-world needs. This approach allows the judging panel to evaluate each provider's strengths within relevant segments and highlight those that deliver exceptional value and service for different types of members.

Customer Scenarios	Customer Attributes & Trip Details
Scenario 1 – Domestic	<ul style="list-style-type: none"> • Age: 24 • Gender: Male & Female • Policy: Single • Dependents: N/A • Destination: Sydney, Australia • Dates: Wed, 22-Jul 2026 → Fri, 31-Jul 2026 • Purpose of Travel: Visiting Family • Medical Conditions: N/A • Cancellation Cover: N/A • Other: No skiing or snowboard; not going on a cruise
Scenario 2 – International	<ul style="list-style-type: none"> • Age: 31 • Gender: Male & Female • Policy: Single • Dependents: N/A • Destination: San Francisco, America • Dates: Thu, 12-Jun 2026 → Tue, 26-Aug 2026 • Purpose of Travel: Student Exchange • Medical Conditions: N/A • Cancellation Cover: Yes • Add-Ons: Device Cover and Passport / Travel Document Replacement • Other: No skiing or snowboard; not going on a cruise
Scenario 3 – International	<ul style="list-style-type: none"> • Age: 39 • Gender: Male & Female • Policy: Couple • Dependents: N/A • Destination: Niseko, Japan • Dates: Tue, 2-Mar 2027 → Fri, 19-Mar 2027 • Purpose of Travel: Skiing Holiday • Medical Conditions: N/A • Cancellation Cover: Yes • Add-Ons: Winter Sports & Adventure Sports Cover • Other: Will be skiing or snowboarding

<p>Scenario 4 – Cruise</p>	<ul style="list-style-type: none"> ● Age: 48 ● Gender: Male & Female ● Policy: Family ● Dependents: 2 (aged 12 and 14) ● Destination: Porto, Portugal ● Dates: Sat, 12-Sep 2026 → Tue, 22-Sep 2026 ● Purpose of Travel: Cruise ● Medical Conditions: N/A ● Cancellation Cover: Yes ● Add-Ons: Higher-Value Items Cover (Jewellery) ● Other: 10-day cruise; no skiing or snowboarding
<p>Scenario 5 – Multi-Trip</p>	<ul style="list-style-type: none"> ● Age: 24 ● Gender: Male & Female ● Policy: Single ● Dependents: N/A ● Destination 1: Sydney, Australia ● Dates: Wed, 22-Jul 2026 → Fri, 31-Jul 2026 ● Destination 2: Porto, Portugal ● Dates: Sat, 12-Sep 2026 → Tue, 22-Sep 2026 ● Destination 3: Niseko, Japan ● Dates: Tue, 2-Mar 2027 → Fri, 19-Mar 2027 ● Purpose of Travel: Holiday ● Medical Conditions: N/A ● Cancellation Cover: Yes ● Add-Ons: Winter Sports & Adventure Sports Cover ● Other: Not going on a cruise
<p>Scenario 6 – Seniors with Pre-Existing Conditions</p>	<ul style="list-style-type: none"> ● Age: 70 ● Gender: Male & Female ● Policy: Couple ● Dependents: N/A ● Destination: Rome, Italy ● Dates: Tue, 8-Sep 2026 → Wed, 30-Sep 2026 ● Purpose of Travel: Holiday ● Medical Conditions: Type 2 diabetes (managed with oral medication); controlled hypertension — both declared ● Cancellation Cover: Yes ● Add-Ons: Pre-Existing Medical Conditions assessment / cover ● Other: No skiing or snowboarding; not going on a cruise

Scoring Methodology

Score Range	Description
0-4	Below industry standards, there is significant room for improvement.
5-7	Meets industry standards, and solid performance but there is room for improvement.
8-10	Exceeds industry standards, exceptional features and customer experience

Data Collection & Review Process

WeMoney collects data from Travel Insurance Providers, and observes demonstrations, as necessary. Our process begins by sending out detailed questionnaires to Travel Insurance Providers. The questionnaires are structured to be unbiased in nature and provide coverage at eliciting both favourable and unfavourable responses. The questionnaire answers, combined with our in-house specialists' hands-on research, make our proprietary assessment process that scores each provider's performance.

We then undergo an additional evaluation process that is curated for certain types of consumers. This evaluation adjusts the weighting of factors (and occasionally will consider additional criteria) to emphasise features that matter most to consumers.

We also take into account customer experience, industry standards and regulatory requirements.

Award Eligibility

Insurers were given 4 weeks (30 business days) to respond to our invitation process and provide all necessary data. Only Insurers that provided data satisfactorily and met all requirements were included in the WeMoney Awards Program.

The Review Team

The review panel comprises a member from the WeMoney team and experts that include market contributors, CEOs, Directors and editorial staff who are seasoned writers. Each panel member follows WeMoney's strict guidelines for editorial integrity and are all commercially independent of the applicants.

Selection Criteria

Awards are based on a comprehensive list of individual criteria applied to each product that assesses important features such as Affordability & Fees, Value, Quality, Customer Experience, and Claims Experience, among others, that broadly fall into the following 5 categories:

- Affordability & Fees
- Value
- Quality
- Customer Experience
- Claims Experience

Each individual criterion receives a weighting, which varies according to the award. Each award is made up of its own unique combination of weightings.

Weighting

Criteria	Indicative Breakdown	Weighting (%)
Affordability & Fees	<ul style="list-style-type: none"> • Premium quotes across customer scenarios • Gender-based pricing differentials • Sign-up incentives and premium discounts • Bundled discount offerings • Policy payment frequency options 	20%
Value	<ul style="list-style-type: none"> • Standard comprehensive policy inclusions • Optional upgrades and extensions • Maximum benefit limits for key coverage areas • Cancellation and cooling-off period terms 	20%
Quality	<ul style="list-style-type: none"> • Number of policy options by travel type • Cover extension and modification flexibility • Maximum annual benefit limits by cover type • Specialised coverage features 	20%
Customer Experience	<ul style="list-style-type: none"> • Online purchase and mobile application functionality • Average approval and processing times • Customer support channel availability • Global 24-hour emergency assistance provision • Customer service team location and response times 	20%
Claims Experience	<ul style="list-style-type: none"> • Direct payment versus reimbursement options • Average claims processing timeframes • Claims approval rates • Dispute resolution and appeal support processes 	20%