



In a steadily growing and crowded market, it's essential that Organizers set themselves apart from the competition by offering attendees the most protected experience possible. Like you, we want everyone's event experience to be great, but we know that sometimes plans change.

RegShield covers athletes of all backgrounds. Racing isn't easy. Athletes are likely to run into problems like injury, sickness, work travel, or a litany of other covered reasons.

WE MAKE SURE YOUR REGISTREES ARE PROTECTED.

WHAT IS REGSHIELD?

RegShield is a protection product made for athletes by athletes. Our protection provides coverage for 17 different roadblocks. These are the reasons that most athletes are unable to compete in their events.

For more information regarding coverage please click [here](#).

WHAT DOES REGSHIELD DO FOR ME?



INCREASE ADVANCED REGISTRATIONS

(Catch the on-the-fence buyer)



INCREASE OVERALL CLICK-THROUGH RATES

(customers abandon their cart when it's time to enter in a credit card. By providing the option to protect their purchase, they will select "yes" for coverage or "no" and continue with the purchase).



REDUCE CHARGEBACKS AND REFUNDS



ENHANCE CONTROL OVER REGISTRATIONS

HOW DOES IT WORK?

WHAT IS COVERED BY REGSHIELD?

Terms of Coverage are based upon where you live and can be found [here](#).

HOW DO OUR ATHLETES BUY REGSHIELD?

Coverage can be purchased on your platform and will be available upon checkout. Currently, it is not available for purchase outside of the registration platform

ARE ALL THE REGISTRATIONS IN THE PURCHASE COVERED?

If covered, each Registration will have its own policy number. If there is not a policy number associated with a ticket, then it is not covered.

WHEN A REGISTRATION IS TRANSFERRED, EITHER ELECTRONICALLY, HARD TRANSFER, OR LISTED FOR RESALE, DOES INSURANCE COVERAGE APPLY TO THE NEW PATRON?

It does not transfer.

HOW DO CLAIMS WORK?

WHAT ARE THE NECESSARY STEPS TO FILE A CLAIM? TIMELINE? DEADLINE?

An athlete will go [here](#) and complete the validation and claim form online. If they properly complete the claim and provide the required documentation, we have an average turnaround of less than 2 business days to payment completion.

WHAT QUALIFIES AS AN APPROVED CLAIM?

Click [here](#) to view an example of the policy. While policies are from state to state are very similar, each state has minor differences in definitions. The California policy (example provided) describes the perils covered and what is necessary to validate a claim.

WHAT IS OUR STANDARD LANGUAGE IN RESPONDING TO THOSE SEEKING A CLAIM, OR GENERAL INFORMATION ABOUT REGSHIELD?

Any attendee that opted-in for our coverage will receive a detailed confirmation and summary that will include all links needed to start a claim and directly make contact with us as opposed to the ticket seller. General information can be found [here](#).

NATURALLY, WE (THE ORGANIZER) WILL BE OUR ATHLETE'S FIRST POINT OF OUTREACH. DO WE FORWARD THESE INBOUND INQUIRIES TO REGSHIELD?

Depending on the need, we have an online claims form [here](#) for the attendees that are needing to file a claim. Our customer service line (844) 849-4827, which is also included in the policy confirmation and delivery they'll receive upon purchasing their tickets.





THAT SOUNDS GREAT!

WHERE IS IT AVAILABLE?

To learn more about RegShield in your location, follow this link:

<https://www.fanshield.net/world-map>.

AWESOME!

HOW DO I ADD THIS FOR MY CUSTOMERS?

You can add RegShield to your dashboard by going

[here](#) to find a detailed How-To Process!

If you have any questions regarding RegShield and Race Roster,

please email director@raceroster.com.



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