



Expanding reach and scaling up with InsureandGo.

InsureandGo is a travel insurance specialist—and the world’s largest online travel insurer—covering an ever-growing number of globe-trotting travelers since 2000.

Challenge

At the heart of insurance businesses is reliability, but for InsureandGo this was being jeopardised by frequent outages across its site. This impacted the load time for payment forms, sometimes even disabling payments altogether which resulted in a number of customers dropping out. On top of needing a dependable platform, InsureandGo wanted to improve their customer experience and increase the number of payment options.

Solution

With Braintree, InsureandGo was able to accept a wider range of payment methods, including credit and debit cards, PayPal, Apple Pay®, Google Pay™, and more. The simple integration also provided trust-building reliability, simplified PCI compliance validation and flexibility.

Outcome

InsureandGo was also able to leverage PayPal’s significant user base—more than 7 million in Australia. This resulted in an impressive 26% increase in the adoption rate of PayPal by customers within the first 60 days.* InsureandGo plans to continue scaling by accessing features such as Braintree Extend.

*Data based on the business’s own internal analysis. Results may not be typical and may vary substantially by business. Braintree is a service of PayPal. ©2019 PayPal, Inc. All rights reserved. PayPal and the PayPal logo are registered trademarks of PayPal, Inc. Designated trademarks and brands are the property of their respective owners.

After integrating
Braintree
A PayPal Service

26%

Increase in PayPal adoption rate within the last 60 days

“ Integrating Braintree and PayPal in our website was a very easy project to complete and manage. Sometimes web development teams believe that migrating payment gateway systems can be quite difficult and risky. However, the Braintree technology made this process extremely easy and it only took us a few days to complete, with no hiccups on the way. Also, giving customers the option to pay with PayPal in our website has helped us to improve our user experience and conversion rate, especially with the growth of mobile. ”

—David Mayo
e-Commerce Manager, InsureandGo