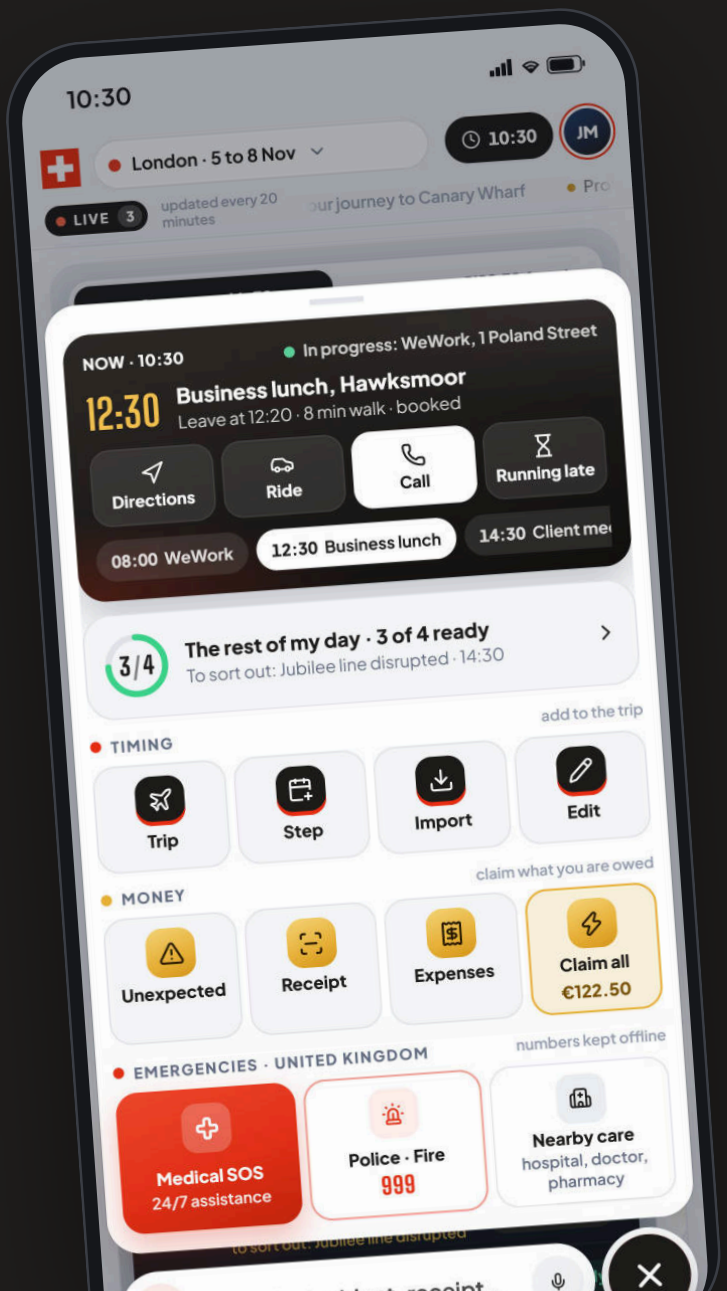
MAXIMUM INSURANCE

EDITION OF 13 NOVEMBER 2026

GUIDE · INDIVIDUAL TRAVELLER

The traveller's guide

Your whole trip fits in one bar: leave on time, get help day and night, and follow the money you are owed, found, claimed, paid out.



Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.
Individual traveller

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How to read this guide

Each page shows one screen of the app and one feature. The numbered red pins sit on the screen; the caption beside it says what each pin shows.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

01

CHAPTER 1

First steps

Two boxes and one bar: that is all you need to know to start.

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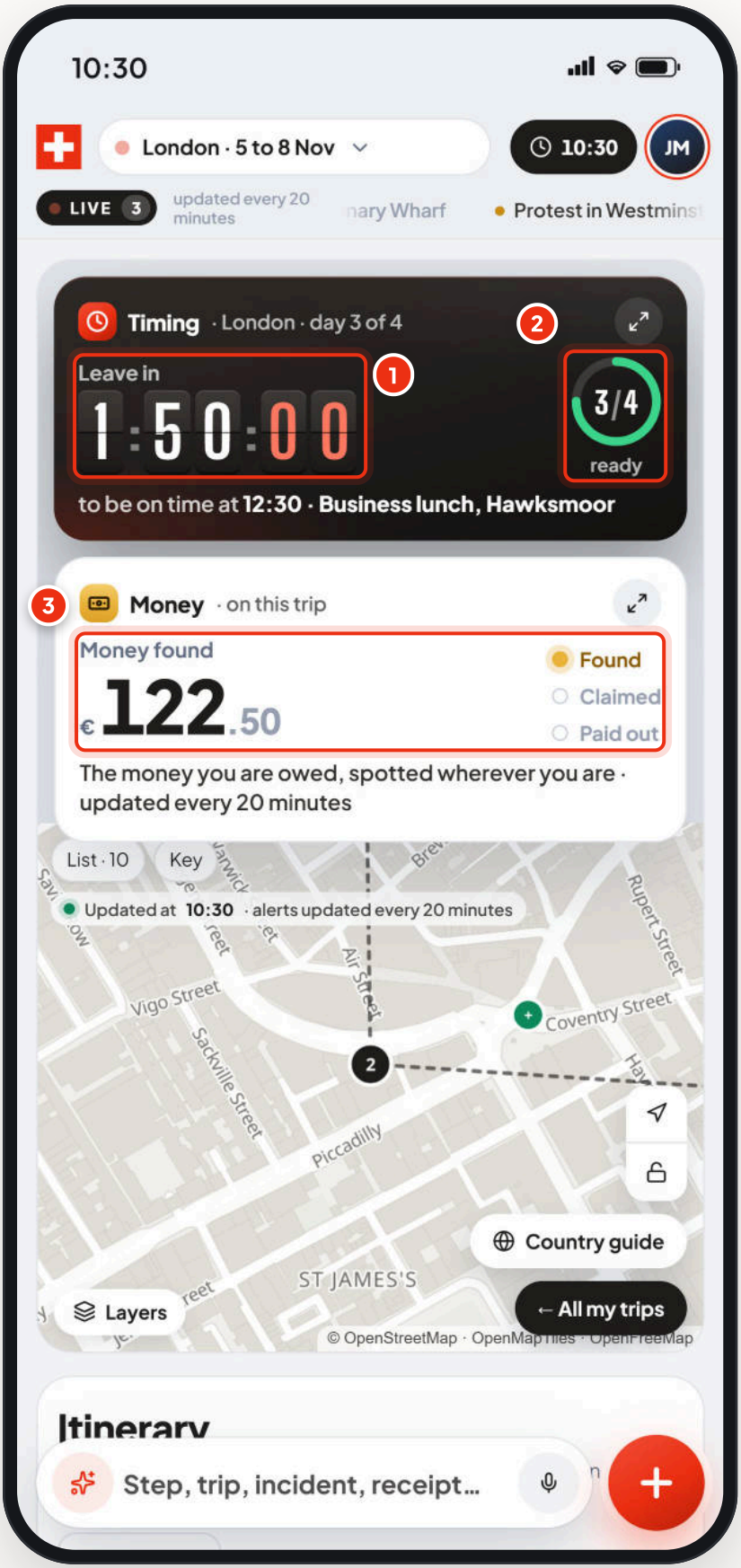


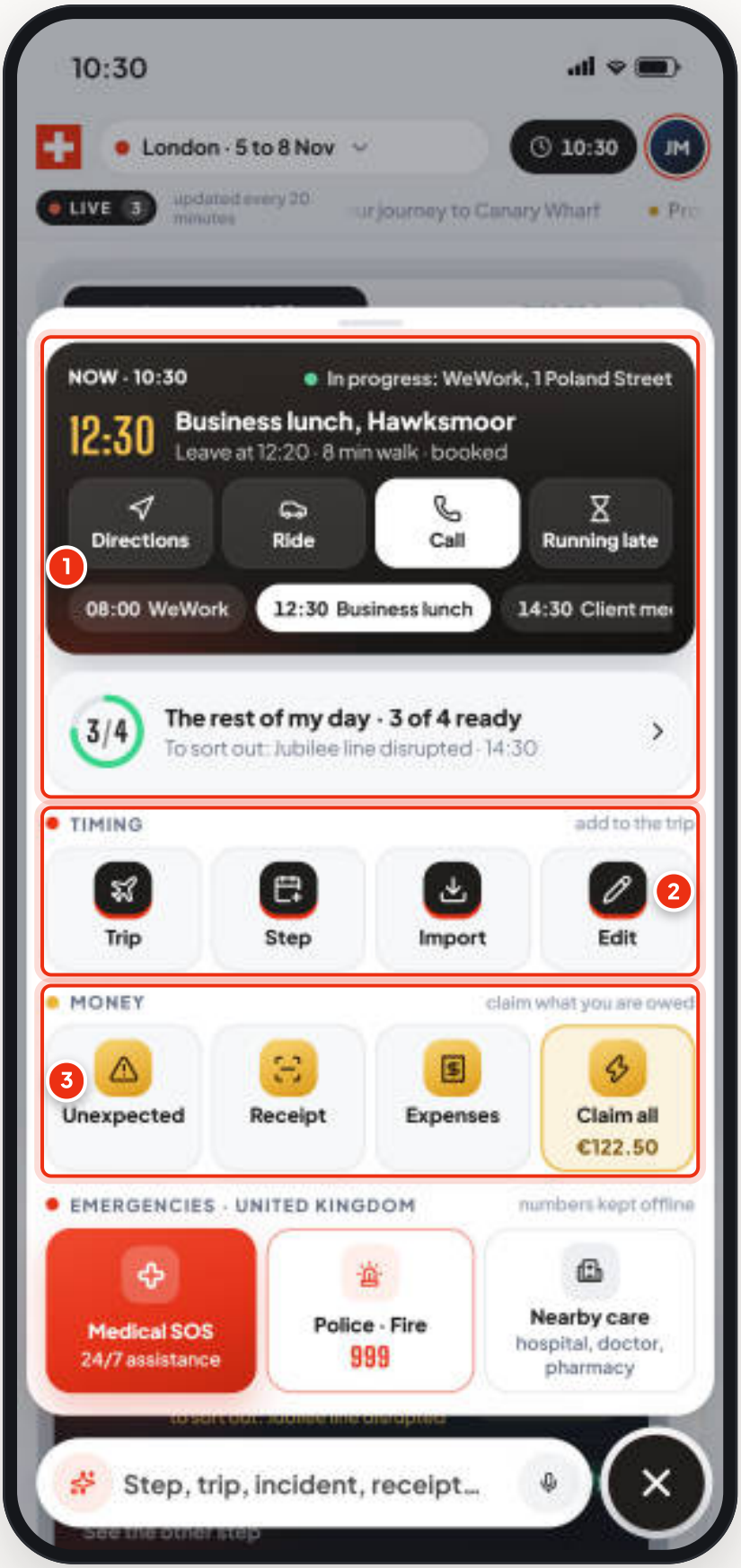
01 / 05

Two boxes, one job each

Collapsed, the boxes read at a glance: Timing counts down to when you leave, Money shows what you are owed, found, claimed, then paid out.

1. Leave in: the countdown
2. Today's steps that are ready
3. Found, claimed, paid out: where the money stands

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



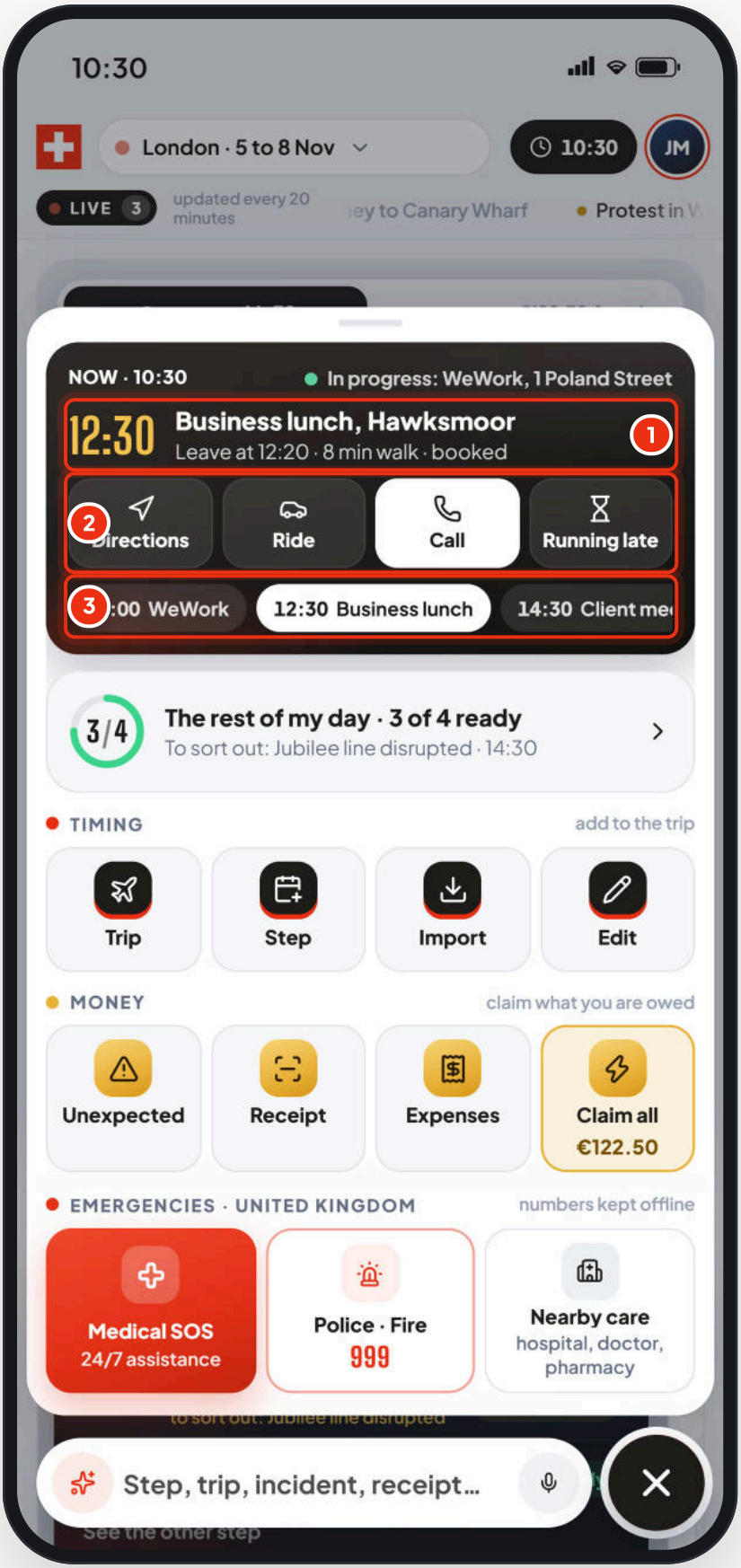
02 / 05

One tap on the disc, everything is there

The disc in the bar opens everything: what matters now at the top, then four Timing actions and four Money actions, always in the same place.

1. Now, then the rest of the day
2. Trip, step, import, edit
3. Unexpected, receipt, expenses, claim all

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



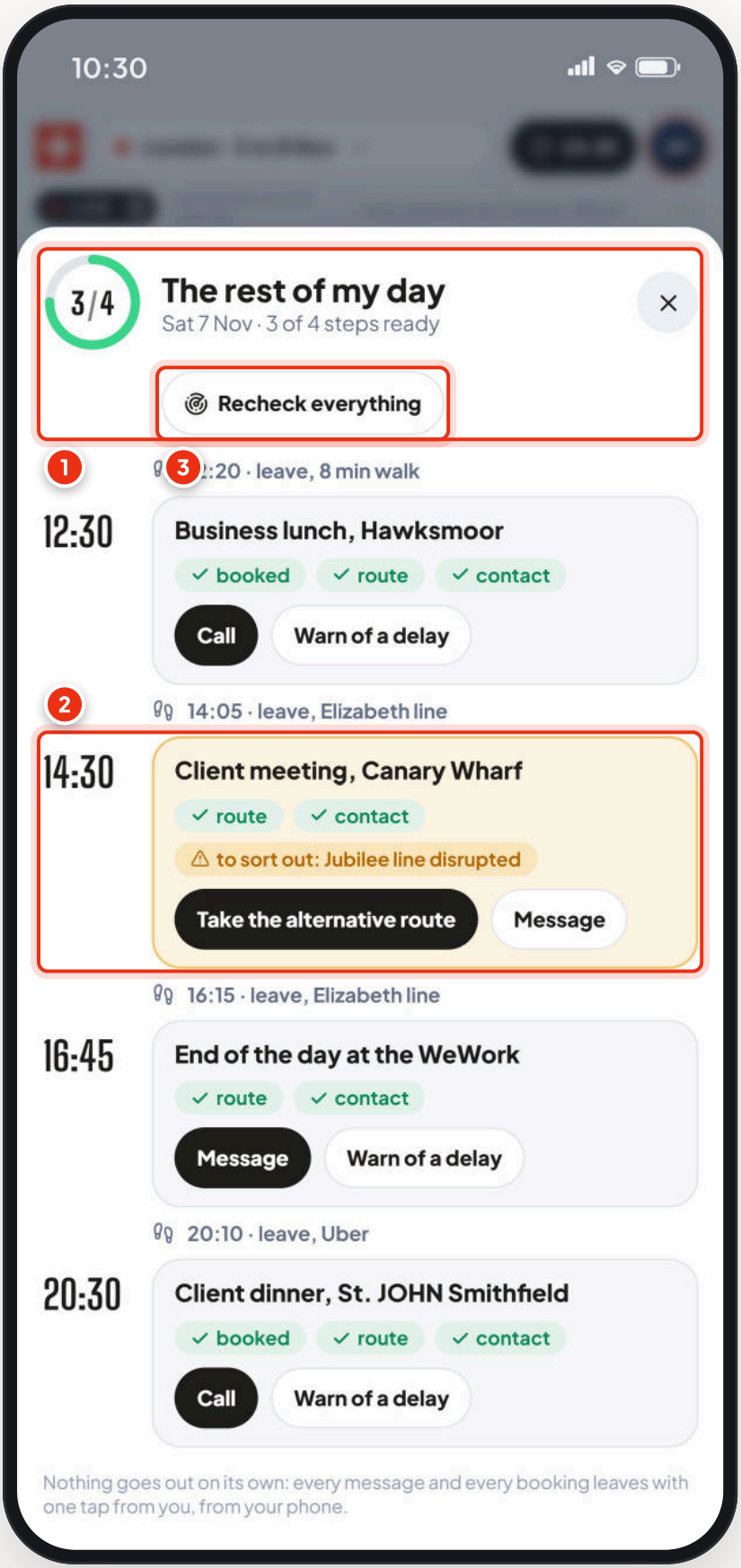
03 / 05

Now: act on the next step

The Now card shows the current step and the next one, with four actions: get directions, order a ride, call the venue, say you are running late.

1. The next step and when to leave
2. Directions, ride, call, running late
3. Act on another step today

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



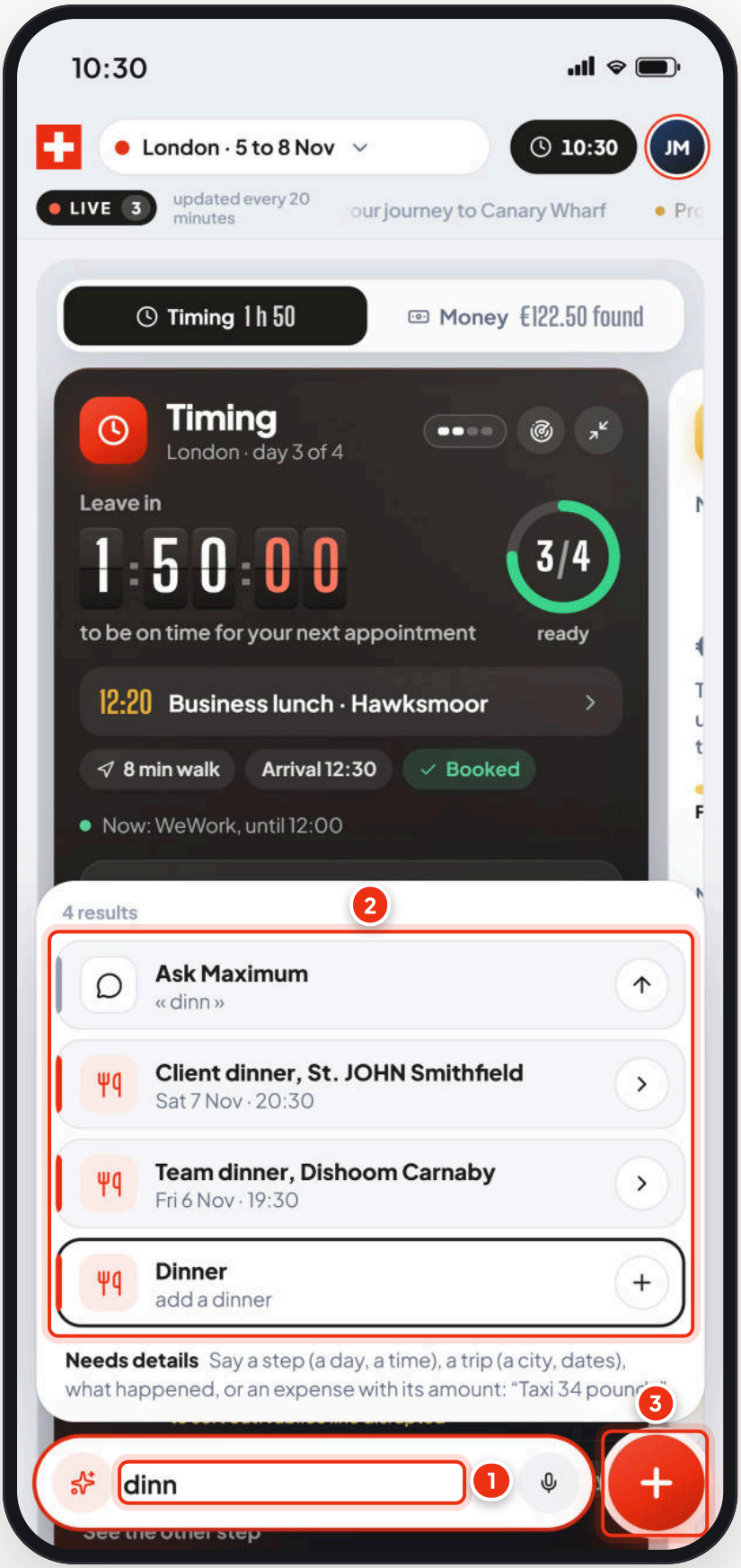
04 / 05

The rest of my day, ready step by step

The rest of my day checks every remaining step: booking, route, contact; a step that needs sorting carries its own action, such as the alternative route.

1. Three steps out of four, ready
2. The step to sort out, and its action
3. Re-check everything in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



05 / 05

From the first letter, the right suggestions

Type "dinn": the bar already offers to add a dinner and finds the trip's dinners; the disc shows what the Enter key will do.

1. Four letters are enough
2. Suggestions, the best one by the field
3. The disc shows what Enter does

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

02

CHAPTER 2

Getting your trip into the app

A sentence, a scanned ticket or a forwarded email: the agent reads, checks and files it; you approve.

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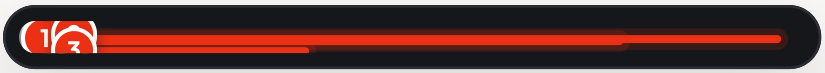
Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



01 / 05

A whole trip, told in one sentence

Julien describes his next trip in one sentence; the agent fills in the dates, transport, accommodation and meetings, and finds his confirmations.

1. Describe the trip in one sentence
2. Dates, transport, accommodation: step by step
3. Find the confirmations in his emails

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



02 / 05

The best trip, suggested from the start

"Lisbon from 12 to 14 November": the agent builds the trip around the flight, the hotel and the meetings, in Best trip suggested mode; Julien keeps or unticks each step.

1. Best trip suggested, or the essentials
2. The trip from A to Z, to check
3. Approve all and create the trip

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



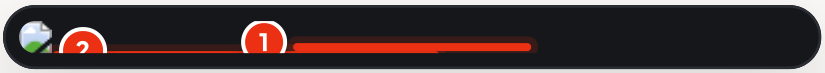
03 / 05

One sentence, and the agent understood

"Dinner tomorrow 8pm at Dishoom Shoreditch", typed in the bar: the agent recognises the place, the day and the time, and prepares the step to add.

1. The sentence, as Julien typed it
2. What the agent understood
3. Add to the itinerary in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



04 / 05

A scanned ticket, filed at the right time

A photo, a PDF or a forwarded email: the agent reads the confirmation and places it at the right moment of the itinerary.

1. Flight, train, hotel: the right type
2. Try with a sample confirmation

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



05 / 05

Forward an email, and the trip is added

Each traveller has a travel address: forward flight, train or hotel confirmations to it and each one is added to the trip; only forwarded messages are read.

1. **The travel address, to copy**
2. **Your calendar connected, if you wish**

> Demo: the address shown is fictitious.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

03

CHAPTER 3

Your travel preferences

Set once in My account, applied to every trip: the message to the hotel is already written.

01	Your travel preferences, set once	16
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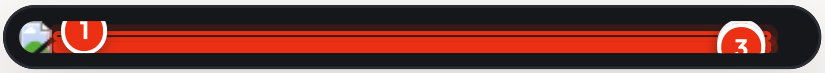
Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



01 / 02

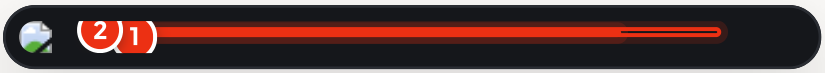
Your travel preferences, set once

In My account, travel preferences are set once and for all: hotel requests, restaurant tastes, ways of getting around; every trip applies them.

1. Hotel requests, once and for all
2. Your tastes for suggested restaurants
3. How you prefer to get around

> Demo: preference kept for the visit.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



02 / 02

The message to the hotel, from your preferences

For the arrival in New York, the message to reception is already written from My account: an upgrade, a quiet room on a high floor; Julien sends it from his phone.

1. **Your requests, written for reception**
2. **Sent from your phone, in one tap**

> Demo: nothing is sent, the hotel's reply is simulated.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

04

CHAPTER 4

On the day

When to leave, the route, the right contact and the message ready: every step is prepared.

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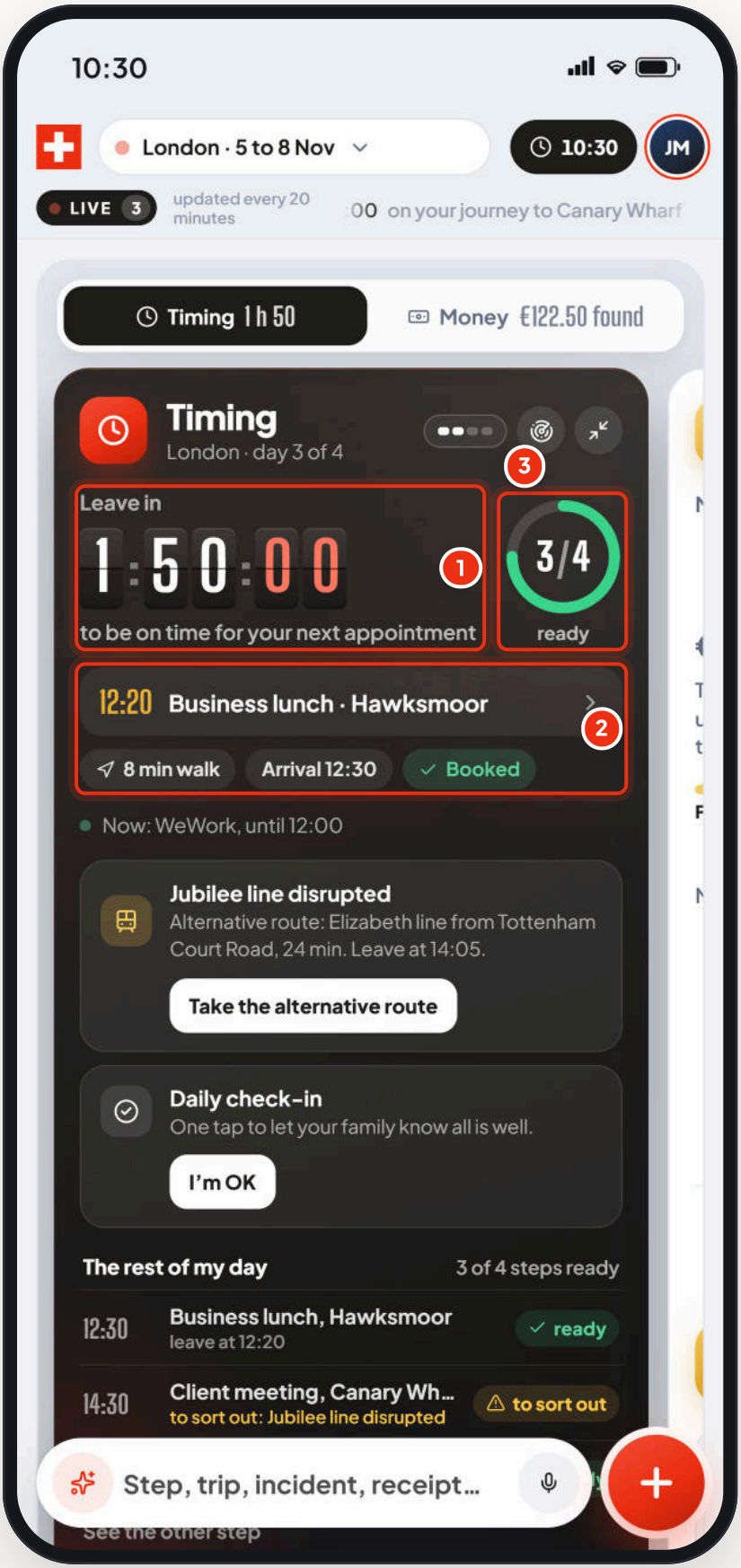
Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



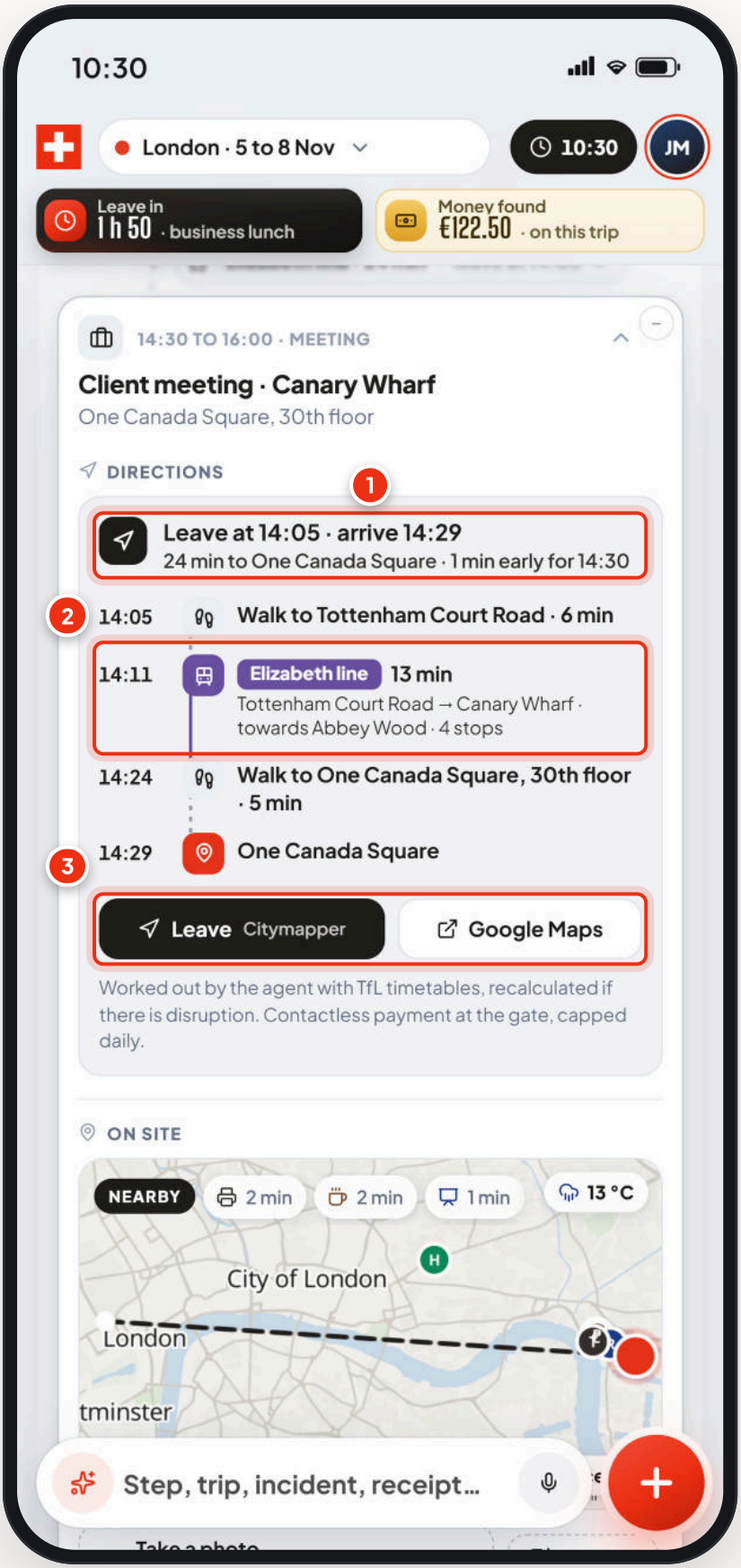
01 / 07

Leave on time without thinking about it

Julien opens the app in London: Timing counts down to the moment he needs to leave to be on time for his next meeting, with the route and the confirmed booking.

1. Leave in: the countdown
2. The next step, route and booking
3. Today's steps already ready

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



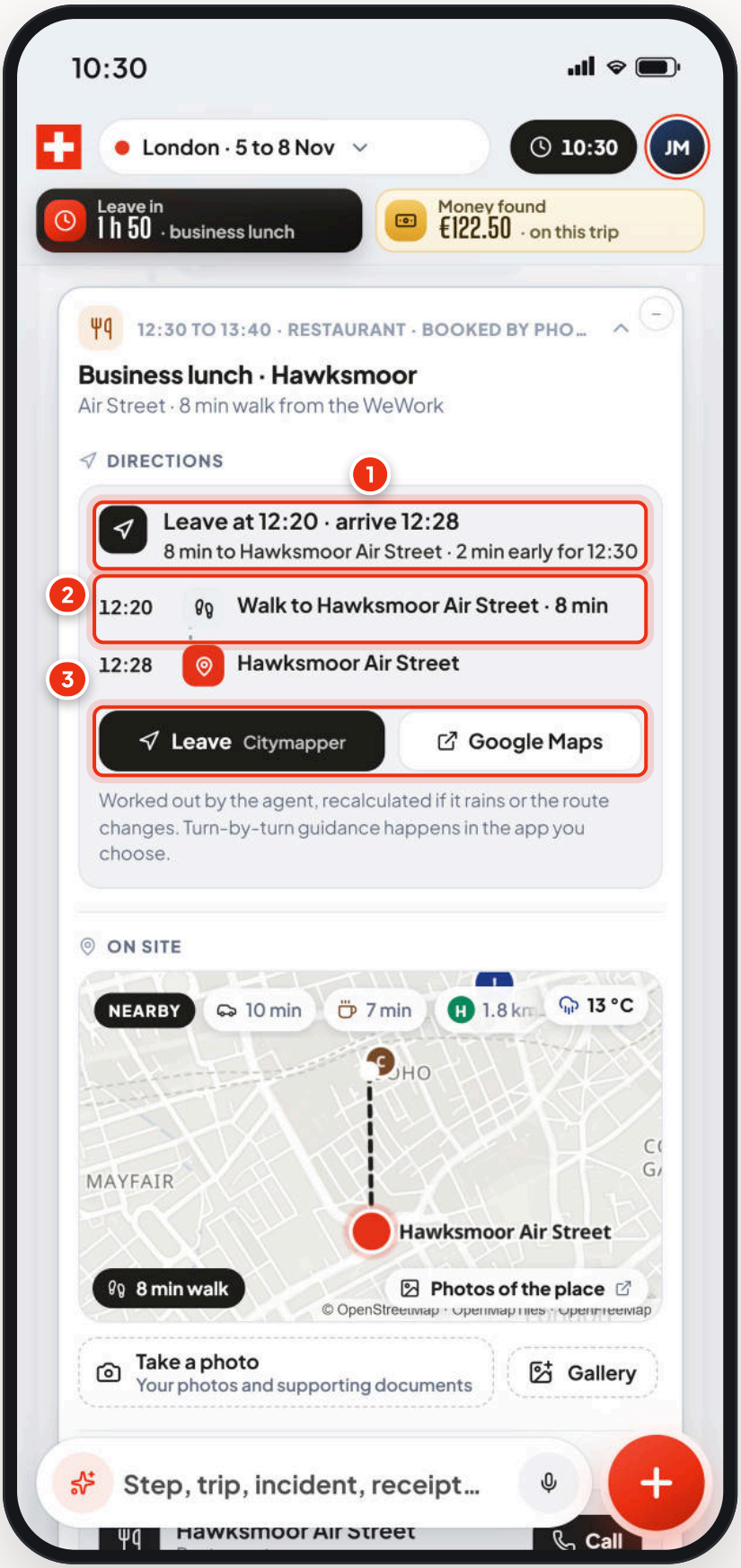
02 / 07

Disrupted route: the alternative in one tap

The Jubilee line is disrupted: Julien takes the alternative route offered in Timing, and his meeting is reset with the new route and arrival time.

1. Departure and arrival, recalculated
2. The Elizabeth line instead of the Jubilee
3. Go with Citymapper or Google Maps

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



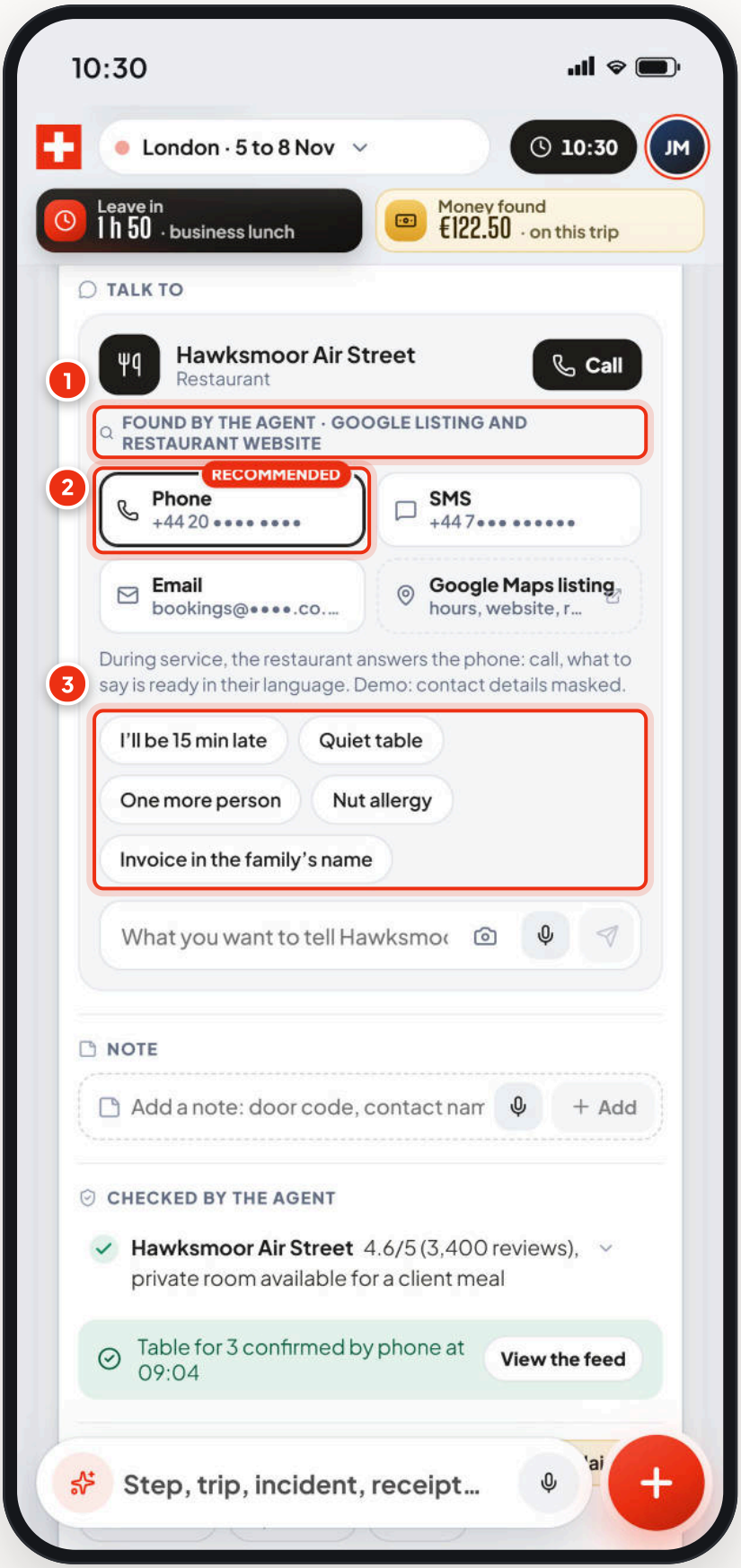
03 / 07

When to leave, travel time included

"Leave at 12:20": the agent works out the walk to the door, with two minutes to spare, and recalculates it if it rains or the route changes.

1. Leave at 12:20, arrive at 12:28
2. The route calculated to the door
3. Directions in the app you prefer

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



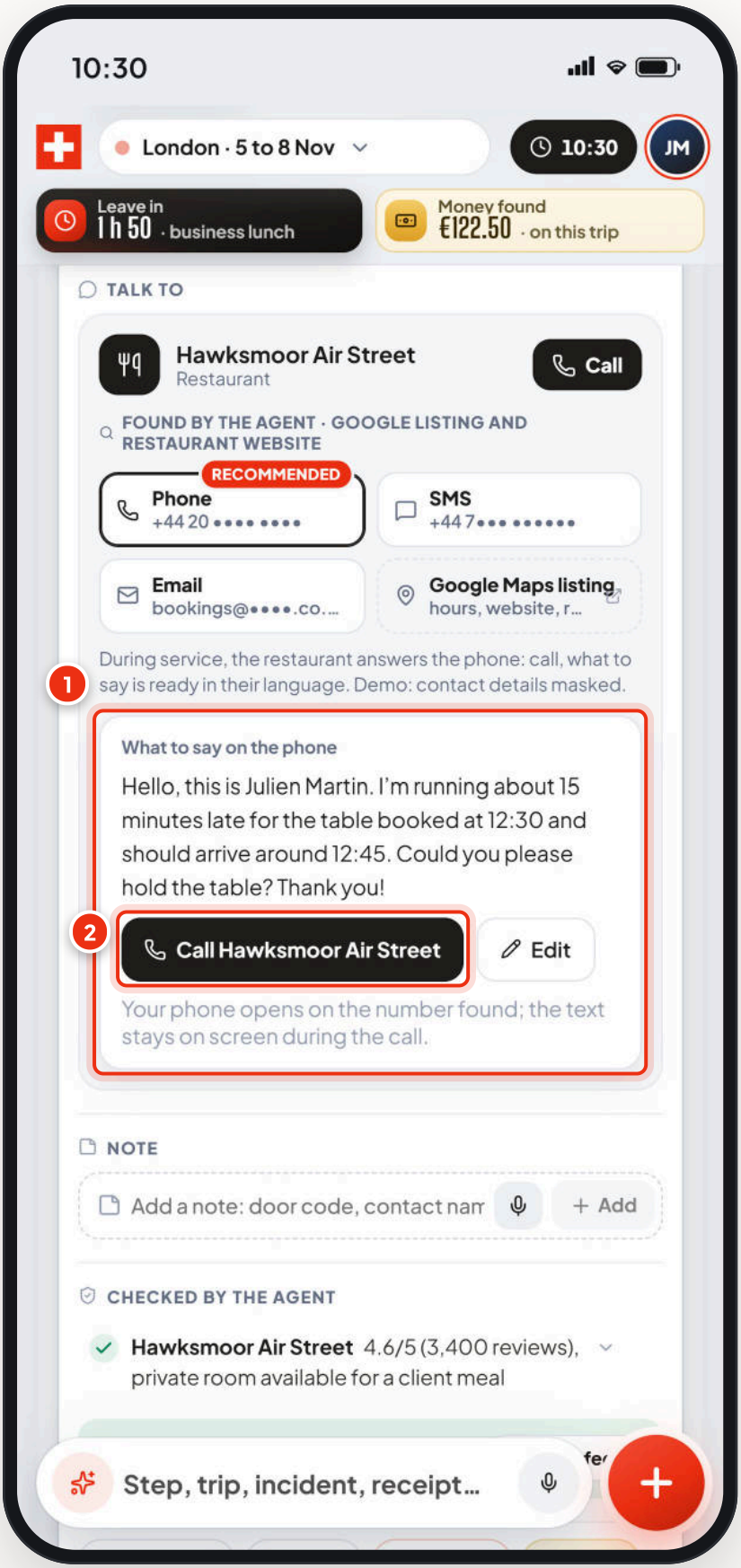
04 / 07

The right contact, found and sourced

Talk to gives the restaurant's contact, found by the agent on its Google listing and its website, with the suggested channel: during service, the phone.

1. Found by the agent, source cited
2. Suggested channel: the phone
3. Ready-made phrases, in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



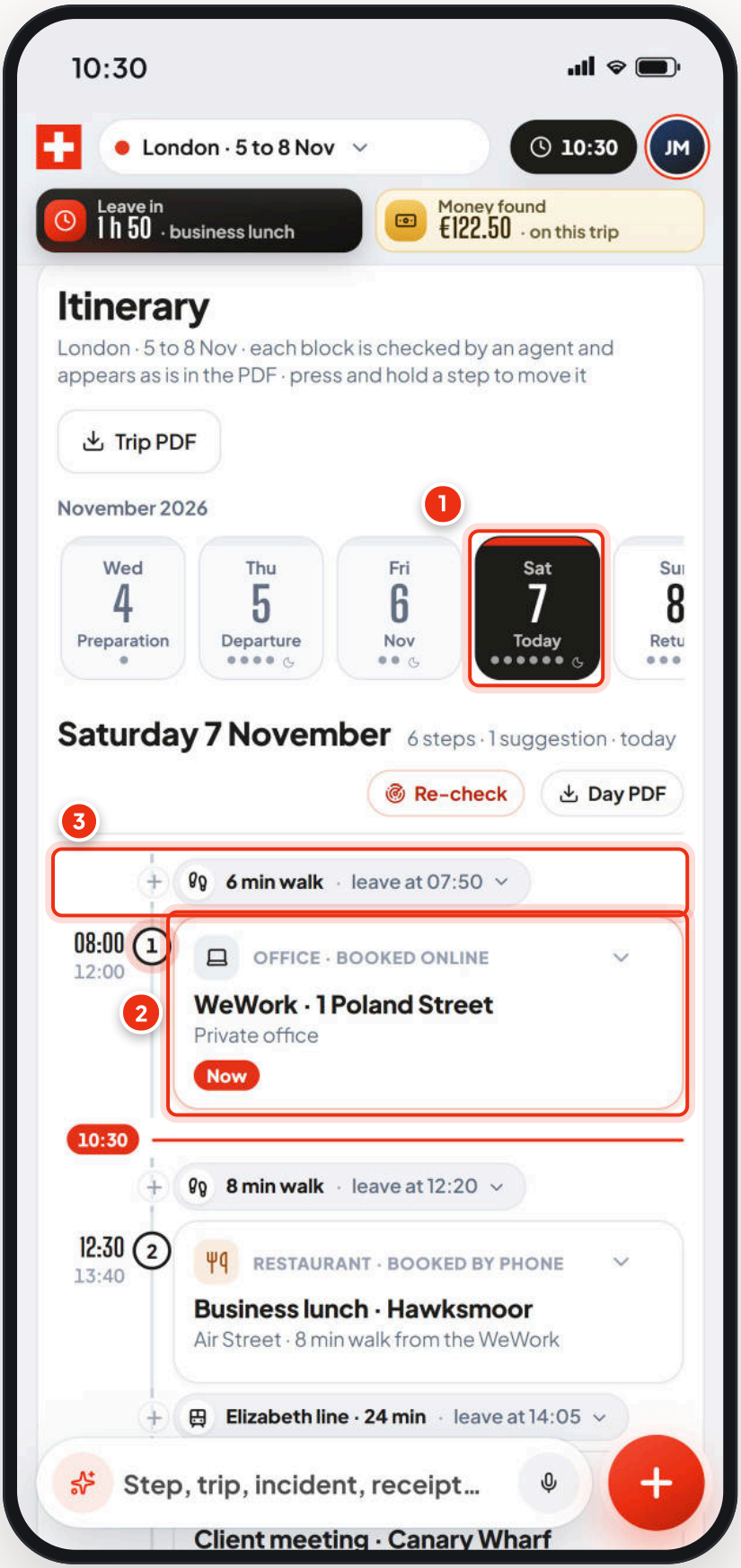
05 / 07

The message ready, in the local language

Julien taps "I'll be 15 min late": the words to say are ready in English, the restaurant's language, and he is the one who calls the restaurant, in one tap.

1. The words to say, ready in English
2. Call the restaurant in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



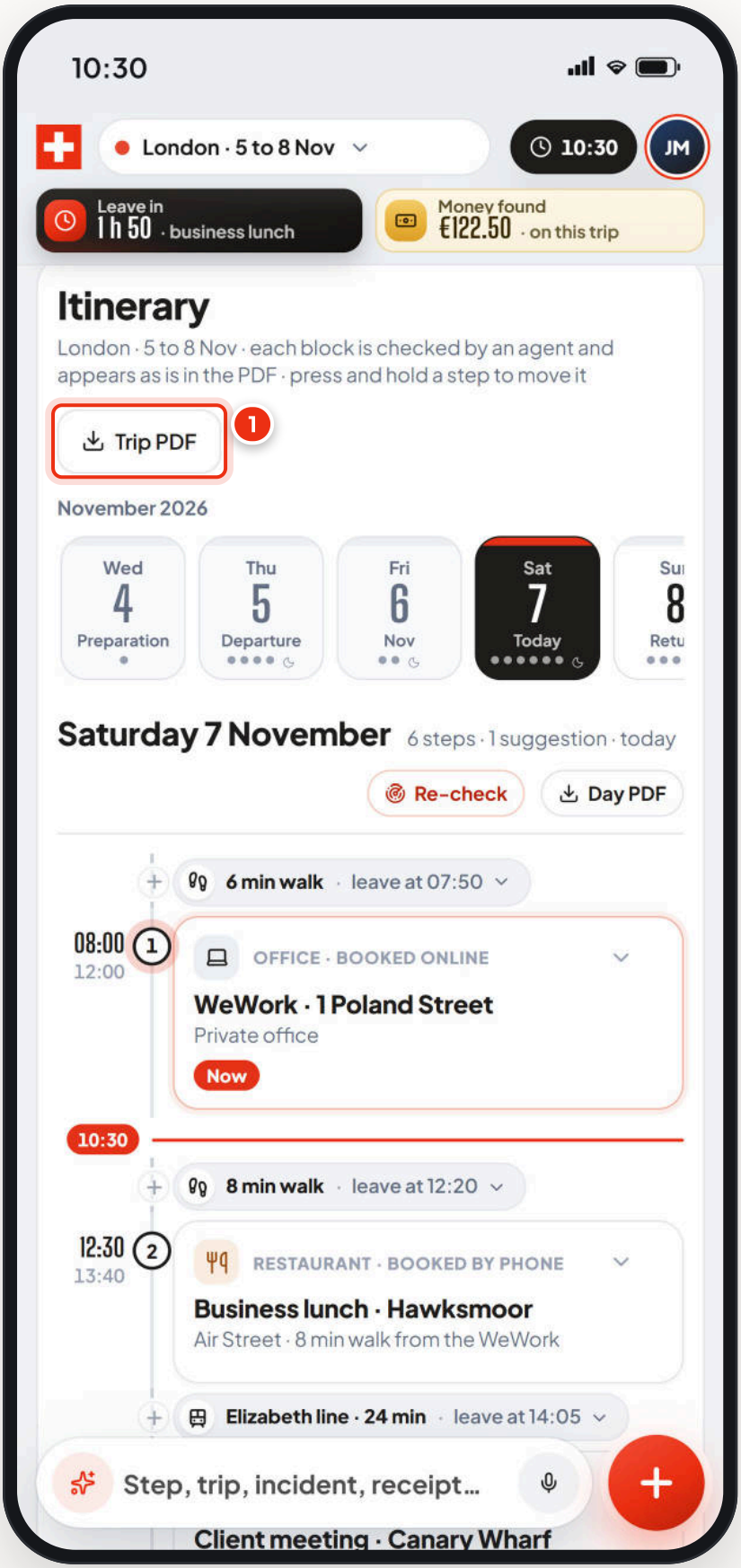
06 / 07

The whole trip, day by day

The itinerary sorts the trip by day; Julien opens today and sees each step with its time, its route and what the agent checked.

1. Today, among the trip's days
2. Each step, its time, its checks
3. The route between two steps

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

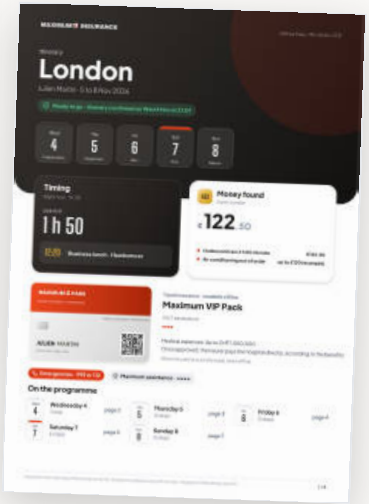


07 / 07

The itinerary as a PDF, readable offline

One tap on Trip PDF and the whole itinerary goes into a PDF to keep on the phone, readable offline.

1 The whole trip in one PDF



Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

05

CHAPTER 5

The agent at your side

It knows your trip, says where each answer comes from and prepares; the last move is always yours.

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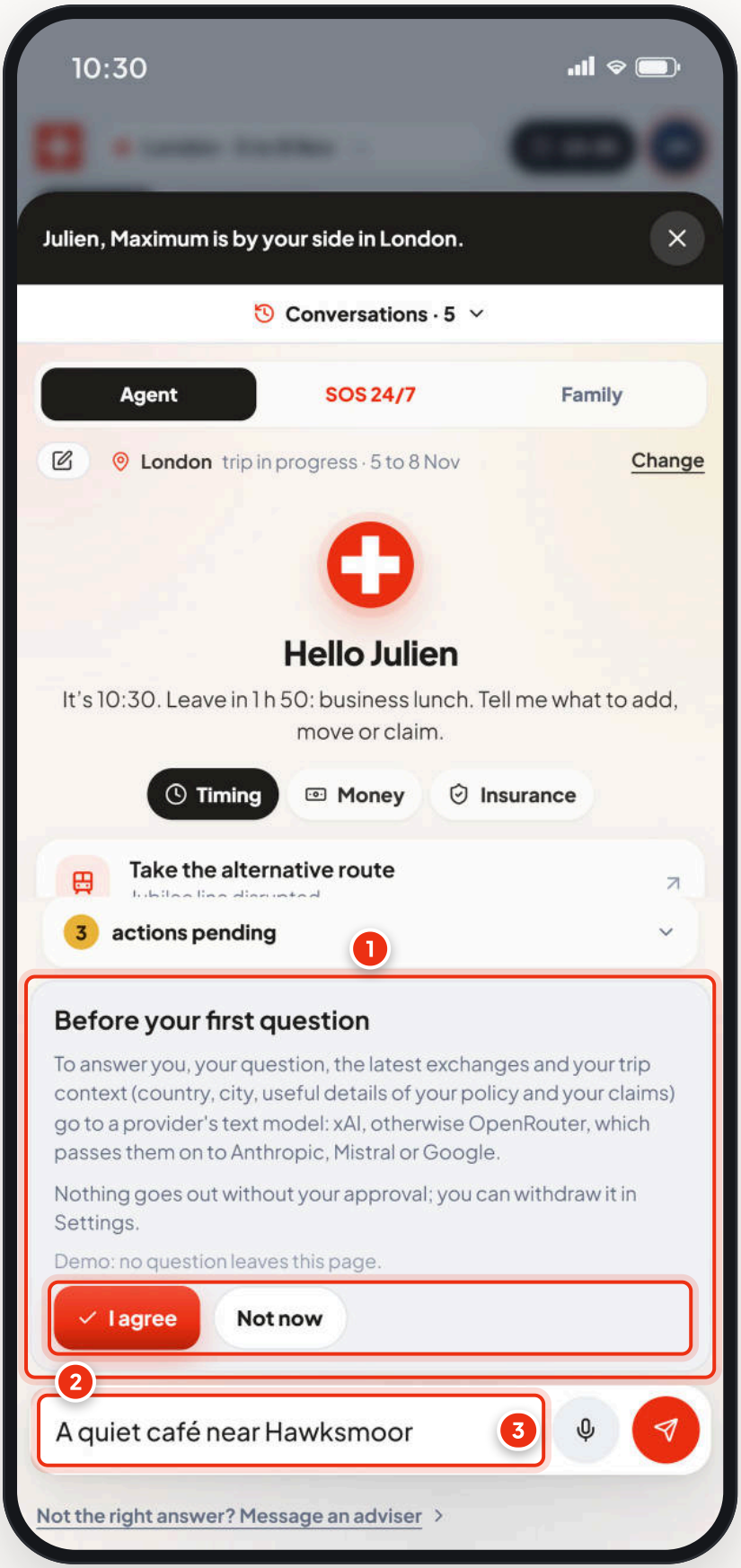
02	What to do here? Places nearby	28
03	Running late? The message is ready	29

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



01 / 03

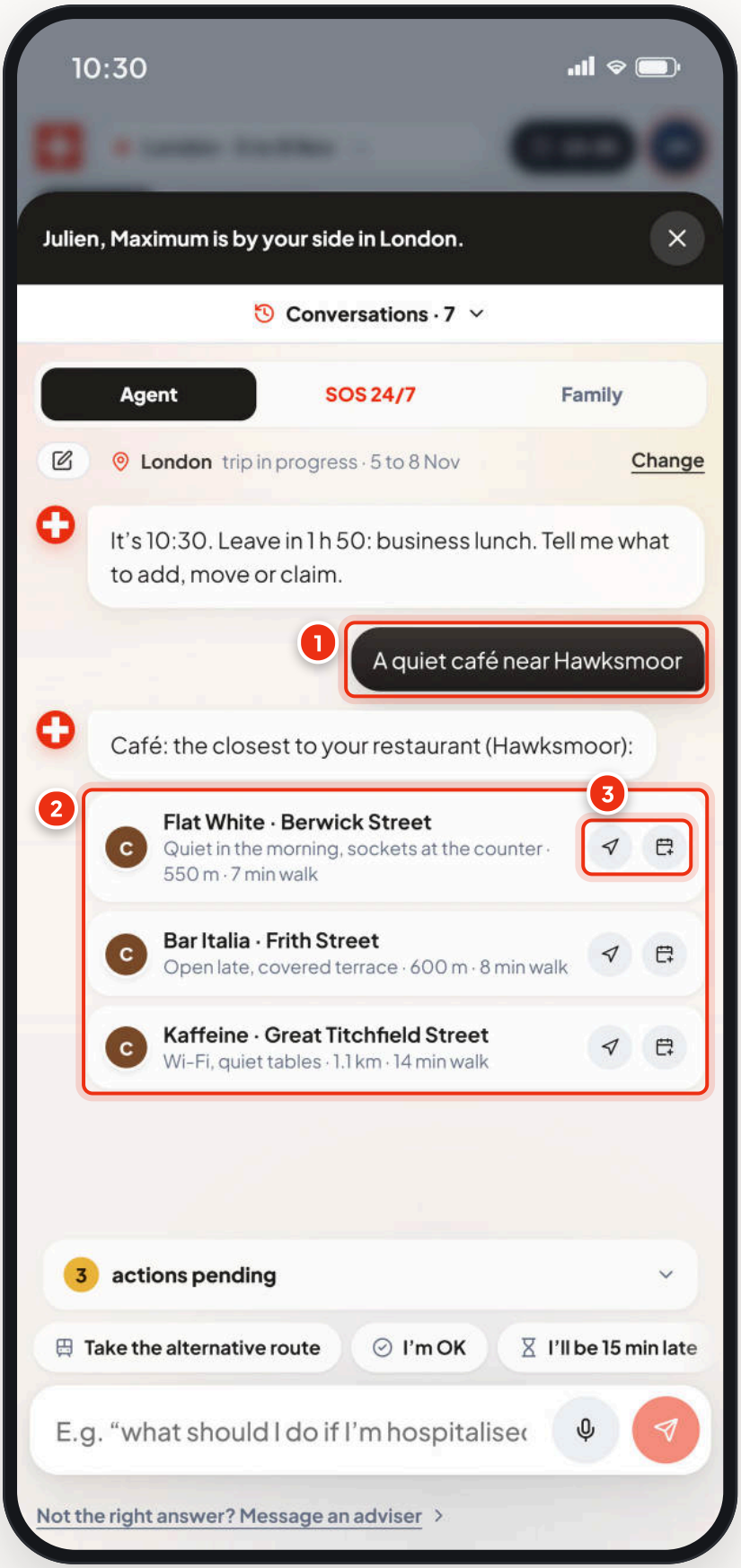
Your consent, before the first question

Before the first question, the agent says what goes to the text model and to which provider: nothing leaves without Julien's consent, which he can withdraw in Settings.

1. What is sent, and to whom
2. I agree, or not now
3. The question, ready to go

Demo: no question leaves the page.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



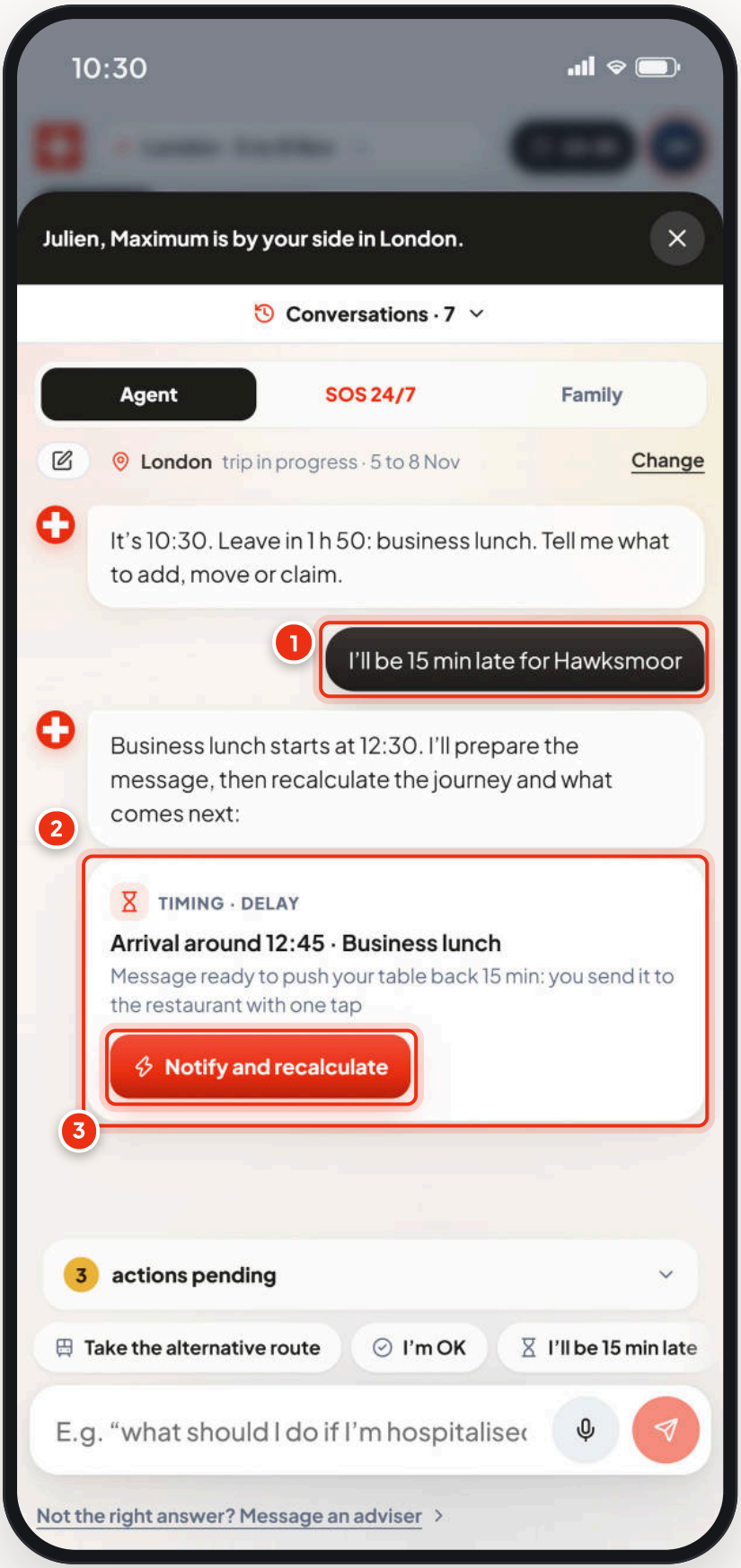
02 / 03

What to do here? Places nearby

"A quiet café near Hawksmoor": the agent answers with three places, their walking distance and directions, and can slot in a 20-minute break before lunch.

1. The question, in one sentence
2. Three cafés, a few minutes' walk
3. Add the break before lunch

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



03 / 03

Running late? The message is ready

Julien will be late: the agent prepares the message to move the table by 15 minutes and recalculates the rest of the day; it does not send it for him.

1. Julien's question, in one sentence
2. The message ready for the restaurant
3. Notify and recalculate in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

06

CHAPTER 6

Travelling safely

The trip analysis, dated and sourced alerts, the country's emergency numbers and assistance, one tap away.

01	The trip's level, and why	31
02	What is happening around you	32
03	The country explained, as of today	33
04	The country's emergency numbers, always in one place	34
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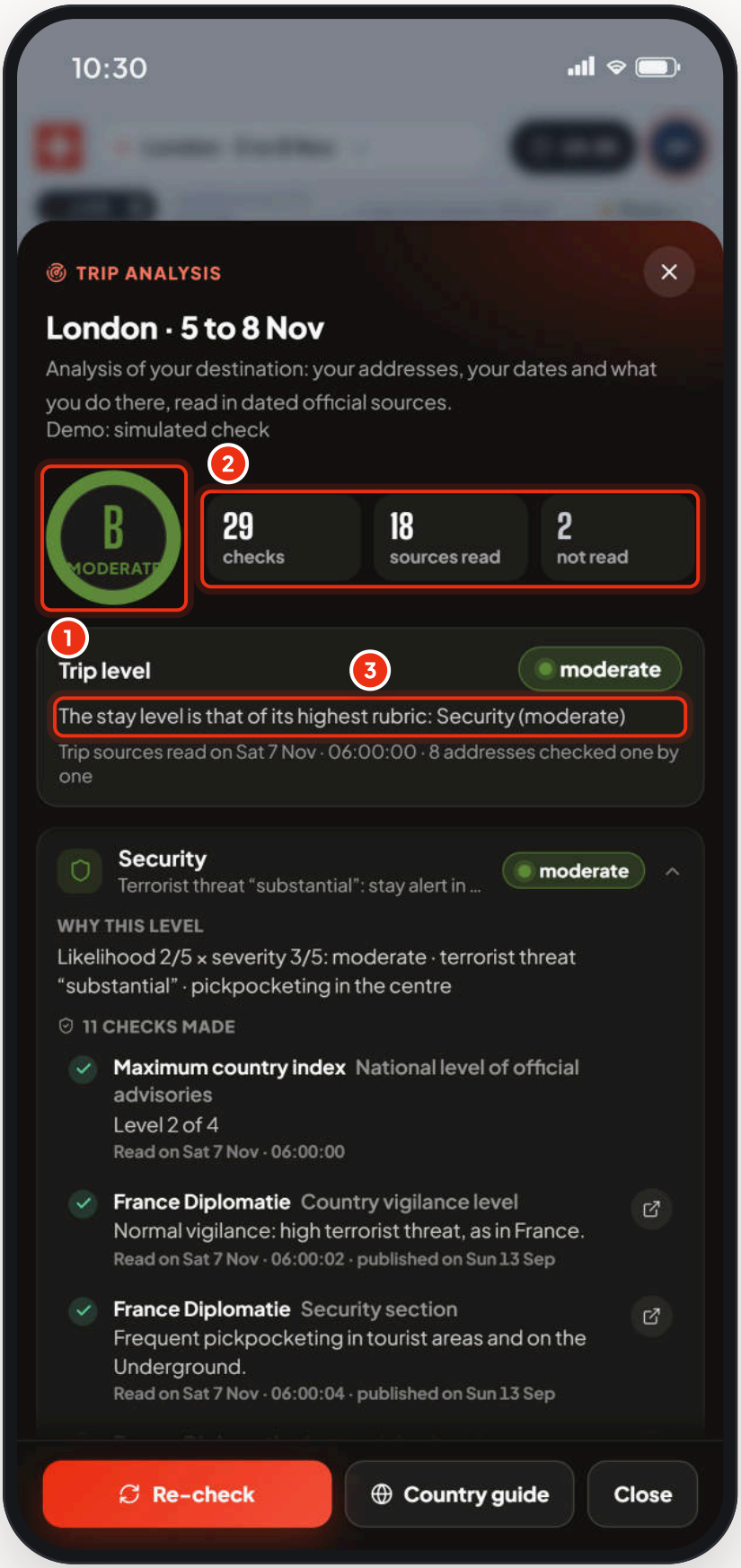
Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



01 / 07

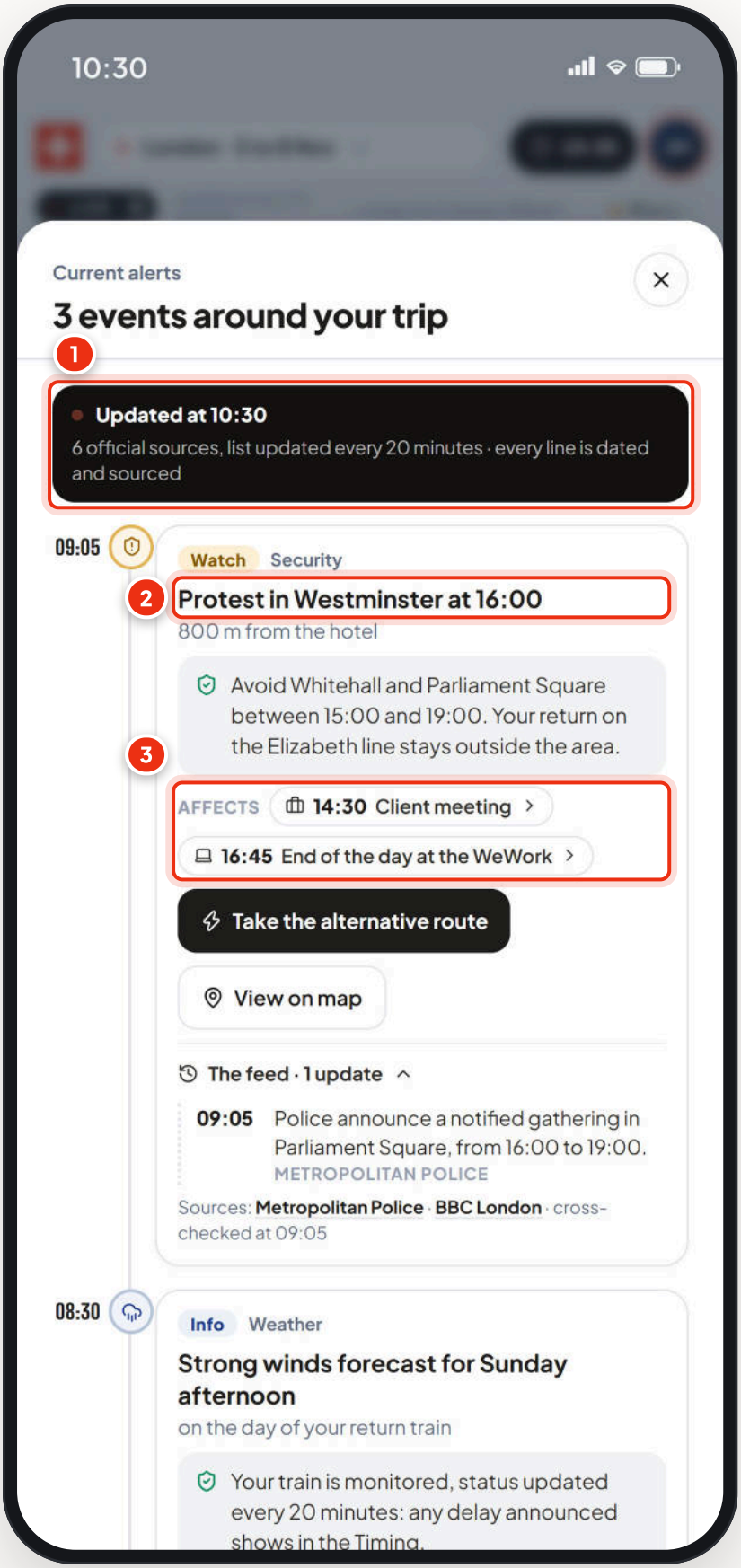
The trip's level, and why

The analysis of the London trip gives a level for each section and for the trip, the highest of the sections, with the checks made and the sources read.

1. The trip's level at a glance
2. Checks made, sources read or not
3. Why this level, in plain words

Demo: simulated check.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



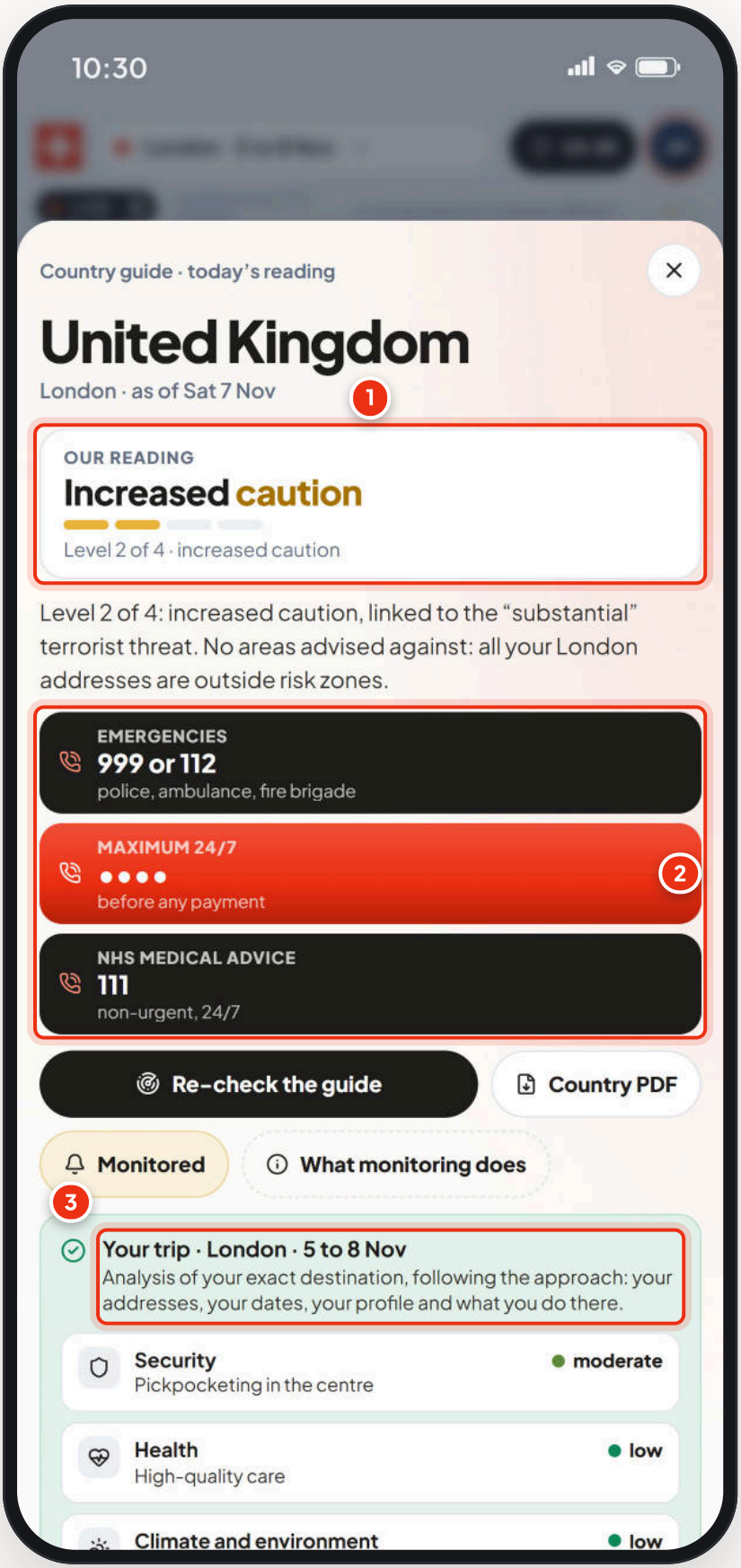
02 / 07

What is happening around you

The trip's alerts come from official sources, updated every 20 minutes; each one says where it is and which steps it affects.

1. Updated every 20 minutes
2. A protest near the hotel
3. The trip steps affected

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



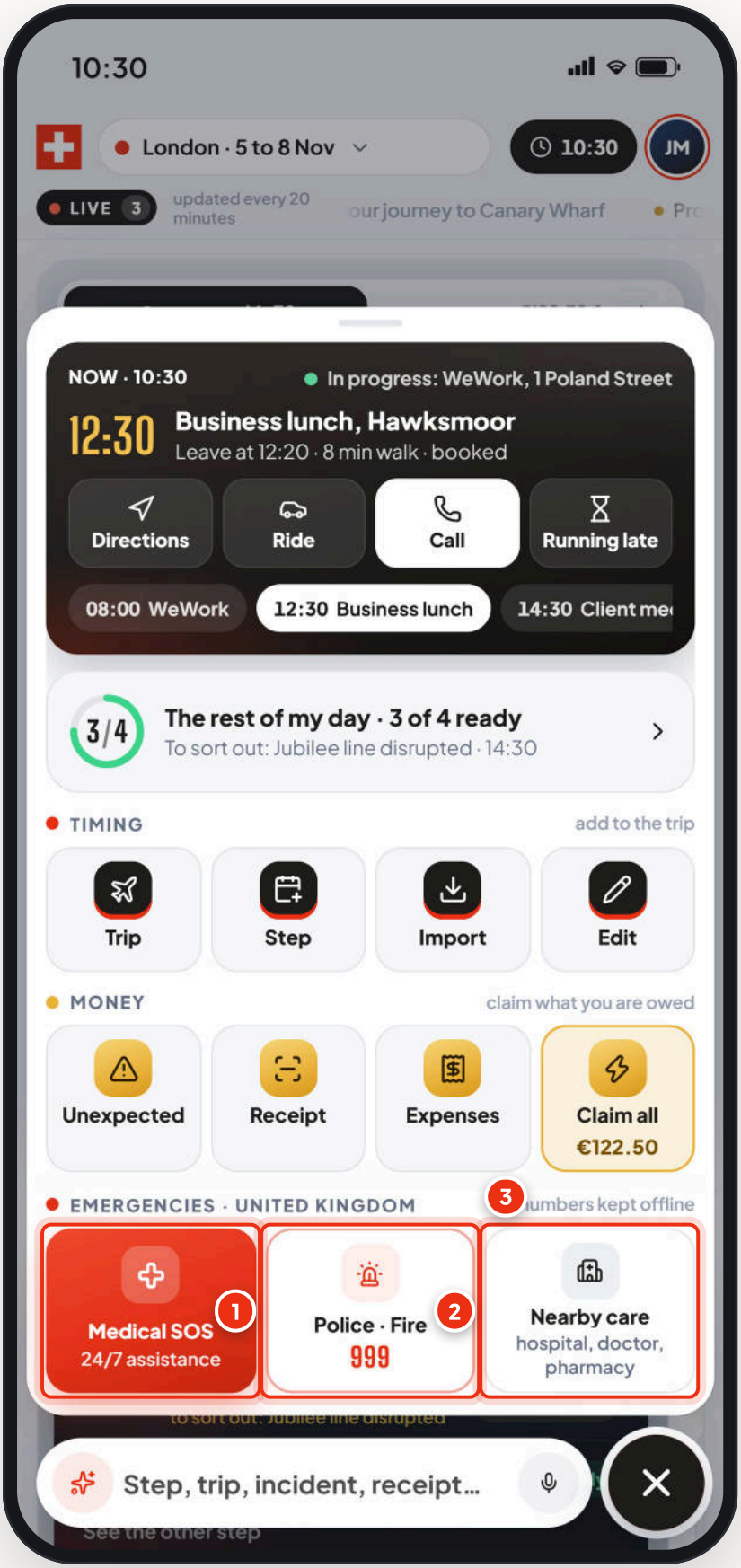
03 / 07

The country explained, as of today

The United Kingdom guide gives the alert level and why, the emergency numbers, and the trip analysis based on its addresses.

1. The level, explained
2. Emergency numbers, one tap away
3. The trip analysis, by your addresses

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



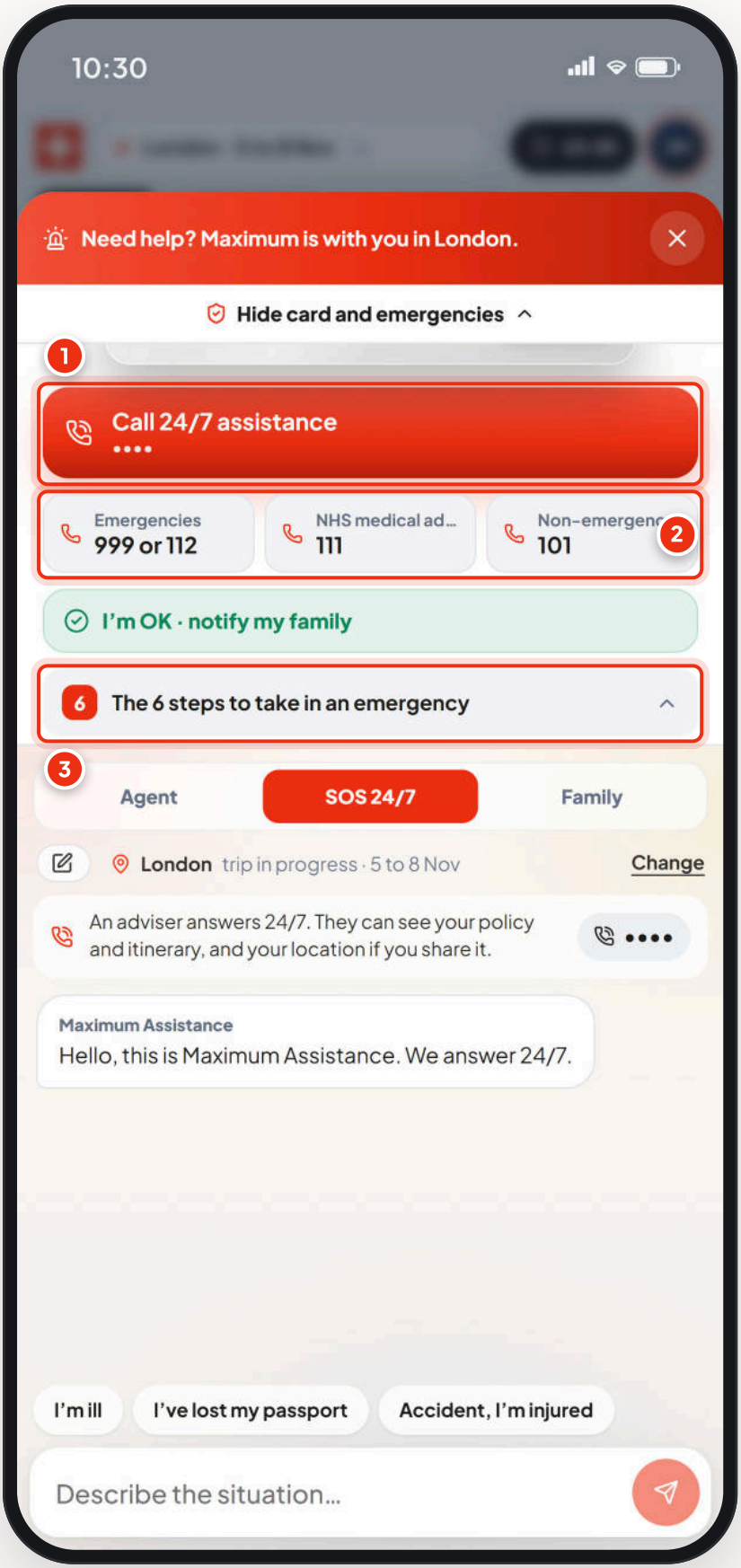
04 / 07

The country's emergency numbers, always in one place

At the bottom, the United Kingdom's emergency numbers, kept offline: Medical SOS to the policy's assistance, police and fire, and nearby care.

1. Medical SOS: the policy's assistance
2. Police and fire: one number
3. Nearest hospital, doctor and pharmacy

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



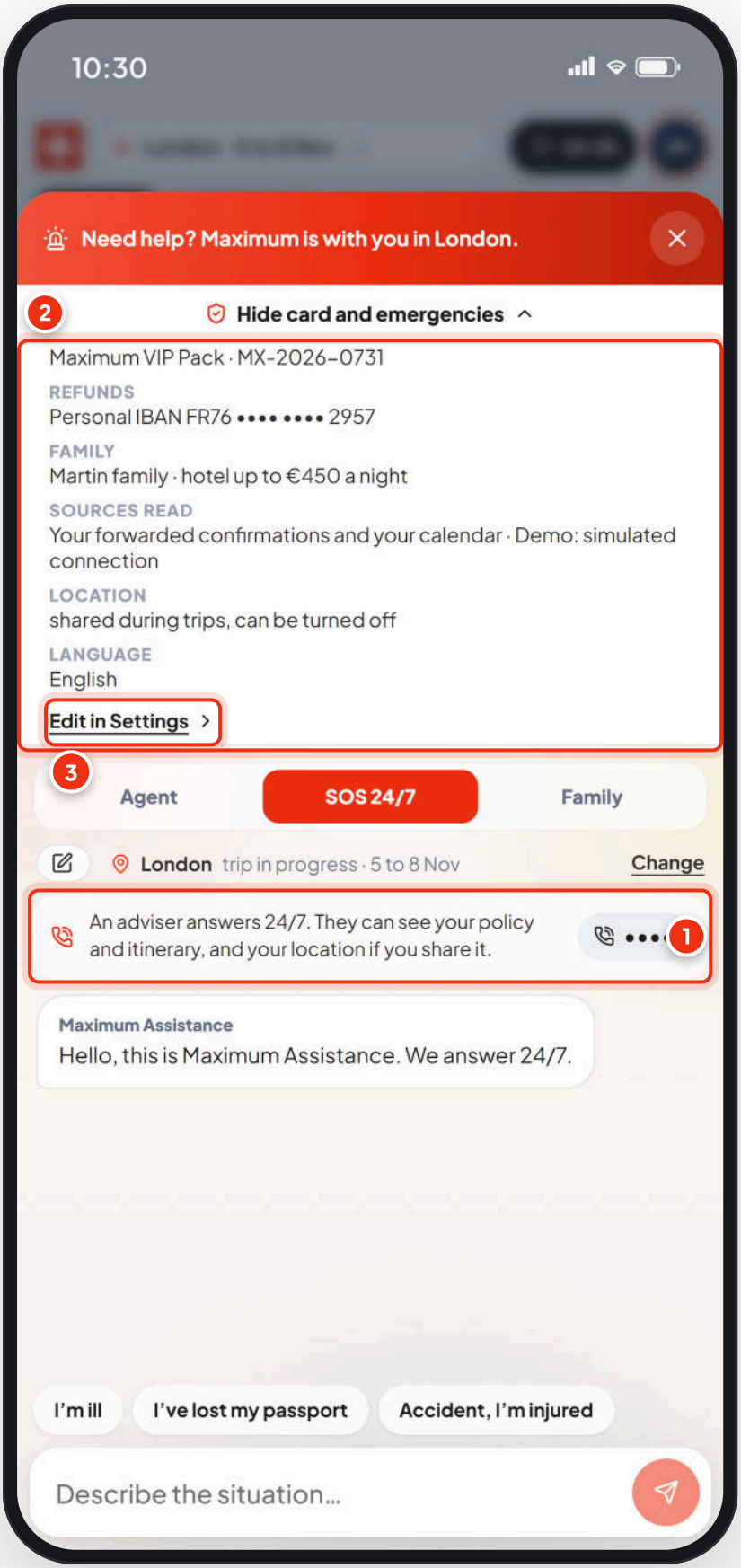
05 / 07

Need help? Everything is one tap away

Medical SOS, among the emergency numbers in the bar, opens the red part of the chat: the call to medical assistance 24/7, the country's emergency numbers and the steps to follow.

1. Call medical assistance, 24/7
2. The United Kingdom's emergency numbers
3. The six right steps, in order

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



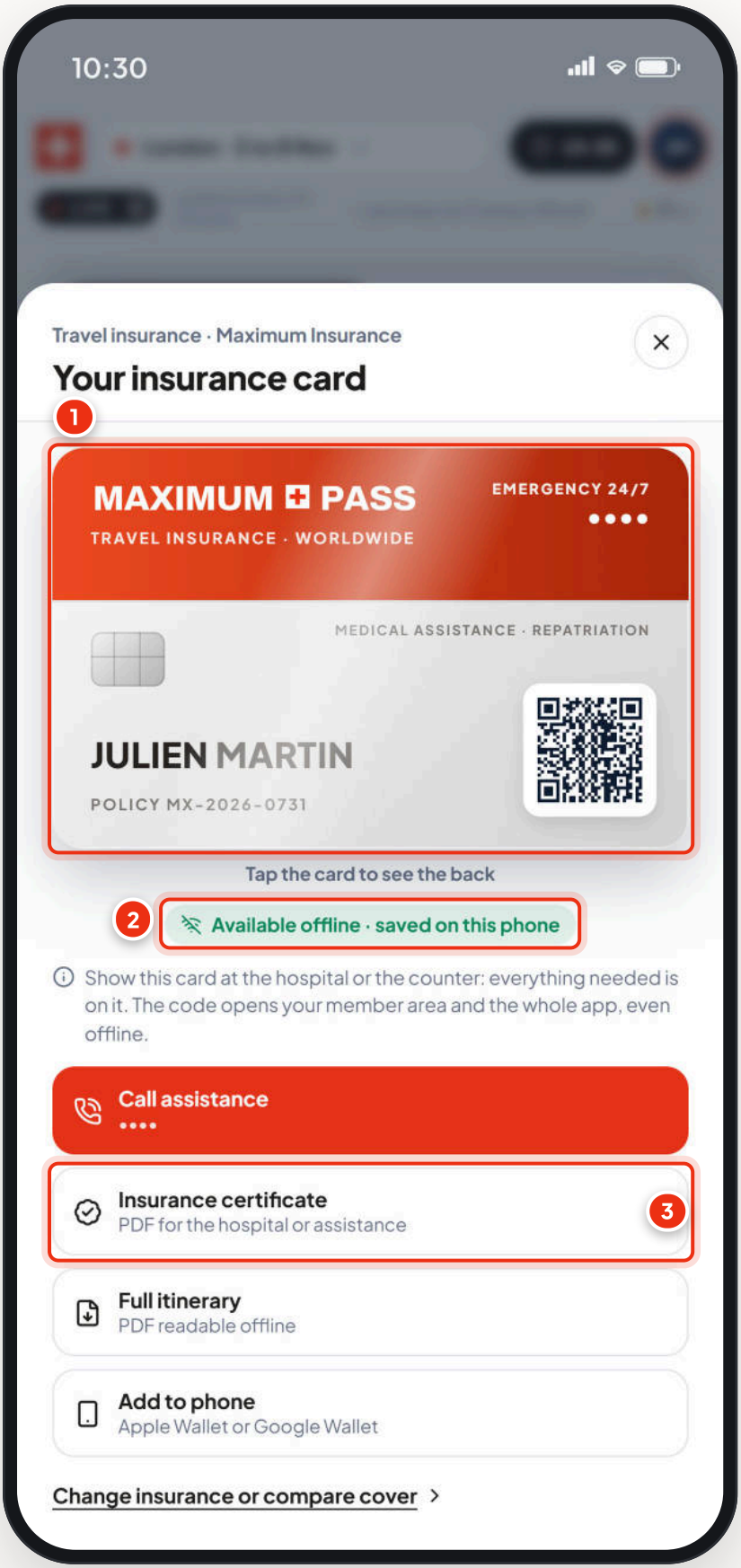
06 / 07

An adviser who already sees your file

Even before the call, the adviser sees the policy, the itinerary and, if Julien shares it, his location; what Maximum knows about the trip is listed, ready for the call.

1. What the adviser sees before the call
2. Trip, policy, language: already known
3. What it knows, editable in Settings

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



07 / 07

Your insurance card, even offline

The insurance card opens offline, to show at the hospital or the desk, with the insurance certificate and the itinerary as PDFs.

1. The card in Julien's name
2. Available offline
3. The insurance certificate as a PDF

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

07

CHAPTER 7

The money you are owed

The app finds it, prepares the file and follows each claim; you are the one who sends it, in one move.

01	The money you are owed, found	39
02	A claim ready, with who pays first	40
03	The request written, to read before sending	41
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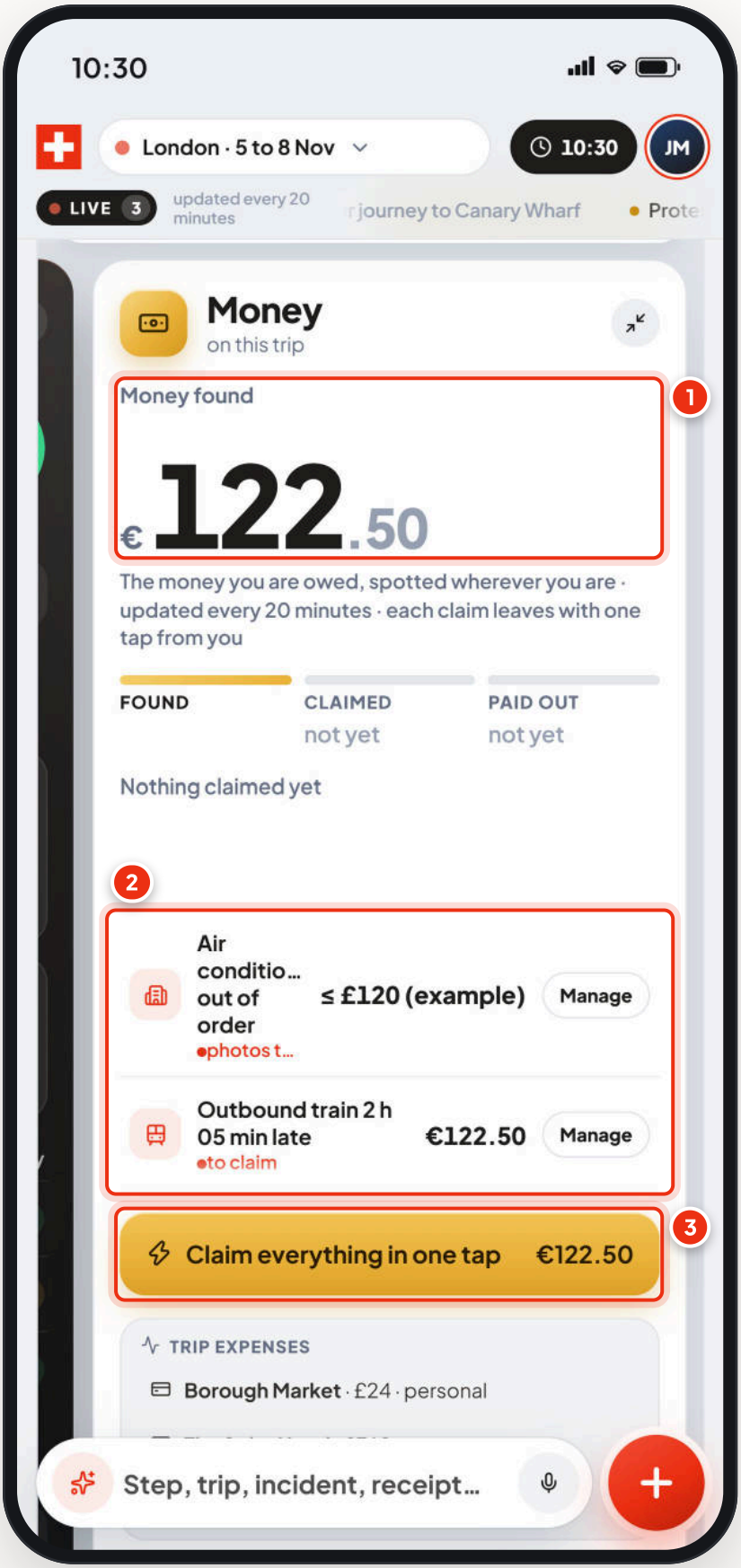
05	Every expense sorted, personal ones set apart	43
06	Money comes back to the account you choose	44

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



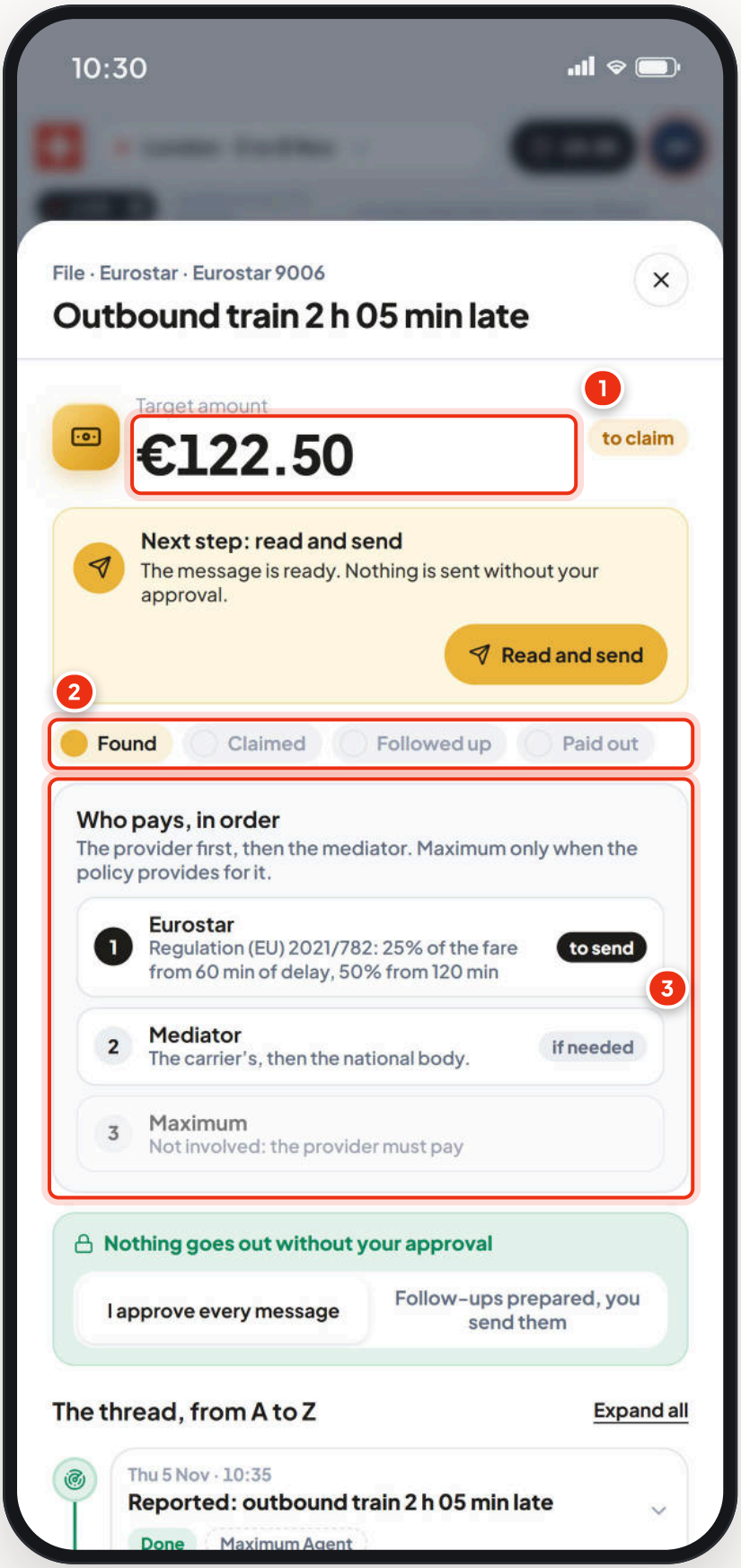
01 / 06

The money you are owed, found

The app finds what can be claimed on the trip: the outbound train that arrived 2 h 05 late and the hotel's broken air conditioning.

1. Money found on the trip
2. Each claim, its amount, its status
3. Claim everything in one tap

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



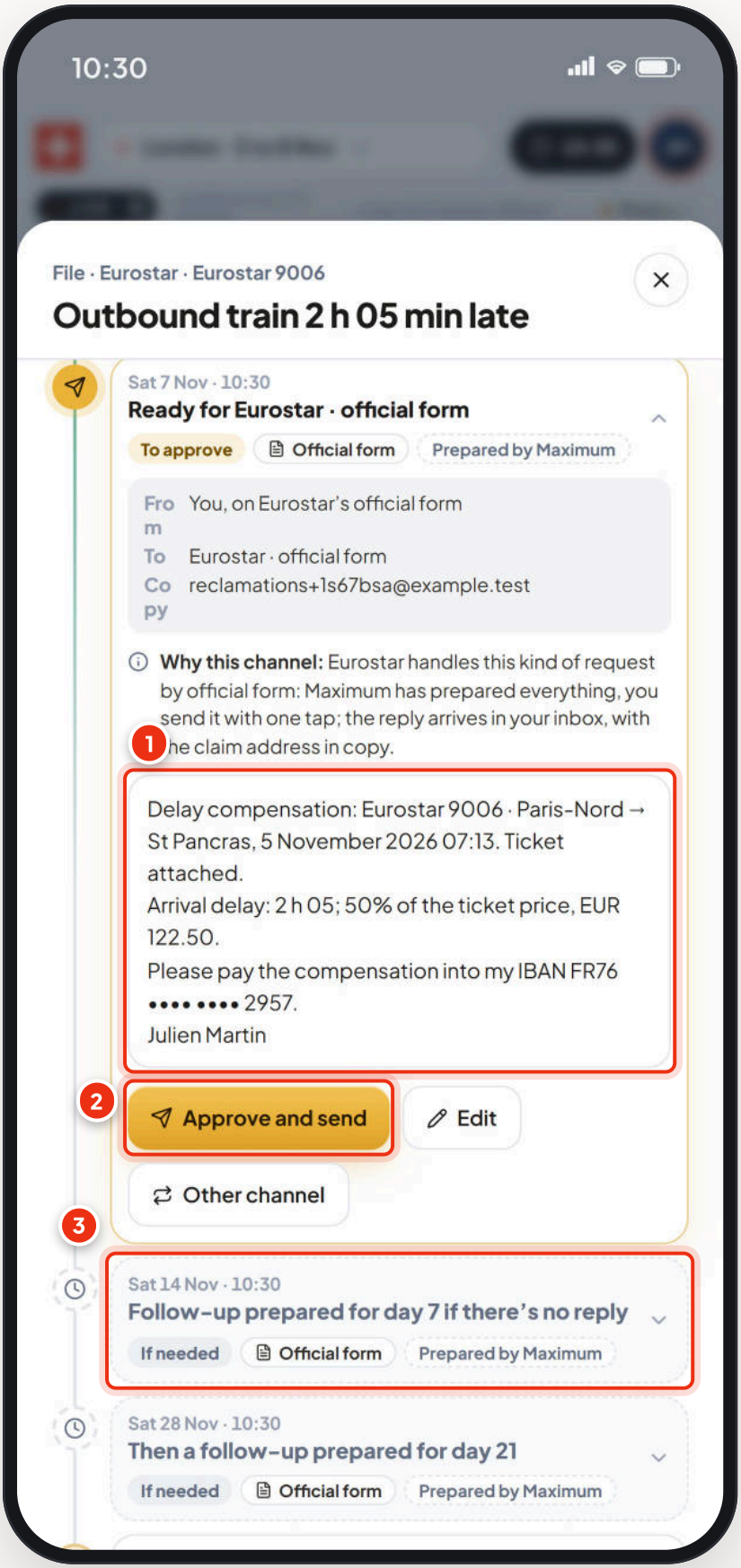
02 / 06

A claim ready, with who pays first

The late-train claim states the amount sought, who pays and in what order, and the next step; nothing goes out without Julien's approval.

1. The amount sought
2. Found, claimed, followed up, paid out
3. Who pays, and in what order

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



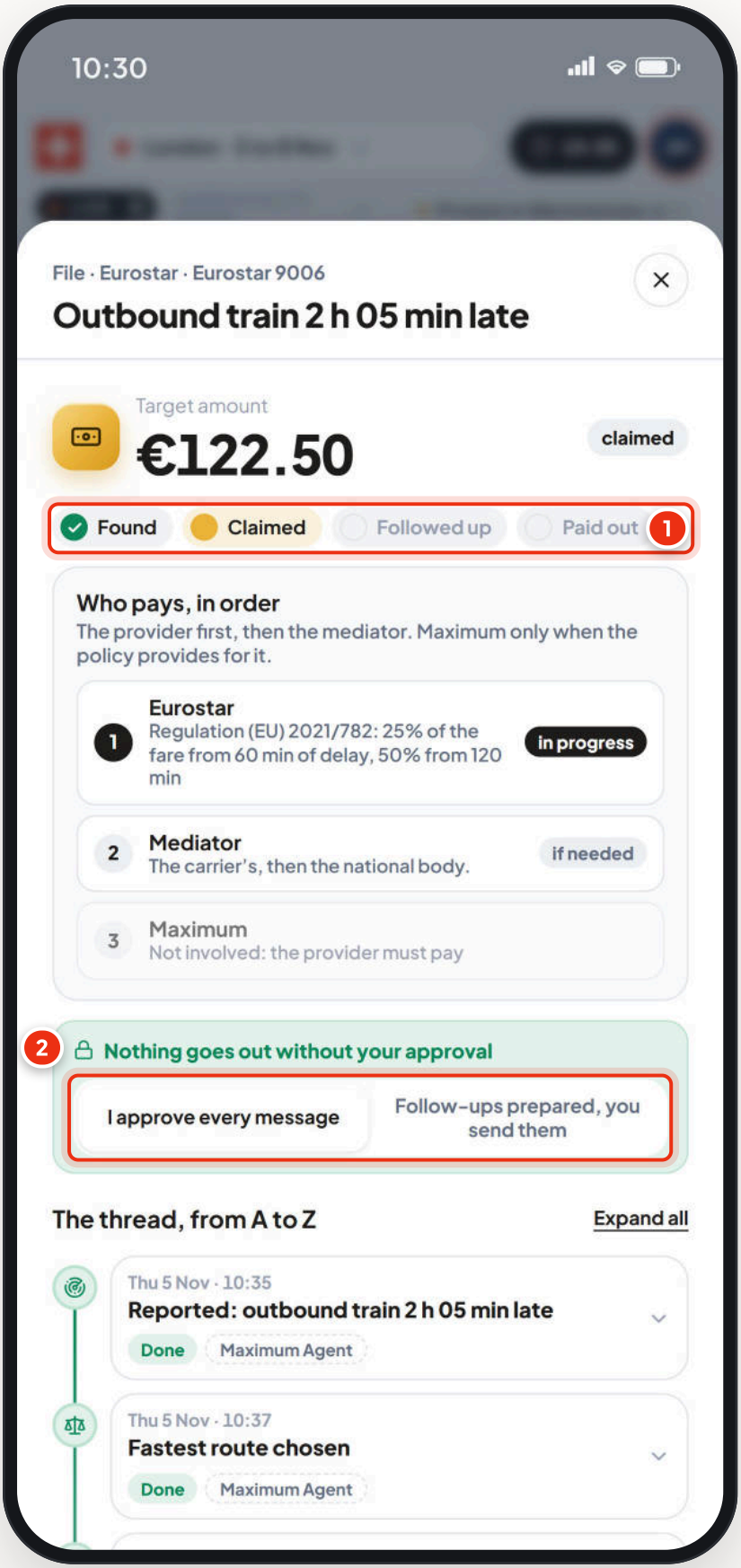
03 / 06

The request written, to read before sending

The request is ready for Eurostar, in English, and the follow-ups are already prepared: Julien reads it, then approves it.

1. The message ready, in his name
2. Approve and send, when it is ready
3. Follow-ups already prepared, if needed

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



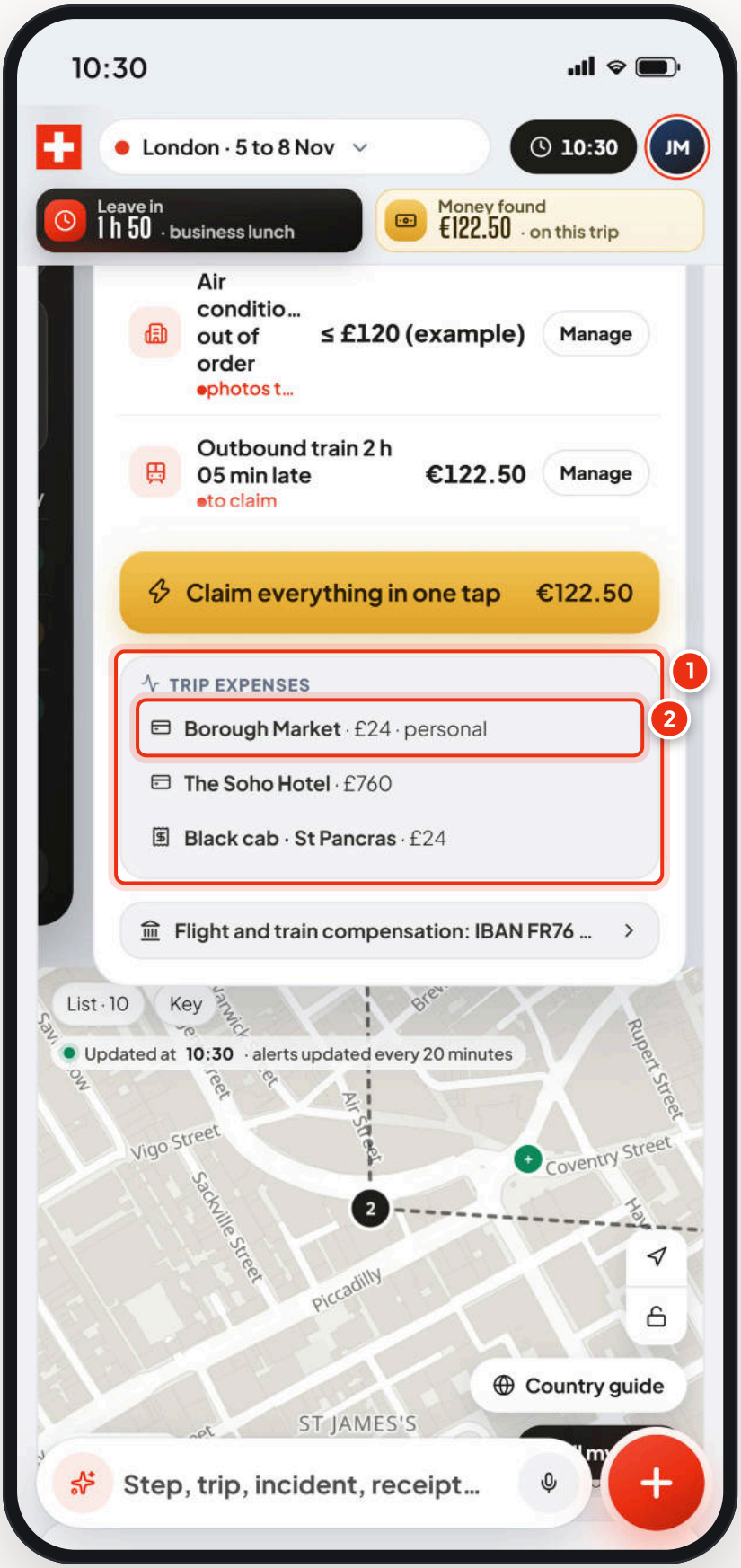
04 / 06

Found, claimed, paid out: all followed

The claim has gone: the file moves to Claimed, follow-ups are planned and prepared, and the payment is followed to the end.

1. Claimed: the stage passed
2. Follow-ups prepared, sent by you

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



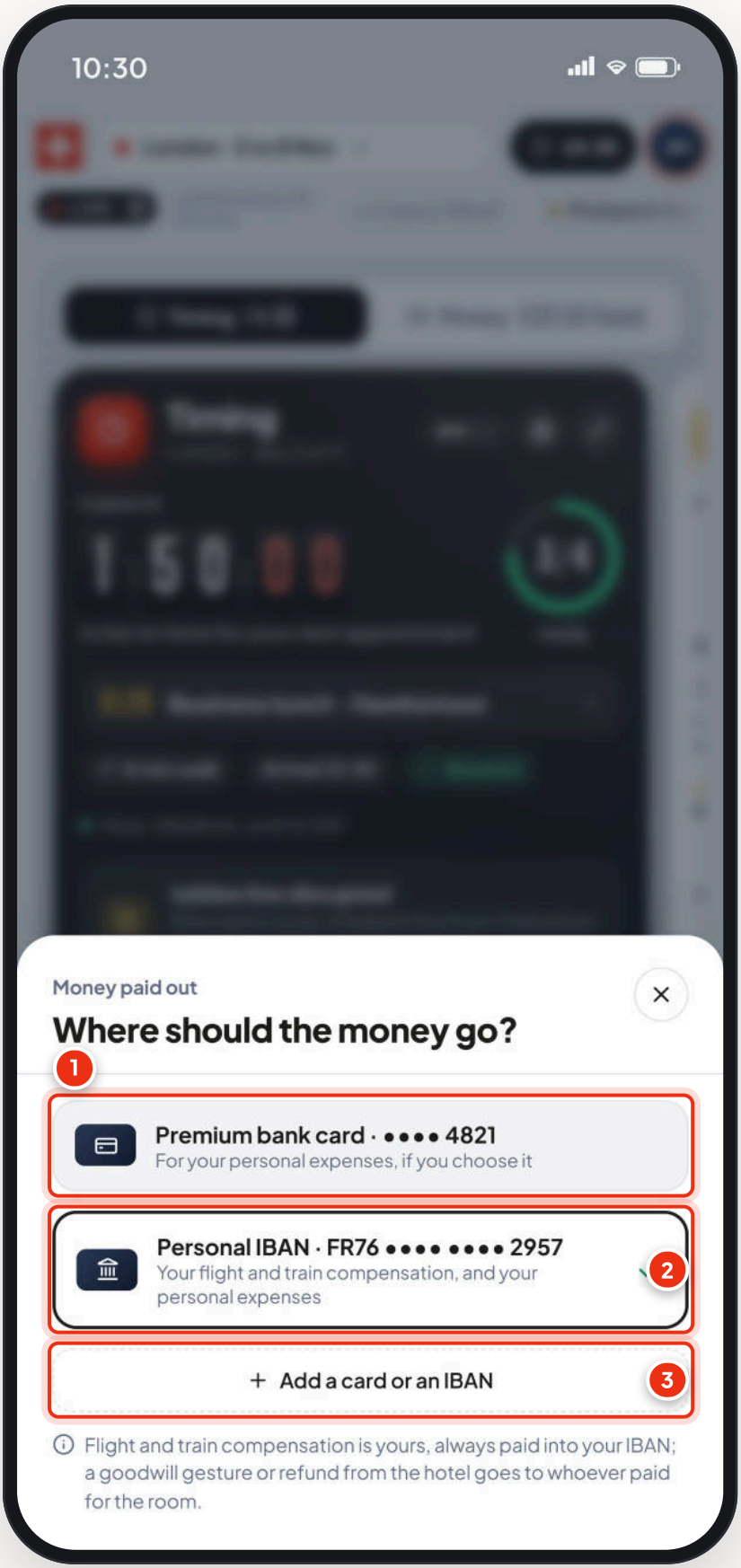
05 / 06

Every expense sorted, personal ones set apart

Trip payments arrive in the app, each with its amount; a personal expense is set apart.

1. The trip's expenses, sorted
2. A personal expense, set apart

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



06 / 06

Money comes back to the account you choose

Compensation arrives on Julien's personal IBAN, and his personal expenses too, or on his card if he chooses it: he is the one who chooses.

1. The card for personal expenses
2. The IBAN for compensation
3. Add a card or an IBAN

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

08

CHAPTER 8

My account and the family

Your policies, your insurance card and your accounts; then the whole family in one space.

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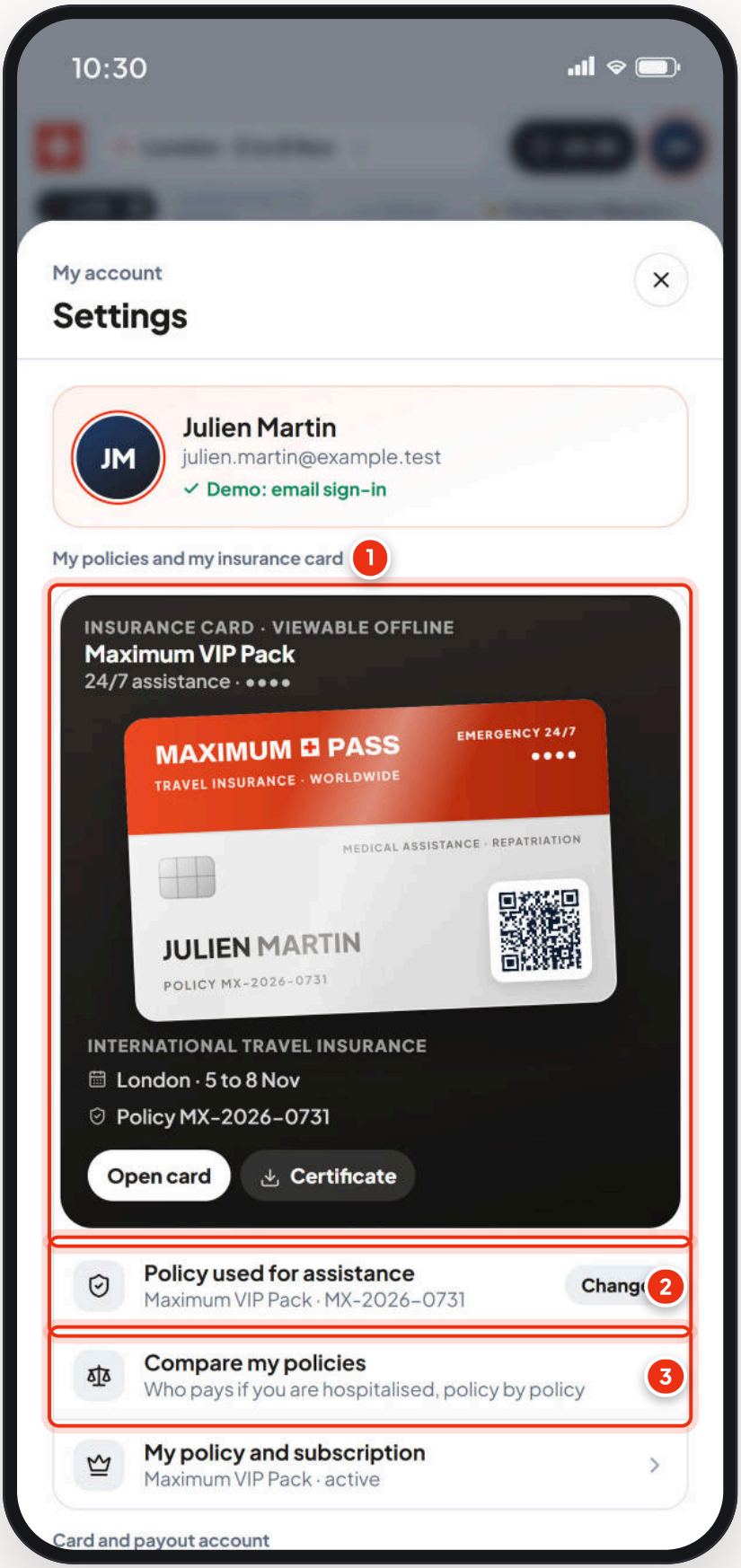
Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



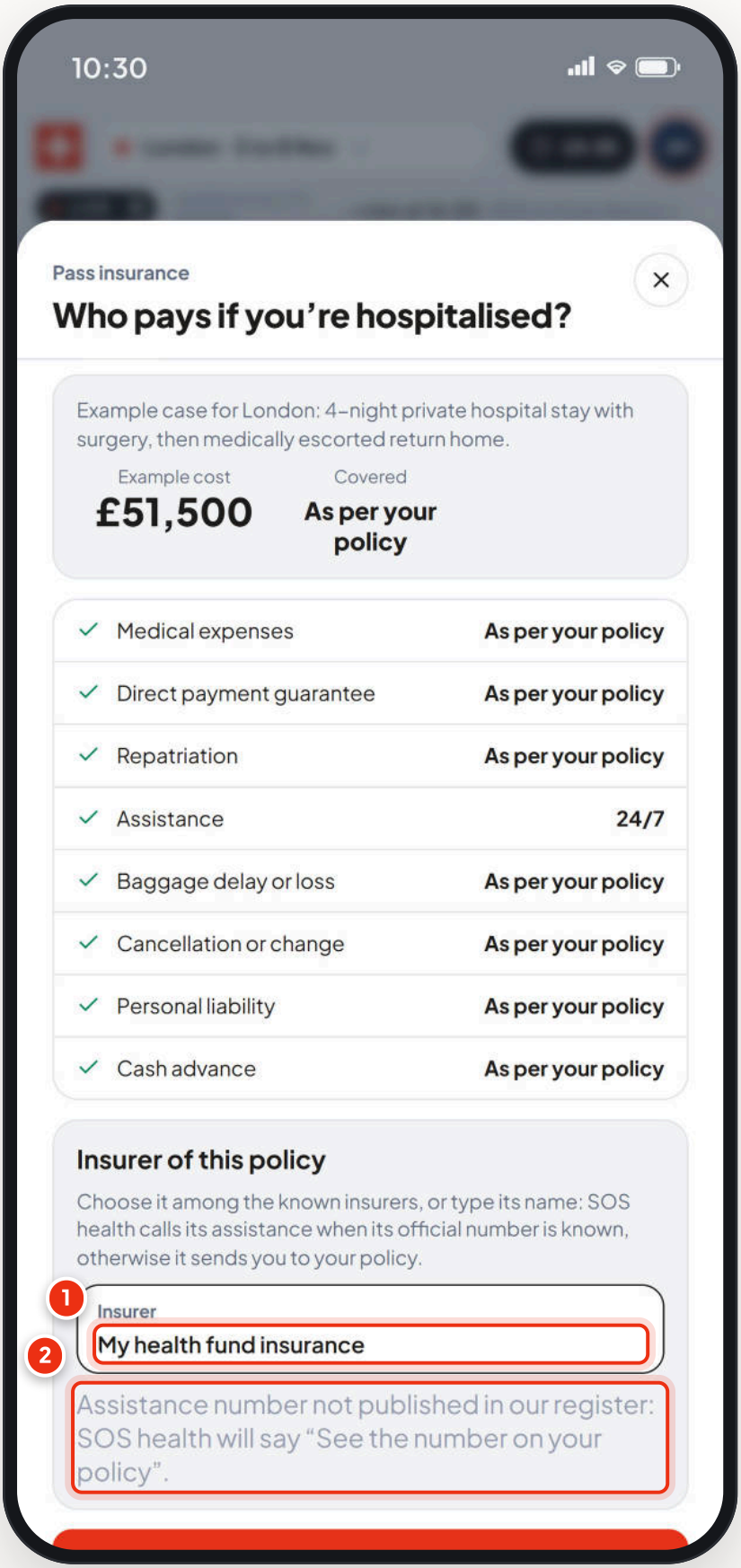
01 / 06

My policies and insurance card, together

My account opens on the insurance card, readable offline, the policy used for assistance and the comparison of policies: who pays if you are hospitalised.

1. The insurance card, readable offline
2. The policy used for assistance
3. Compare policies, benefit by benefit

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



02 / 06

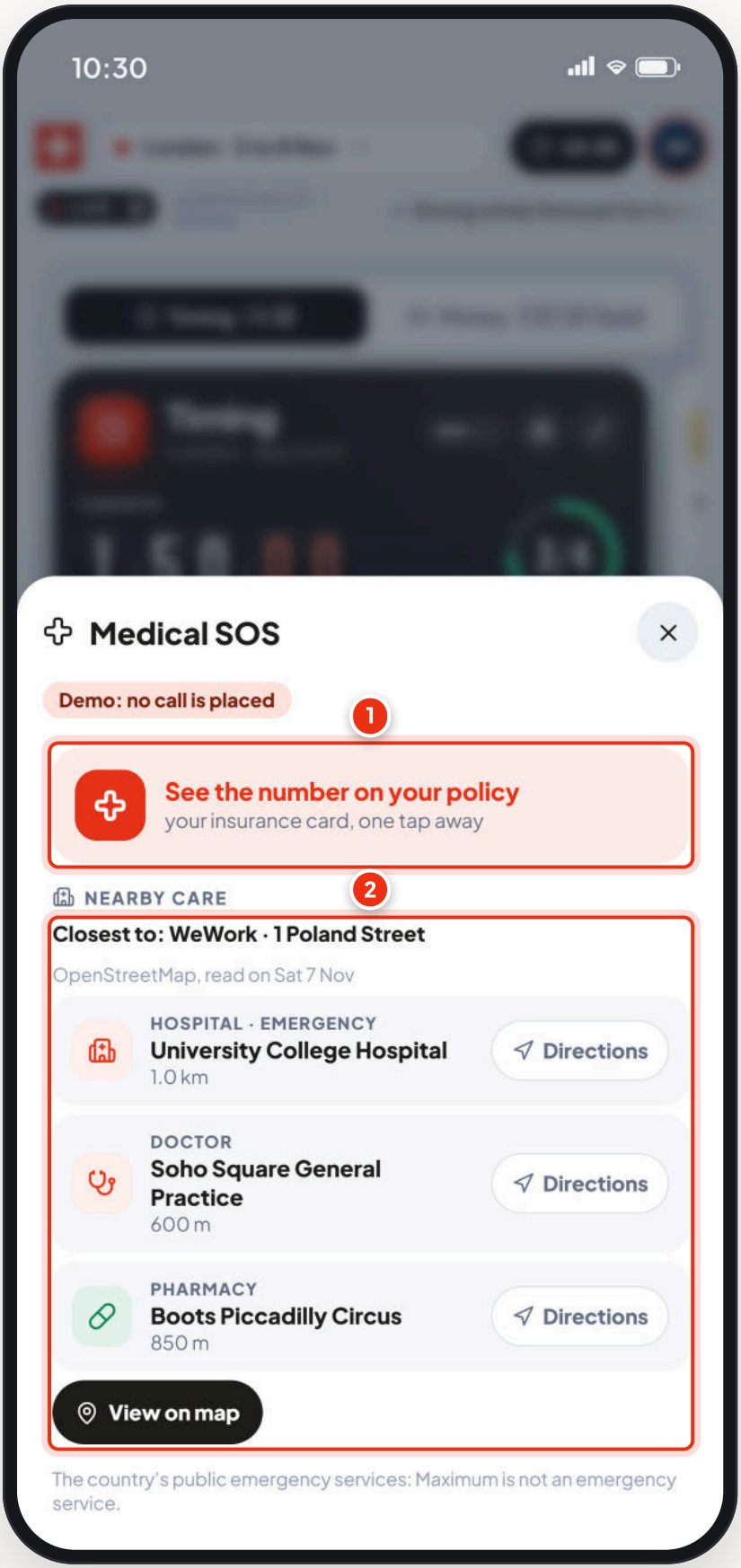
Another insurance card, declared in two moves

When Julien travels with another policy, he picks it as his active card and names the insurer; Medical SOS will know which assistance to point him to.

1. The insurer for this policy
2. Number not published: the policy prevails

Demo: insurer name typed for the example.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



03 / 06

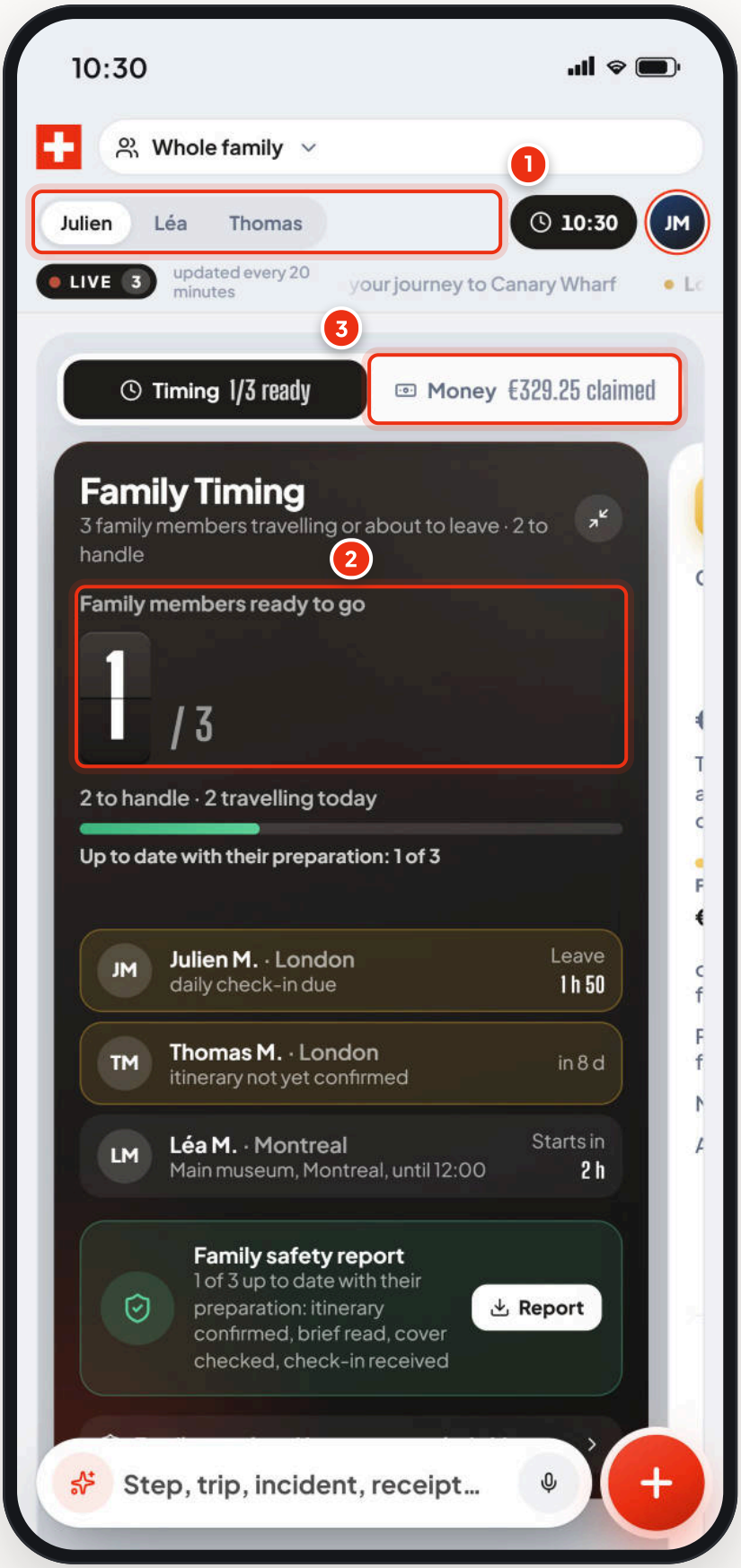
Medical SOS follows the active insurance card

With another policy active, Medical SOS never calls Maximum's assistance: without an official number published by the insurer, it points to the policy, insurance card one tap away.

1. See the number on your policy
2. Nearby care, whatever the policy

> Demo: insurer name typed for the example. For an insurer listed in the register of officially published numbers, Medical SOS shows its number, its source and the date it was read (not shown here).

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



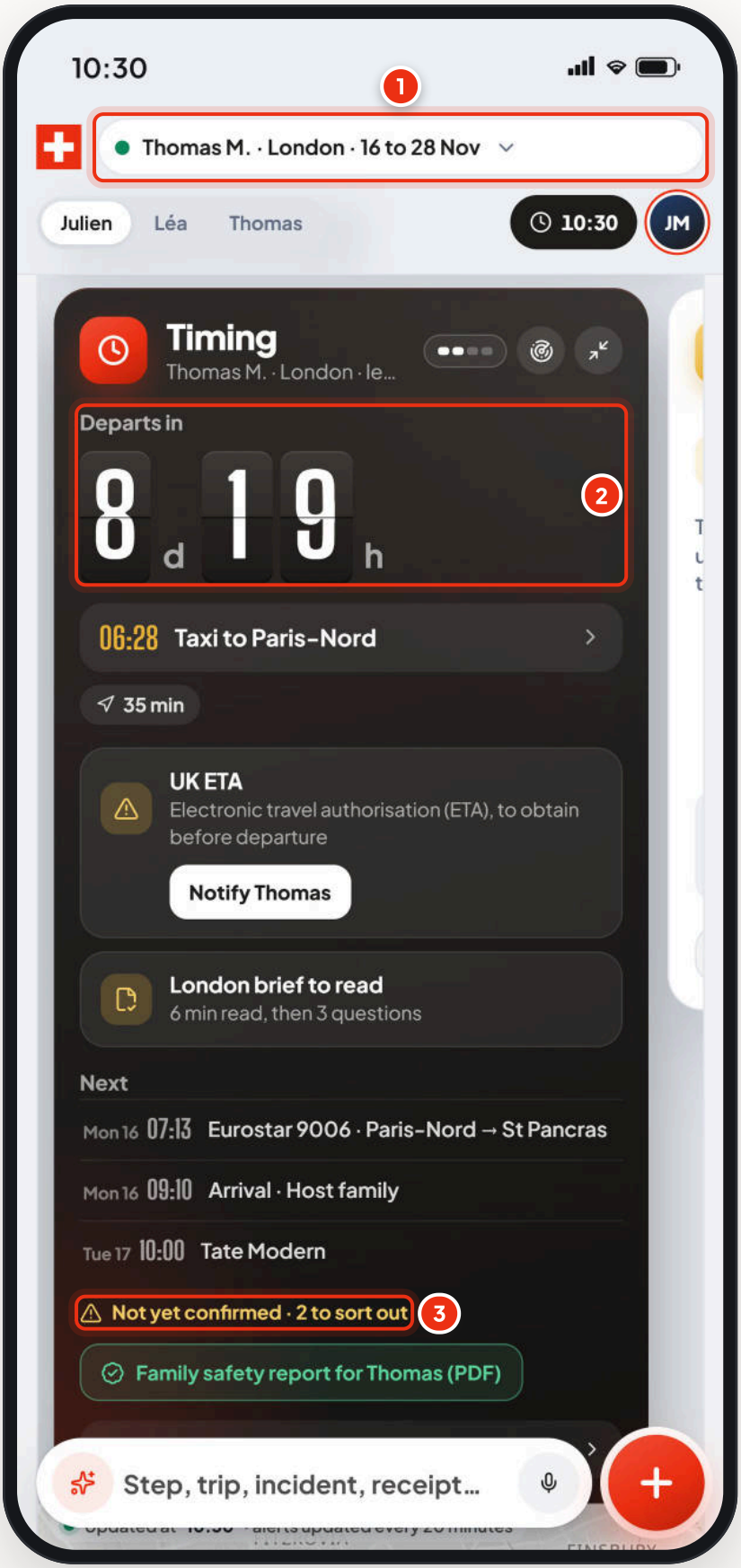
04 / 06

The whole family in one space

Julien follows the family's trips: who is ready to go, what is left to do, and each person's money on the family IBAN.

1. Julien, Léa and Thomas, one tap
2. Who is ready to go
3. The family's money, claimed

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



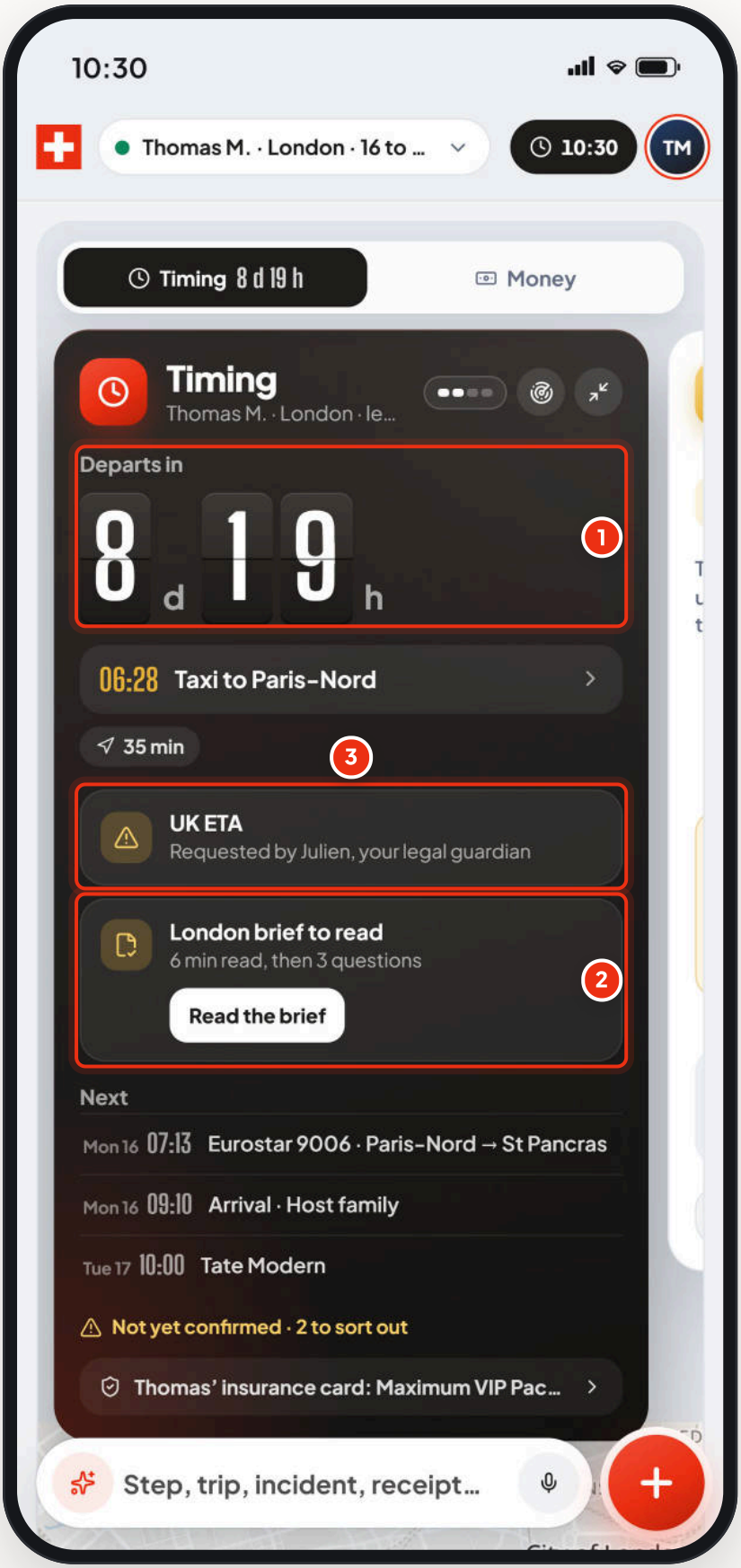
05 / 06

The parent follows, without answering for them

Julien sees where Thomas stands for London: what is left to sort out and his itinerary, but never his answers or his private choices.

1. Thomas's trip to London
2. The departure, counted down for him
3. What is left to sort out

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.



06 / 06

Thomas's own space, just for him

Thomas has his own space: his trip, his brief to read, his insurance card; he can add steps to his trip, nothing more.

1. His departure, counted down
2. His brief to read, before departure
3. What his parent asked for him

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

The essentials on one page

What to remember, move by move.

01 Timing
counts down to when you need to leave, travel time included.

02 Money
shows what you are owed, found, claimed, paid out; every claim goes out under your name, after you approve it.

03 The bar's disc
opens everything: Now, The rest of my day, add, claim, emergencies.

04 A sentence in the bar
becomes a step, a trip or an expense; you approve.

05 Your travel preferences
are set once in My account; every trip applies them, from the message to the hotel to the restaurants suggested.

06 An open step
gives the time to leave, the contact, a ready message and what the agent checked.

07 The agent
answers with its source and prepares; it never sends anything for you.

08 Medical SOS
opens 24/7 medical assistance; the insurance card opens offline.

09 Alerts
are dated, sourced and updated every 20 minutes.

10 My account
keeps your policies, your insurance card and the account where money arrives.

Demonstration screens: the Martin family (Julien, Léa, Thomas). Fictitious data.

MAXIMUM INSURANCE

The Maximum app, one guide per persona.

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