Case Study:

Travel Trust Association & Corpay Cross-Border

At a Glance

Company:
Travel Trust Association (TTA), part of The Travel Network Group (TTNG)

Industry:
Travel - financial protection and trust account services for independent travel agents

Founded:
TTNG formed in 2008; TTA established 1993; founding member Worldchoice dates to 1978

Membership Propositions:
Travel Trust Association, Worldchoice, Independent Travel Experts, Managed Services

Scale:
450 member trust accounts

Payment Profile:
- 75% of TTA members use forward FX contracts
- Periods of up to 18 months between booking & supplier payment
- Forward-contract credit lines extended, including one signed off at £15m within two days of onboarding

Key Challenges:
- Members needed continued access to forward-contract credit and hedging with no service gap
- New credit relationships typically require years of financials or heavy collateral deposits

Corpay Solutions Used:
- Rapid, large-scale member onboarding
- Bespoke MES/PRF-integrated approval workflow, keeping every payment inside TTA's own trust controls
- Flexible forward-contract credit lines extended without lengthy financial history requirements
- Joint onboarding calls with TTA's membership team for new members joining the group

Travel Trust Association & Corpay Cross-Border

The Travel Network Group (TTNG) is the largest consortium of independent travel experts in the UK. TTNG operates five membership propositions, each built for a different facet of the travel business:

- **Travel Trust Association** - financial protection for travel businesses, securing customer money in individual trust accounts as an alternative to bonding.
- **Worldchoice** - one of the industry's most recognised high street brands, it gives members the security of an established name alongside their own.
- **Independent Travel Experts** - a homeworking proposition, supporting travel professionals building or growing a home-based business.
- **Global Travel Group** – part of TTNG's managed service offering, providing a fuller suite of tools and support for agencies wanting more hands-on managed leadership.
- **Worldchoice Plus** - also part of TTNG's managed services offering, extending the Worldchoice proposition with additional managed support for members.

TTNG and its member groups represent nearly five decades of travel industry experience.

Corpay works closely with the Travel Trust Association (TTA), which operates a ring-fenced trust account model for TTNG.

About the Travel Trust Association

TTA safeguards client money for its travel agent members & their clients through a trust account model: every member holds their own ring-fenced British pound (GBP) trust account, and TTA Trustees acts as trustee (across approximately 450 accounts).

The model is simple in principle: a member collects payment from their customer, and that money sits in the member's trust account until the customer returns from their trip. The customer funds held within a member's trust account will be used to pay an onward supplier. Funds can be released to pay a supplier before travel if Supplier Failure Insurance has been issued.

TTA's role is to check every request against the TTA rules, which include checking if the client funds have been collected and cleared; is the amount right; and whether there are sufficient funds in the trust account.

Their model is designed to address the unpredictability of travel. And as TTA's members increasingly transact internationally, that same pattern extends to foreign exchange.

Approximately 75% of TTA members also use forward FX contracts. The timeframe between the customer's date of booking and date of travel can be anywhere up to eighteen months and beyond. That is a long window to carry currency risk with no way of knowing where rates will land.

TTA needed a partner that understood its business and could adapt at speed. It needed a provider capable of managing significant FX volumes, extending meaningful forward credit as members came on board, and offering flexible credit without the usual barriers. Just as importantly, the partner needed to integrate seamlessly into TTA's existing approval controls, ensuring client trust money remained protected at every stage.

And then TTA met Corpay and found a partner that not only solved their problems but helped them scale with ease.

Stepping in when it mattered most: The Corpay solution

Corpay was able to process roughly ten member onboarding cases per day for four to five weeks, getting the group fully migrated to Corpay's system with no disruption to trading.

Corpay also built an approval model tailored to TTA's existing structure. Each member is connected via a multi-enterprise solution (MES) form to TTA's top-tier account. When a member submits a request through TTA's internal system, it sits in a queue until the Trustees team verifies the details of the booking, the supplier invoice, and the Supplier Failure Cover Insurance. Only then is the transaction approved, and funds get released through Corpay.

Corpay's terms were more agile – members have been able to obtain lines ranging from £200K-£15M with Corpay, with decisions being turned around within two days of onboarding.

> "The Corpay team are quick with response times, and they understand our business — that's a big plus point for us."
>
> **-Steve Button**

Built on trust, ready to grow: the outcome

Since onboarding, the relationship has settled into a steady operational rhythm: competitive exchange rates, reliable international payment tracing, and a credit approach that aligns with each member's needs, rather than a one-size-fits-all model.

The trust-account approval workflow - money held to the rules, released only when TTA confirms every check - now operates in conjunction with Corpay's platform, giving members and their customers high protection standards, and fast, flexible FX.

That same responsiveness now extends to how TTA brings new members on board.

When a new independent agency joins TTA or Worldchoice/ Worldchoice Plus proposition, Corpay is there from the start: joining the onboarding calls to understand the agency's needs and get the process moving. This gives new members direct access to the team managing their FX and payments. For TTA, it means a consistent, high-quality journey from onboarding through ongoing support.

New members learn about FX and payments from the people who'll actually be running their account, in the same conversation in which they learn how their trust account works. For TTA, that means one consistent experience, end to end.

Conclusion: By partnering with Corpay, TTA were able to offer FX services to the entire member base within weeks, with no disruption to onward supplier payments. The relationship has since matured into an embedded partnership: flexible credit, responsive service, and an approval workflow built around TTA's own rules.
This helps support the group's continued growth and new member onboarding.

Summary

Protecting client money across 450 travel trust accounts. The Travel Trust Association safeguards client funds for independent travel agents across the UK, holding every member's money in a ring-fenced trust account.

A partner that moves at speed. Corpay onboarded TTA's member base in weeks, rather than months, while building a bespoke approval workflow that keeps every payment request inside TTA's own trust controls.

Flexible credit, built for growth. Where traditional banks typically require years of financials, Corpay extended meaningful forward-contract credit lines within days, supporting the roughly three-quarters of TTA members who hedge via forwards.

A relationship built to last. Fast response times, direct access to the Corpay team, and a shared understanding of the travel industry have turned into a long-term, trusting partnership.