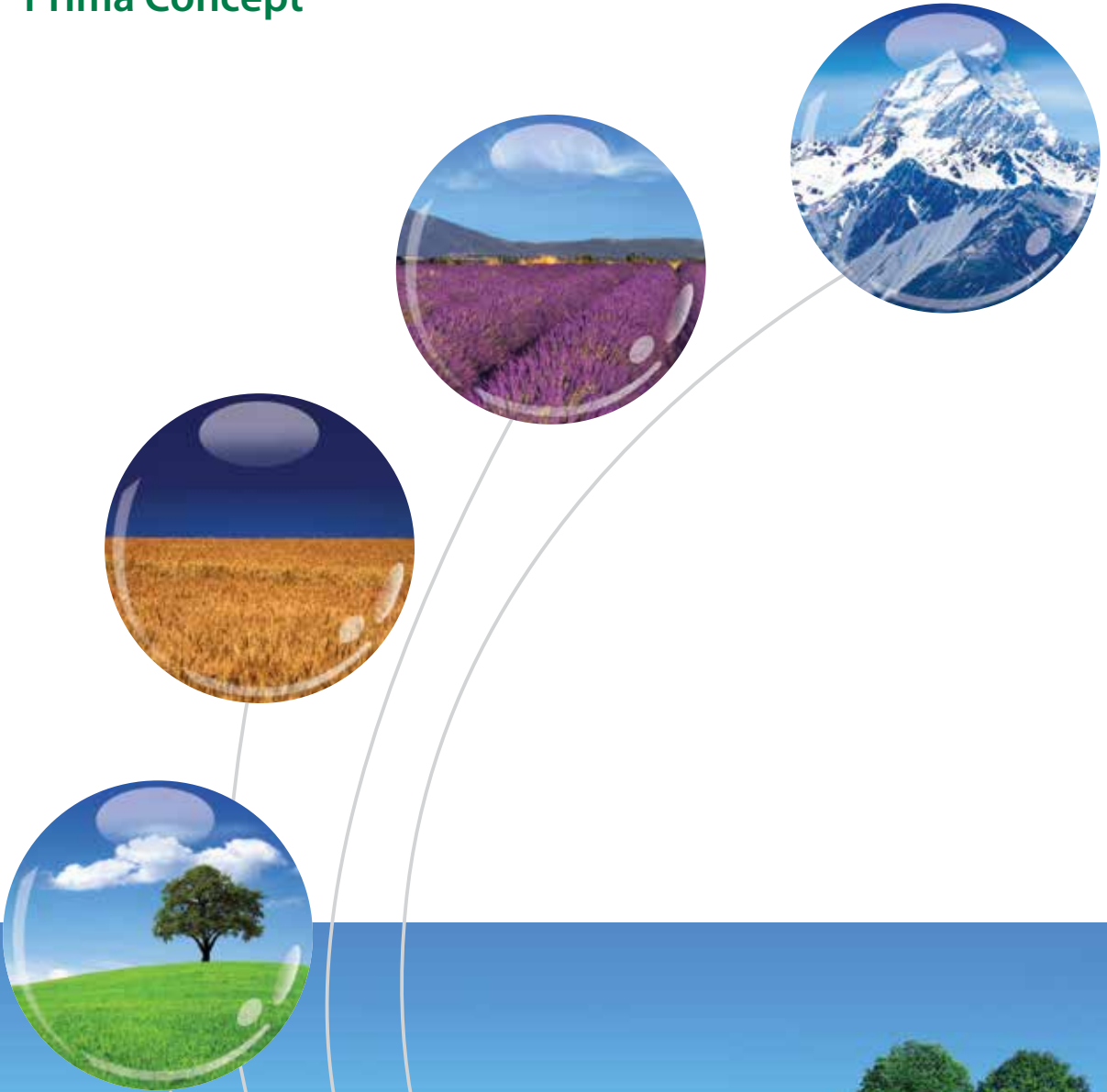


Corporate Policy Wording

Prima Platinum
Prima Premier
Prima Classic
Prima Concept



... we're different because we care

your health **your** choice **your** plan

Policy Wording effective 1 June 2017



Prima Platinum



Prima Premier



Prima Classic



Prima Concept

Level of Cover

This **policy** provides cover for the following benefits in respect of **treatment** of an **insured person** provided during the **period of cover** for a **medical condition**. All benefits, including full refunds, are conditional upon charges being **reasonable and customary**.

Overall policy limit

The overall **policy** limit is the most **we** will pay for each **insured person** in any **period of cover**. The overall **policy** limit and any monetary limits to the benefits will be determined by the currency which **you** have selected for **your policy**.

The Cover

In-patient & day-patient Treatment

(**treatment** received by an **insured person** when admitted to a **hospital** bed for an overnight stay of one or more nights' or as a **day-patient**)

Accommodation

Hospital accommodation in a ward, **semi-private** or **private** room.

Parent Accommodation

Room charges for one parent or legal guardian to stay with an **insured person** who is under 18 years of age whilst admitted to a **hospital** bed.

Professional Fees

Specialist, physician and **qualified nurse** fees (including surgeons' and anaesthetists' fees) associated with providing consultations or administering **treatment**.

Medication

Drugs, medicines, supports and appliances when prescribed by a **specialist** or **medical practitioner**.

Diagnostics

Diagnostic procedures, including x-rays, **pathology**, computerised tomography and magnetic resonance imaging (brain and body scans).

Theatre Fees

Operating theatre fees.

Reconstructive Surgery

Reconstructive surgery required following an **accident** or following surgery for an eligible **medical condition** which occurred after **your date of entry** and which is performed within 12 months of the **accident** or surgery.

Chronic Conditions

Acute episodes of a **chronic** condition.

Chronic Conditions

Routine management and maintenance of a **chronic** condition.

Chronic Conditions

Palliative treatment of a **chronic** condition.

Oncology

Oncologist fees, radiotherapy and chemotherapy.

IVF Treatment

All **treatment** under this benefit is subject to pre-authorisation by **us**. If **treatment** is not pre-authorised by **us**, then **we** reserve the right to decline the claim in full.

Organ Transplants

Transplant of any human organ.

Complications of pregnancy

Treatment of **medical conditions** which arise during the antenatal stages of pregnancy, or which occur during the childbirth/delivery.

Newborn Cover - Premature Births

Cover in respect of a premature baby (i.e. where birth is prior to 37 weeks gestation) in respect of an **acute** or **chronic medical condition** requiring **in-patient** treatment. One of the parents named on the birth certificate must have been insured with **us** for at least 11 months prior to the birth date. All cover is subject to the newborn being added to the **policy** within 30 days of birth.

Newborn Cover - Congenital

Cover in respect of a newborn baby requiring **treatment** of a **congenital anomaly**. All cover is subject to the newborn being added to the **policy** within 30 days of birth.

Prima Concept

£250,000: €300,000: US\$375,000

Prima Classic

£1,250,000: €1,500,000: US\$1,875,000

Prima Premier

£2,500,000: €3,000,000: US\$3,750,000

Prima Platinum

£5,000,000: €6,000,000: US\$7,500,000

Full Refund

Full Refund

Full Refund

Full Refund

Not Covered

Not Covered

Full Refund

Full Refund

Full Refund

Full Refund

Full Refund

Full Refund

Full Refund

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Full Refund

Full Refund

Full Refund

Not Covered

Not Covered

Limited to £20,000: €24,000: US\$30,000

Limited to £50,000: €60,000: US\$75,000

Not Covered

Not Covered

Full Refund

Full Refund

Full Refund

Full Refund

Full Refund

Full Refund

Not Covered

Not Covered

Not Covered

Limited to £2,000: €2,400: US\$3,000 per cycle and a maximum of 3 cycles per lifetime. This benefit is subject to 50% co-insurance

Not Covered

£200,000: €240,000: US\$300,000 Lifetime Limit

£200,000: €240,000: US\$300,000 Lifetime Limit

£200,000: €240,000: US\$300,000 Lifetime Limit

Full Refund

Full Refund

Full Refund

Full Refund

Not Covered

Cover for the first 30 days of life is limited to a maximum sum insured of £10,000: €12,000: US\$15,000 each baby. Thereafter, cover will exclude any **medical condition** which exists at the end of the first 30 day period

Cover for the first 30 days of life is limited to a maximum sum insured of £10,000: €12,000: US\$15,000 each baby. Thereafter, cover will exclude any **medical condition** which exists at the end of the first 30 day period

Cover for the first 30 days of life is limited to a maximum sum insured of £20,000: €24,000: US\$30,000 each baby. Thereafter, cover will exclude any **medical condition** which exists at the end of the first 30 day period

Not Covered

£100,000: €120,000: US\$150,000 Lifetime Limit

£100,000: €120,000: US\$150,000 Lifetime Limit

£100,000: €120,000: US\$150,000 Lifetime Limit

Physiotherapy Physiotherapy when such treatment is recommended by a specialist and is administered during the period of stay in hospital .
Rehabilitation Rehabilitation when it is considered an integral part of treatment , is supervised by a specialist and is undertaken in a recognised rehabilitation unit.
Psychiatric Illness Treatment given in a recognised psychiatric unit of a hospital . All treatment under this benefit is subject to pre-authorisation by us . If treatment is not pre-authorised by us , then we reserve the right to decline the claim in full.
Ancillary Charges The purchase or rental of crutches or wheelchairs following treatment as an in-patient or day-patient . Spinal supports, knee braces and aircasts including provision of external prostheses during active treatment of cancer.
Home Nursing Home nursing when medically necessary and recommended by a specialist immediately following release from a hospital bed.
Transportation Charges for a road ambulance, or costs associated with another form of transport if a road ambulance is inappropriate, for transportation to hospital when the medical practitioner advises it is medically necessary.
Post Operative Cover Out-patient treatment or consultations received within 6 months of hospital discharge for an eligible medical condition which required hospital admission.
Cash Benefit Where hospital accommodation and all treatment costs are provided in a State or Charitable Hospital and no claim is submitted under this policy for reimbursement of any in-patient costs, and providing that the medical condition suffered would be eligible for benefit.
Emergency Treatment Outside Area of Cover Treatment (through a physician , medical practitioner or specialist commencing within 24 hours of the emergency event) required as result of an accident or the sudden beginning or worsening of a severe illness resulting in a medical condition that presents an immediate threat to the insured person's health.

Out-patient Treatment (OPTIONAL Benefit for Prima Premier)

(treatment received but without admission to a hospital bed)

Overall Limit
Professional Fees Medical practitioner , specialist and qualified nurse fees incurred for consultations and examinations.
Diagnostics Diagnostic procedures, including x-rays, pathology , computerised tomography and magnetic resonance imaging (brain and body scans).
Surgical Treatment Minor surgical procedures when carried out by a medical practitioner or specialist .
Medication Drugs and medicines when prescribed by a specialist or medical practitioner .
Chronic Conditions Acute episodes of a chronic condition. Routine management, maintenance and palliative treatment of a chronic condition.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Full Refund	Full Refund	Full Refund	Full Refund
Not Covered	Not Covered	Full Refund	Full Refund
Not Covered	Limited to 30 days each year	Limited to 30 days each year	Limited to 30 days each year
Not Covered	Limited to £500: €600: US\$750 Not Covered	Limited to £500: €600: US\$750 Not Covered	Limited to £500: €600: US\$750 Limited to £2,000: €2,400: US\$3,000
Limited to 6 weeks for each condition and a maximum of 14 weeks each year	Limited to 12 weeks for each condition and a maximum of 26 weeks each year	Limited to 12 weeks for each condition and a maximum of 26 weeks each year	Full Refund
Full Refund	Full Refund	Full Refund	Full Refund
Covered under out-patient treatment	Covered under out-patient treatment	Limited to £1,500: €1,800: US\$2,250 each year unless out-patient treatment is selected	Covered under out-patient treatment
£100: €120: US\$150 each night up to a maximum of 30 nights	£200: €240: US\$300 each night up to a maximum of 30 nights	£200: €240: US\$300 each night up to a maximum of 30 nights	£300: €360: US\$450 each night up to a maximum of 30 nights
Not Covered	For trips up to a maximum of 6 weeks Maximum 42 nights each year Maximum sum insured of £50,000: €60,000: US\$75,000	For trips up to a maximum of 6 weeks Maximum 42 nights each year Maximum sum insured of £50,000: €60,000: US\$75,000	For trips up to a maximum of 6 weeks Maximum 42 nights each year Maximum sum insured of £50,000: €60,000: US\$75,000

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Out-patient limit of £1,500: €1,800: US\$2,250 within overall policy limit of £250,000: €300,000: US\$375,000	Out-patient limit of £10,000: €12,000: US\$15,000 within overall policy limit of £1,250,000: €1,500,000: US\$1,875,000	Limited to the overall policy limit of £2,500,000: €3,000,000: US\$3,750,000	Limited to the overall policy limit of £5,000,000: €6,000,000: US\$7,500,000
Full Refund within overall out-patient limit	Full Refund within overall out-patient limit	Full Refund	Full Refund
Full Refund within overall out-patient limit	Full Refund within overall out-patient limit	Full Refund	Full Refund
Full Refund within overall out-patient limit	Full Refund within overall out-patient limit	Full Refund	Full Refund
Limited to £200: €240: US\$300 each year within overall out-patient limit	Full Refund within overall out-patient limit	Full Refund	Full Refund
Full Refund within overall out-patient limit Not Covered	Full Refund within overall out-patient limit Not Covered	Full Refund Limited to £5,000: €6,000: US\$7,500 each year	Full Refund Limited to £10,000: €12,000: US\$15,000 each year

Oncology
Oncologist, **specialist, qualified nurse** fees, radiotherapy and chemotherapy. Includes road ambulance costs for transportation to and from the **out-patient** unit of a **hospital** for the administering of this specific **treatment**.

Physiotherapy
Physiotherapy on recommendation by a **medical practitioner** or **specialist**. A referral from **your medical practitioner** or **specialist** is valid for six months only, after which time a new referral letter would be required. If during this six month period **you** require physiotherapy for a different **medical condition**, then a new referral will be required.

Chiropody
Treatment by a **Chiropodist** without referral from a **medical practitioner**.

Complementary Treatment
Treatment administered by chiropractors, osteopaths, homeopaths, acupuncturists.

Dietician (limited to 1 visit per year).

Podiatrist (limited to 2 visits per year).

Recommendation by a **medical practitioner** or **specialist** is required for all **complementary treatments**. A referral from your **medical practitioner** or **specialist** is valid for six months only, after which time a new referral letter would be required. If during this six month period **you** require **complementary treatment** for a different **medical condition**, then a new referral will be required.

Traditional Chinese Medicine
Chinese herbal medicine and **treatment** administered by a recognised traditional Chinese herbalist or practitioner.

Psychiatric Illness
Specialist consultations, assessments, **treatment** and **medication**. All **treatment** under this benefit is subject to pre-authorization by **us**. If **treatment** is not pre-authorized by **us**, then **we** reserve the right to decline the claim in full.

Hormone Replacement Therapy
Medical practitioner or **specialist** consultations and prescribed patches or implants when administered for the sole purpose of treating a hormone imbalance condition.

Optical
Eye examination carried out by an optometrist or ophthalmologist.

Prescribed glasses and contact lenses to correct vision when **your** prescription has changed.

Well-being Benefit
(excluding costs incurred within the first 12 months of purchase date of this benefit or **your date of entry**, whichever is the latter)

Hearing Test
Annual Hearing Test carried out by a **medical practitioner**.

Routine Health Checks
Tests/screenings that are undertaken without any clinical symptoms being present including the following examinations performed at an appropriate age interval for the early detection of illness or disease:

- Vital signs (blood pressure, cholesterol, pulse, respiration, temperature etc)
- Cardiovascular examination
- Neurological examination
- Cancer screening
- Well child test

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Full Refund within overall policy limit of £250,000: €300,000: US\$375,000	Full Refund within overall policy limit of £1,250,000: €1,500,000: US\$1,875,000	Full Refund	Full Refund
Limited to £250: €300: US\$375 each year within overall out-patient limit	Limited to £1,500: €1,800: US\$2,250 each year within overall out-patient limit	Limited to £3,000: €3,600: US\$4,500 each year	Limited to £5,000: €6,000: US\$7,500 each year
Not Covered	Limited to £250: €300: US\$375 each year within overall out-patient limit	Limited to £250: €300: US\$375 each year	Limited to £500: €600: US\$750 each year
Limited to £250: €300: US\$375 each year within overall out-patient limit	Limited to £1,500: €1,800: US\$2,250 each year within overall out-patient limit	Limited to £3,000: €3,600: US\$4,500 each year	Limited to £5,000: €6,000: US\$7,500 each year
Limited to £250: €300: US\$375 each year within overall out-patient limit	Limited to £500: €600: US\$750 each year within overall out-patient limit	Limited to £500: €600: US\$750 each year	Limited to £1,500: €1,800: US\$2,250 each year
Not Covered	Not Covered	Limited to £5,000: €6,000: US\$7,500 each year	Limited to £10,000: €12,000: US\$15,000 each year
Not Covered	Not Covered	Full Refund	Full Refund
Not Covered	Full refund limited to one examination each year Limited to £200: €240: US\$300 each year within overall out-patient limit	Full refund limited to one examination each year Limited to £200: €240: US\$300 each year	Full refund limited to one examination each year Limited to £500: €600: US\$750 each year
Not Covered	The total of the benefits available within the Well-being Benefit is limited to £250: €300: US\$375 each year One test each year Full Refund within Well-being limit Full Refund within Well-being limit	The total of the benefits available within the Well-being Benefit is limited to £500: €600: US\$750 each year One test each year Full Refund within Well-being limit Full Refund within Well-being limit	The total of the benefits available within the Well-being Benefit is limited to £1,000: €1,200: US\$1,500 each year One test each year Full Refund within Well-being limit Full Refund within Well-being limit
Not Covered	Children up to the age of 6 years, limited to 15 visits per lifetime Full Refund within Well-being limit	Children up to the age of 6 years, limited to 15 visits per lifetime Full Refund within Well-being limit	Children up to the age of 6 years, limited to 15 visits per lifetime Full Refund within Well-being limit

Vaccinations
 Cost of drugs and consultations to administer all basic immunisations and booster injections required under regulation of the country in which **treatment** is being given and any medically necessary travel vaccinations and malaria prophylaxis.

Emergency Dental Treatment
 Emergency **out-patient** dental **treatment** received in a dental surgery or **hospital** emergency room for the immediate relief of dental pain, including temporary fillings limited to 3 fillings per **period of cover**, and/or the repair of damage caused in an **accident**. The **treatment** must be received within 36 hours of the emergency event. This does not include any form of dental prosthesis or root canal **treatment**.

Other Benefits

24/7 Medical Helpline

The Blood Care Foundation
 Providing screened blood and sterile equipment in emergency situations anywhere in the world.

Access to ALC World
 Our online library of medical facilities and country security information from around the world.

Routine Pregnancy & Childbirth (OPTIONAL BENEFIT)

(excluding costs incurred within the first 11 months of purchase date of this benefit or **your date of entry**, whichever is the latter)

Routine pregnancy and childbirth costs, including pre and postnatal check-ups, scans and delivery costs for a natural birth or an **elective caesarean**.

Well Baby Examination
 Paediatrician costs for the first examination or check-up of a newborn baby, provided the examination is made within 24 hours of delivery.

Newborn Accommodation
 Cot and nursing charges for newborn baby/babies (up to 6 months of age) to stay with a mother who is admitted to **hospital** as an **in-patient**.

Cash Benefit
 Where **hospital** accommodation and all pregnancy and childcare costs are provided in a State or Charitable **Hospital** and no claim is submitted under this section of the **policy** for any reimbursement of any costs.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Not Covered	Not Covered	Limited to £250: €300: US\$375 each year	Limited to £500: €600: US\$750 each year
Not Covered	Full Refund	Full Refund	Full Refund

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Included	Included	Included	Included
Included	Included	Included	Included
Included	Included	Included	Included

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Not Covered	Optional pregnancy limits (for each pregnancy) ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500	Optional pregnancy limits (for each pregnancy) ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500 ■ £7,500: €9,000: US\$11,250 ■ £10,000: €12,000: US\$15,000	Optional pregnancy limits (for each pregnancy) ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500 ■ £7,500: €9,000: US\$11,250 ■ £10,000: €12,000: US\$15,000 ■ £20,000: €24,000: US\$30,000
Not Covered	Full Refund within the applicable pregnancy limit	Full Refund within the applicable pregnancy limit	Full Refund within the applicable pregnancy limit
Not Covered	Full Refund within the applicable pregnancy limit	Full Refund within the applicable pregnancy limit	Full Refund within the applicable pregnancy limit
Not Covered	Limited to £50: €60: US\$75 each night up to a maximum of 20 nights	Limited to £100: €120: US\$150 each night up to a maximum of 30 nights	Limited to £100: €120: US\$150 each night up to a maximum of 30 nights

Dental Treatment (OPTIONAL BENEFIT)

(excluding costs incurred within the first 6 months of purchase date of this benefit or **your date of entry**, whichever is the latter other than **Accidental Damage** caused to sound natural teeth, which is covered immediately).

The procedures below are limited to the amounts shown and are subject to an overall maximum limit **each year** for routine dental **treatment**.

Overall Limit
Routine examination, including check-up and x-rays.
Cleaning and polishing (whether performed by a dental practitioner or hygienist).
Fillings (amalgam or composite material).
Extractions.
Wisdom tooth extraction when performed in a dental surgery.
New porcelain crown/inlay.
Repair of crown/inlay.
Root canal treatment.
New bridge.
Repair of bridge.
New dentures.
Orthodontic treatment (to move teeth or adjust underlying bone) when medically necessary for oral health.
Dental implants to restore function or appearance following an accident. Notification of treatment must be received within 5 days from the date of the accident occurring.
Emergency dental treatment for the relief of pain, being treatment of an abscess, cracked or broken tooth rebuild or temporary filling. The treatment must be received within 36 hours of the emergency event.

The procedures below are not subject to the overall maximum limit each year for routine dental **treatment**.

Accidental Damage caused to sound, natural teeth lost or damaged in an accident . Treatment must be received within 5 days from the date of the accident occurring.
Dental Surgery undertaken in a hospital by an oral and maxillofacial surgeon or surgical dentist:
Surgical removal of impacted or buried wisdom teeth and extractions of complicated buried roots.
Apicectomy.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Not Covered	£1,000: €1,200: US\$1,500 each year	£1,000: €1,200: US\$1,500 each year	£2,000: €2,400: US\$3,000 each year
Not Covered	£70: €84: US\$105 each visit maximum 2 visits each year	£70: €84: US\$105 each visit maximum 2 visits each year	£100: €120: US\$150 each visit maximum 2 visits each year
Not Covered	£70: €84: US\$105 each visit maximum 2 visits each year	£70: €84: US\$105 each visit maximum 2 visits each year	£100: €120: US\$150 each visit maximum 2 visits each year
Not Covered	£70: €84: US\$105 each tooth	£70: €84: US\$105 each tooth	£100: €120: US\$150 each tooth
Not Covered	£70: €84: US\$105 each tooth	£70: €84: US\$105 each tooth	£100: €120: US\$150 each tooth
Not Covered	Full refund within overall dental limit of £1,000: €1,200: US\$1,500 each year	Full refund within overall dental limit of £1,000: €1,200: US\$1,500 each year	Full refund within overall dental limit of £2,000: €2,400: US\$3,000 each year
Not Covered	£300: €360: US\$450 each tooth	£300: €360: US\$450 each tooth	£500: €600: US\$750 each tooth
Not Covered	£125: €150: US\$190 each tooth	£125: €150: US\$190 each tooth	£250: €300: US\$375 each tooth
Not Covered	£250: €300: US\$375 each tooth	£250: €300: US\$375 each tooth	£400: €480: US\$600 each tooth
Not Covered	£300: €360: US\$450 each bridge	£300: €360: US\$450 each bridge	£600: €720: US\$900 each bridge
Not Covered	£175: €210: US\$265 each bridge	£175: €210: US\$265 each bridge	£200: €240: US\$300 each bridge
Not Covered	£125: €150: US\$190 each set	£125: €150: US\$190 each set	£600: €720: US\$900 each set
Not Covered	Not Covered	Not Covered	£2,000: €2,400: US\$3,000 each year . This benefit is subject to a 50% co-insurance
Not Covered	Not Covered	Not Covered	£500: €600: US\$750 each tooth. This benefit is subject to a 25% co-insurance
Not Covered	£600: €720: US\$900 each year	£600: €720: US\$900 each year	£600: €720: US\$900 each year
Not Covered	Full Refund	Full Refund	Full Refund
Not Covered	Full Refund	Full Refund	Full Refund
Not Covered	Full Refund	Full Refund	Full Refund

Evacuation or Repatriation (OPTIONAL BENEFIT)

(for conditions requiring immediate emergency **hospital in-patient** admission only)

Evacuation

The cost of transporting an **insured person** (and one other relative/colleague to travel as escort) to the nearest appropriate medical facility for **in-patient** or **day-patient treatment** of an **accident** or **medical condition** within the **insured persons area of cover** which, in the opinion of the **appointed doctor**, cannot be treated adequately locally or at the place of incident.

The method of transportation shall be the decision of the Assistance Company.

Following evacuation

Hotel accommodation for escort and **insured person** when required pre and post **hospital** admission.

Return airflight (economy class) for the **insured person** and their escort.

Repatriation

The cost of transporting an **insured person** (and one other relative/colleague to travel as escort) to their **country of nationality** or **country of residence** for **in-patient** or **day-patient treatment** of an **accident** or **medical condition** which cannot be treated adequately locally or at the place of incident. The method of transportation shall be the decision of the Assistance Company. (If the **country of nationality** or **country of residence** falls outside the geographical area covered under **your policy, treatment** and transportation costs will not be considered).

Mortal Remains

Burial or cremation costs in the country of death
or

transportation of body or ashes to **country of nationality** or **country of residence**.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Full Refund	Full Refund	Full Refund	Full Refund
£100: €120: US\$150 each day, for each person Full Refund	£200: €240: US\$300 each day, for each person Full Refund	£200: €240: US\$300 each day, for each person Full Refund	£400: €480: US\$600 each day, for each person Full Refund
Full Refund	Full Refund	Full Refund	Full Refund
Limited to £5,000: €6,000: US\$7,500	Limited to £5,000: €6,000: US\$7,500	Limited to £5,000: €6,000: US\$7,500	Limited to £5,000: €6,000: US\$7,500

Definitions

The following words or phrases have the meanings given below wherever they appear in this document, **Certificate of Insurance** and Endorsements.

ACCIDENT

A sudden, unexpected or unforeseen event resulting in an identifiable physical injury to an **insured person**.

ACCIDENTAL DAMAGE TO TEETH

Dental **treatment** received to restore or replace sound natural teeth which have been lost or damaged as a result of an **accident**.

ACUTE

A **medical condition** that is likely to respond quickly to **treatment** which aims to return **you** to the state of health **you** were in immediately before suffering the disease, illness or **accident**, or which leads to **your** full recovery.

ADVICE

Any consultation or discussion with a **medical practitioner** or **specialist**, including check-ups and the issue of any prescriptions (including repeat prescriptions).

APPOINTED DOCTOR

A **medical practitioner** chosen by **us** to advise **us** on **your medical condition** and need for the **evacuation or repatriation** service.

AREA OF COVER

The area to which **your** cover is restricted. The available areas are as defined below and **your** selection will be specified on **your Certificate of Insurance**.

Area 1 - Europe - (see back page)

Area 2 - Worldwide excluding United States of America

Area 3 - Worldwide (excluding **Prima Concept**)

If **you** are a USA passport holder, and **you** select this Area, **your** cover in the USA will be restricted to the first 6 months spent there during any one 12 month period.

BIRTH INJURY

A deformity or **medical condition** which is caused during childbirth.

CERTIFICATE OF INSURANCE

The Certificate giving details of the **policyholder**, the **insured persons**, the **period of cover**, the **date of entry** and the level of cover and any endorsements that may apply.

CHIROPODIST

A practising **chiroprapist** who is registered and legally licensed to practise chiropody in the country where **treatment** is provided.

CHRONIC

A **medical condition** which has at least one of the following characteristics:

- It continues indefinitely and has no known cure
- It comes back or is likely to come back
- It is permanent
- **You** need to be rehabilitated or specially trained to cope with it
- It needs long term monitoring, consultations, check ups, examinations or tests

COMMENCEMENT DATE

The date shown on the **Certificate of Insurance** on which the cover provided by this **policy** starts.

COMPLEMENTARY TREATMENT

Therapeutic and diagnostic **treatment** that exists outside the institutions where conventional medicine is taught. Such medicine includes chiropractic **treatment**, osteopathy, homeopathy, acupuncture, dietician and podiatry **treatment** as practiced by approved therapists.

CO-INSURANCE

The percentage of the total value of incurred expenses for which the **insured person** is responsible.

CONGENITAL ANOMALY

An intra-uterine development of an organ or structure that is abnormal with reference to form, structure or position.

COUNTRY OF NATIONALITY

The country for which **you** are a passport holder.

COUNTRY OF RESIDENCE

The country in which **you** normally live at the time of the **commencement date** or at each subsequent **renewal date**.

DATE OF ENTRY

The date shown on the **Certificate of Insurance** on which an **insured person** was first covered under this **policy**.

DAY-PATIENT

An **insured person** who is admitted to a **hospital** bed because they need a period of medical supervision but does not need to remain in **hospital** overnight.

DENTAL PRACTITIONER

A person who is registered and is legally licensed to practise dentistry in the country where **treatment** is provided.

DEPENDANTS

A spouse or adult partner and/or unmarried children, step-children, legally adopted children and foster children who are under 25 years of age, permanently living with **you** or in full-time education. Children will be accepted from birth, provided that **we** receive notification of their arrival within 30 days from birth. Notification received after this period will result in children being accepted for cover from the date of such notification.

DOCTOR

A **doctor** is a **medical practitioner**, **physician** or **specialist** who is licensed to practise where the **treatment** is provided.

ELECTIVE CAESAREAN

A caesarean section operation for delivery of a baby, which is not as a result of medical intervention, necessity or recommendation.

EVACUATION OR REPATRIATION

Moving **you** to another **hospital** which has the necessary medical facilities either in the country where **you** are taken ill or in another nearby country (evacuation) or bringing **you** back to **your** principal **country of residence** or **your** home country (repatriation). The service includes any necessary **treatment** administered by the international assistance company appointed by **us** whilst they are moving **you**.

FOETAL SURGERY

Treatment given or undertaken on a foetus whilst in the womb.

GUARANTEE OF PAYMENT

A formal notice provided by the claims handlers, to guarantee the payment of an agreed invoice cost to a **doctor**, **specialist** or **hospital** subject to any terms and conditions specified.

HOSPICE

An establishment which is legally licensed as a **hospice** or **hospital** under the laws of the country in which it is located where palliative end of life care is provided.

HOSPITAL

An establishment which is legally licensed as a medical or surgical **hospital** under the laws of the country in which it is located.

HORMONE REPLACEMENT THERAPY (HRT)

Treatment given to treat a hormone imbalance condition.

IN-PATIENT

An **insured person** who is admitted to a **hospital** bed and out of medical necessity is required to stay for one or more nights.

INSURED PERSON/YOU/YOUR

You and/or the **dependants** named on the **Certificate of Insurance** who are covered under this **policy**.

INTENSIVE CARE

Treatment in a defined **intensive care** unit, intensive therapy unit, high dependency unit or coronary care unit, which provides constant monitoring after surgical operation or illness.

IVF

In vitro fertilisation.

LIFE EVENT

- Any of the following:
- The birth of a baby
 - A new spouse/adult partner living with the **member**
 - A child of the new spouse/adult partner
 - A step-child living with the **member**
 - Legal adoption of a child
 - Fostering of a child

Definitions

MEDICAL CONDITION

Any **accident**, injury, illness or disease, including **psychiatric illness**.

MEDICAL PRACTITIONER

A **medical practitioner** who holds primary degrees in medicine or surgery as recognised by the World Health Organisation and who is legally licensed to practise in the country where **treatment** is provided.

MEDICATION

Drugs, medicines and corrective devices (including prostheses when used as an integral part of a surgical procedure) prescribed by a **medical practitioner** or **specialist**.

MEMBER

A person covered by this **policy**.

ONCOLOGY

The field of medicine devoted to cancer **treatment** including the use of medicines (chemotherapy), surgery and radiation (radiotherapy).

ORGAN TRANSPLANT

The surgical procedures to perform a transplant of an organ.

OUT-PATIENT

An **insured person** who receives **treatment** but who is not required to be admitted to a **hospital** bed.

PALLIATIVE TREATMENT

Treatment given to an **insured person**, the primary purpose of which is only to offer temporary relief of symptoms, rather than to cure the **medical condition** causing the symptoms.

PATHOLOGY

Tests carried out to help determine or assess the nature of disease and the changes in structure and functions brought about by disease.

PERIOD OF COVER/EACH YEAR

The period of time for which cover is provided. This is specified on the **Certificate of Insurance**. This will normally be a twelve (12) month period starting from the **commencement date** or **renewal date**.

PHYSICIAN

A **physician** is a **medical practitioner** who is registered and legally licensed to practise medicine in the country where **treatment** is provided.

PHYSIOTHERAPIST

A practising **physiotherapist** is a **medical practitioner** with full registration under the Medical Acts specialising in physiotherapy who is registered and legally licensed to practice medicine in the country where **treatment** is provided.

PODIATRIST

A practising **podiatrist** who is registered and legally licensed to practice podiatry in the country where **treatment** is provided.

POLICY

The contract which details the level of cover provided. The Application Form, **Certificate of Insurance** and this Policy Wording incorporating the **policy** terms and conditions form the contract.

POLICY EXCESS

The specified monetary amount payable by an **insured person** in respect of expenses incurred before any benefit is paid under this **policy**. The **policy excess** applies per person per **policy** year and is applied to **in-patient**, **day-patient** and **out-patient** medical and associated expenses only. The **policy excess** does not apply to Well-being, vaccinations and optical benefits.

POLICYHOLDER

The person, entity or company with whom **we** have contracted this **policy** and who is principally responsible for payment of the premiums, including any sub-groups who are also covered by this **policy**.

PRE-AUTHORISATION/PRE-AUTHORISED

A service provided by the claims handlers, to a claimant to confirm **policy** cover before committing to any costs or **treatment**.

PRIVATE ROOM

A room in a **hospital** for the exclusive use of a patient.

PROFESSIONAL SPORTS

Engaging in or training in any sport for which a salary or monetary payment is received, including grants or sponsorship (unless these are travel costs only). This includes players, trainers and coaches.

PSYCHIATRIC ILLNESS

Treatment of a mental disorder carried out by a clinical psychologist. The disorder must be associated with present distress, or substantial impairment of the individual's ability to function in a major life activity (eg. employment). The aforementioned condition must be clinically significant and not merely an expected response to a particular event such as bereavement, relationship or academic problems and acculturation. The disorder must meet the criteria for classification under an international classification system such as Diagnostic and Statistical Manual (DSM-IV) or the International Classification of Diseases (ICD-10).

QUALIFIED NURSE

A nurse whose name is currently on any register or roll of nurses maintained by any statutory nursing registration body, within the country where **treatment** is provided.

REASONABLE AND CUSTOMARY

Charges which are, in **our** view, and based upon all the information and data available to **us**, not excessive for the type of **treatment** provided, in the location received and given by the specific treating **doctor**.

Note that, in certain circumstances, **we** will have agreed charges with specific **hospitals** or medical facilities for particular procedures and accommodation and that this data will be considered by **us** as part of determining what is a **reasonable and customary** charge.

We may verify the fees with a government health department or other independent third party if necessary.

REHABILITATION

Treatment given with the aim of restoring health and mobility after injury or illness to a state in which an **insured person** can be self-sufficient.

REIMBURSEMENT

A process provided by the claims handlers, to repay to claimants any sums paid by them in respect of eligible claims under this **policy**.

RENEWAL DATE

12 calendar months from the **commencement date** or from the previous **renewal date**.

SEMI-PRIVATE ROOM

A room in a **hospital** which is not exclusive and which may be shared with other patients.

SPECIALIST

A **medical practitioner** who holds a substantive consultant appointment in the relevant speciality in a National Health Service **hospital**, or has held a substantive consultant appointment which **we** accept as being of equivalent professional status, or is recognised as such by the statutory bodies of the relevant country in which **treatment** is being given.

SUB-GROUP

An entity or company related to the **policyholder** and insured by the same **policy**.

TREATMENT

Any medically necessary surgical procedure or medical intervention required to cure or provide relief of an **acute medical condition**.

WE/OUR/US

à la carte healthcare limited trading as ALC Health and/or ALC Health (Hong Kong) Ltd on behalf of the Underwriters of this **policy** as detailed in the **Certificate of Insurance** and/or any appointed claims handlers, agents or managers.

Exclusions Specific to Each Section of Cover

In-patient & day-patient Treatment

The following exclusions apply to In-patient & day-patient Treatment. As well as General Exclusions, we do not cover the following:

- 1 Any costs not incurred as a day-patient or in-patient in a hospital or recognised medical facility.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 2 Any costs associated with routine pregnancy & childbirth, unless Routine Pregnancy & Childbirth has been selected.

Applicable to Prima Concept

- 2 Any costs associated with routine pregnancy & childbirth.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 3 Any costs associated with any form of dental treatment, unless Dental Treatment has been selected.

Applicable to Prima Concept

- 3 Any costs relating to Dental Treatment.
- 4 Any costs associated with evacuation or repatriation unless Evacuation or Repatriation has been selected.
- 5 The policy excess specified on the Certificate of Insurance for all eligible expenses incurred for each insured person per policy year.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 6 Any costs incurred in locating a replacement organ, removal of the organ from the donor, transportation costs and all associated administration costs in respect of an organ transplant.

Applicable to Prima Concept

- 6 Any costs relating to Organ Transplants.

Applicable to Prima Premier

- 7 Where Out-patient Treatment has been selected, cover in respect of post-operative treatment is deleted from In-patient & Day-patient Treatment.

Out-patient Treatment

(Optional Benefit under Prima Premier only)

If Out-patient Treatment has been selected the following exclusions will apply in addition to General Exclusions. We do not cover the following:

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 1 Any costs associated with routine pregnancy & childbirth, unless Routine Pregnancy & Childbirth has been selected.

Applicable to Prima Concept

- 1 Any costs associated with routine pregnancy & childbirth.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 2 Any costs associated with any form of dental treatment, unless Dental Treatment has been selected or treatment is covered under Emergency Dental Treatment. If Dental Treatment option has been selected Emergency Dental Treatment is not applicable. Any benefits payable will be paid under the Dental Treatment Benefit.

Applicable to Prima Concept

- 2 Any costs relating to Dental Treatment.

- 3 The policy excess specified on the Certificate of Insurance for all eligible expenses incurred for each insured person per policy year.
- 4 Any second or subsequent medical opinions from a medical practitioner or specialist for the same medical condition, unless agreed in writing by us.
- 5 Any treatment for cosmetic pedicures, surgical footwear including but not limited to corrective footwear eg. corn plasters, insoles, dressings etc.

Routine Pregnancy & Childbirth

(Optional Benefit under Prima Platinum, Prima Premier and Prima Classic only)

If Routine Pregnancy & Childbirth has been selected the following exclusions will apply to this benefit in addition to General Exclusions. We do not cover the following:

- 1 Any costs incurred for the initial 11 months of cover from purchase date of this benefit or date of entry, whichever is the latter. Conception may take place during this initial period, but only costs incurred after the period will be considered for reimbursement.
- 2 Antenatal and postnatal classes.
- 3 Midwifery costs when not associated with the childbirth / delivery.
- 4 Treatment consequent from the well-baby examination, unless the newborn is added within 30 days of birth to the policy as an insured person.

Dental Treatment

(Optional Benefit under Prima Platinum, Prima Premier and Prima Classic only)

If Dental Treatment has been selected the following exclusions will apply in addition to General Exclusions. We do not cover the following:

- 1 Dental costs incurred within the first six months from the purchase date of this benefit or date of entry whichever is the latter (excluding Accidental Damage to Teeth).
- 2 Dental procedures other than those specified in the schedule of benefits.
- 3 Gingivitis, periodontitis or gum disease of any kind.
- 4 The cost of any precious metals (excluding gold) used in any dental procedure.
- 5 Any dental treatment which was recommended by your dental practitioner or that you were aware (or ought reasonably to have been aware) required treatment before you purchased this benefit or during the first six months of your purchase of this benefit. In the event of a claim, you may be required to provide evidence that you have completed all necessary dental work recommended prior to your purchase of this benefit.
- 6 Dental surgery when not performed by an oral and maxillofacial surgeon or surgical dentist.
- 7 Dentures where a set or sets have been worn previously.

Applicable to Prima Premier and Prima Classic

- 8 Orthodontic treatment of any kind.
- 9 Implants.

Evacuation or Repatriation

(Optional Benefit under Prima Platinum, Prima Premier, Prima Classic and Prima Concept)

If Evacuation or Repatriation has been selected the following exclusions will apply in addition to General Exclusions. We do not cover the following:

- 1 Travel and subsequent accommodation costs unless specifically agreed by us, or our appointed Assistance Company, in writing prior to travel. Any costs incurred without our prior agreement shall not be considered for reimbursement.
- 2 The cost of any airline tickets other than economy class, unless we have provided written approval in advance of the date of travel.
- 3 Burial and cremation costs shall not include the costs of a religious practitioner, floral tributes, musical provision, headstones or food and beverages.
- 4 Any costs incurred where the death has occurred within the insured person's country of nationality.
- 5 Any costs incurred as a result of engaging in any sports or activity as a professional or taking part in base jumping, cliff diving, flying in an unlicensed aircraft or as a learner, martial arts, free

climbing, mountaineering with or without ropes, scuba diving to a depth of more than 10 metres, trekking to a height of over 2,500 metres, bungee jumping, canyoning, hanggliding, paragliding or microlighting, parachuting, potholing, skiing off piste or any other winter sports activity carried out off piste.

- 6 Moving you from a ship, oil-rig platform or similar off-shore location.
- 7 We will not be liable in respect of the overseas evacuation or repatriation service for:
 - a Any failure to provide the overseas evacuation or repatriation service or for any delays in providing it, unless the failure or delay is caused by our negligence (including that of the international assistance company we have appointed to act for us), or of agents appointed by either party.
 - b Failure or delay in providing the overseas evacuation or repatriation service if:
 - by law the overseas evacuation or repatriation service cannot be provided in the country in which it is needed; or
 - the failure or delay is caused by any reason beyond our control including, but not limited to, strikes and flight conditions.
 - c Injury or death caused while you are being moved unless it is caused by our negligence or the negligence of anyone acting on our behalf.

General Exclusions

These exclusions apply to the whole of this insurance. Each section also has its own exclusions.

- 1 Any medical condition or specified related condition for which you have received medical treatment, had symptoms (whether investigated or not) or sought advice in the 5 years prior to your date of entry (pre-existing medical condition). However, after a continuous period of 2 years as an insured person, all pre-existing conditions will become eligible for benefit provided you have not:
 - a. consulted a medical practitioner or specialist for medical treatment or advice; or
 - b. suffered symptoms; or
 - c. taken medication (including drugs, medicines, special diets or injections) for that condition for a continuous period of two years after the date of entry.

If your pre-existing condition is one of those shown below, we will also exclude treatment for the specified related conditions shown:

If you have the following pre-existing condition:	We will not pay for treatment of the following specified related conditions:
have been diagnosed with diabetes	• Diabetes • Ischaemic heart disease • Cataract • Diabetic retinopathy • Diabetic renal disease • Arterial disease • Stroke
are currently undergoing treatment for raised blood pressure (hypertension)	• Raised blood pressure (hypertension) • Ischaemic heart disease • Stroke • Hypertensive renal failure
are under investigation, having treatment or undergoing monitoring as a result of a Prostate Specific Antigen (PSA) test	• Any disorder of the prostate

In some circumstances you may have joined on different terms to those described above and you will find those terms on your Certificate of Insurance. For example, if you have joined from another insurer we may have transferred the medical underwriting terms from your previous policy for medical conditions that existed prior to you joining that policy.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 2 Genetic deformities, birth injuries or birth defects.

Applicable to Prima Concept

- 2 Congenital anomalies, genetic deformities, birth injuries or birth defects.

- 3 Foetal surgery.
- 4 Costs for genetic testing.
- 5 Treatment for, or arising from, deafness caused by ageing.
- 6 Treatment for any illness, diseases or injuries arising from a procedure that is not covered under this policy.
- 7 Experimental, unlicensed or unproven treatment, regardless of whether they are medically recommended or prescribed.
- 8 Home visits, unless they are necessary following the sudden onset of an acute illness, which renders the insured incapable of visiting their medical practitioner or physician. The doctor's visit must take place within 24 hours of the start of the condition.
- 9 Treatment when performed by a medical practitioner or specialist who is in any way related to the insured person.
- 10 Investigations into and treatment for loss of hair and any hair replacement unless the loss of hair is due to cancer treatment. Wigs are not covered.
- 11 Treatment received in health spas, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or a hospital / hospice where the hospital / hospice has effectively become the insured person's home or permanent abode or where admission is arranged wholly or partly for domestic reasons.
- 12 Cosmetic treatment, obesity, removal of fat or other surplus tissue from any part of the body, whether or not for medical or psychological purposes, and any associated treatment costs consequent of such treatment.

General Exclusions - continued

- 13 **Treatment** which is not medically necessary or which may be considered a matter of personal choice.
- 14 Any **treatment** carried out by a plastic surgeon, whether or not for medical/psychological purposes. The only exception is reconstructive surgery necessary to restore function or appearance after a disfiguring **accident** or as a result of surgery for cancer, if the **accident** or surgery occurs during your **period of cover** and has been covered by **us**. **We** will only cover the initial reconstruction.
- 15 Costs of providing or fitting any external prostheses, corrective devices or appliances.
- 16 **Treatment** for any illness, diseases or injuries arising from ear or body piercing and tattooing.
- 17 **Treatment** for cryopreservation, implantation or reimplantation of living cells or living tissue, whether autologous or provided by a donor.
- 18 Vaccinations and inoculations.
- 18 Routine physical examinations, including gynaecological investigations and tests, vaccinations and inoculations and other preventative medicines and tests without clinical symptoms being present. Routine hearing tests and the provision of hearing aids.
- 19 **Treatment** to change the refraction of one or both eyes (laser eye correction) including refractive keratectomy (RK) and photorefractive keratectomy (PRK), macular degeneration and similar conditions. However, **we** will pay for corrective sight surgery consequent of an **accident**.
- 20 Claims for any supplements or substances which are available naturally. This includes, but is not limited to: vitamins, minerals and organic substances except where prescribed under **Complementary Treatment**.
- 21 Nutritional supplements including but not limited to special infant formula and cosmetic products even if medically recommended or prescribed or acknowledged as having therapeutic effects.
- 22 Investigations, diagnostics and **treatment** directly or indirectly arising from or connected with male or female birth control (including insertion and removal of contraceptive devices and all other contraceptives) and any form of infertility or assisted reproduction except as covered under the **IVF** benefit.
- 22 Investigations, diagnostics and **treatment** directly or indirectly arising from or connected with male or female birth control (including insertion and removal of contraceptive devices and all other contraceptives), infertility and any form of assisted reproduction.
- 23 **Treatment** directly related to surrogacy whether **you** are acting as surrogate, or are the intended parent.
- 24 Investigations, diagnostics and **treatment** of impotence, sexual dysfunction or any consequence thereof, **treatment** for sterilisation or fertilisation, vasectomy or other sexually related conditions or gender reassignment.
- 25 **Treatment** directly or indirectly associated with sexually transmitted diseases.
- 26 **We** do not cover **treatment** for conditions such as conduct disorder, attention deficit hyperactivity disorder, autism spectrum disorder, oppositional defiant disorder, antisocial behaviour, obsessive-compulsive disorder, attachment disorder, adjustments disorders, as well as all **treatments** that encourage positive social-emotional relationships, such as communication therapies, floor time and family therapy.
- 27 Speech therapy is only eligible for reimbursement in the context of a diagnosed physical impairment, such as, but not limited to, nasal obstruction, neurogenic impairment (e.g. lingual paresis, brain injury) or articulation disorders involving the oral structure (e.g. cleft palate). **We** do not pay for speech therapy related to developmental delay, dyslexia, dyspraxia or expressive language disorder.
- 28 Any **treatment** of, or related to, or caused by, eating disorders of any kind. This includes but is not limited to the **treatment** of conditions such as anorexia nervosa, bulimia, bariatrics, and any **treatment** required for any condition caused as a result of these conditions.
- 29 Costs which arise from or are directly or indirectly caused by an attempt at suicide or bodily injury or illness, which is wilfully self-inflicted or due to negligent or reckless behaviour.
- 30 **Treatment** for dependency on or abuse of alcohol, drugs or any other addictive substances and any injury or illness arising directly or indirectly from such abuse or addiction.
- 31 Any **treatment** arising from or related to injuries sustained whilst engaged in a criminal, illegal or unlawful act.
- 32 Costs which arise from or are directly or indirectly caused by self-exposure to needless danger, except in an attempt to save a human life.
- 33 **Treatment** directly or indirectly arising from or required as a consequence of war, invasions, acts of foreign enemy, hostilities (whether or not war is declared), civil war, rebellion, revolution, insurrection or military or usurped power, mutiny, riot, strike, martial law or state of siege or attempted overthrow of government or any acts of terrorism, unless the **insured person** sustains bodily injury whilst an innocent bystander.
- 34 **Treatment** directly or indirectly arising from or required as a result of chemical contamination or contamination by radioactivity from any nuclear material whatsoever or from the combustion of nuclear fuel, asbestosis or any related condition.
- 35 Costs directly or indirectly resulting from the release of weapon(s) of mass destruction, whether such involves an explosive sequence(s) or not.
- 36 Expenses incurred because of complications directly caused by an illness, injury or **treatment** for which cover is excluded or limited under **your policy**.
- 37 **Treatment** required as a result of failure to seek or follow medical **advice**.
- 38 Costs and expenses incurred where an **insured person** has travelled against medical **advice**.
- 39 Travel costs to and from medical facilities (including parking and taxi costs) for eligible **treatment**, other than any travel costs covered under transportation or **Evacuation or Repatriation** benefit.
- 40 Any costs incurred outside **your area of cover** other than eligible emergency **treatment** costs covered under the **in-patient & day-patient** benefit. **We** will not cover any costs associated with curative **treatment** or follow-up of emergency **treatment** outside **your area of cover** or travel costs to return to **your area of cover**.
- 40 Any costs incurred outside **your area of cover**. **We** will not cover any costs associated with curative **treatment** or follow-up of emergency **treatment** outside **your area of cover** or travel costs to return to **your area of cover**.

- 41 **Treatment** costs which are incurred outside of the **period of cover** or after termination of the **policy** for whatever reason, including non-renewal and non-payment of premium.
- 42 Losses not incurred within the **period of cover** and claims submitted later than 6 months after the end of the **period of cover** (unless this was not reasonably possible).
- 43 **Medical practitioner** fees for the completion of a Claim Form or other administration charges.

44 **Treatment** or diagnostic procedures of injuries arising from an engagement in **professional sports**.

45 **Treatment** that is not specified under 'The Cover' or where 'Optional Benefits' have not been selected.

Applicable to Prima Concept

- 46 **Treatment** of a newborn baby when birth/delivery takes place prior to 37 weeks gestation.

General Conditions

These conditions apply to all sections of this insurance.

1 Policy Term

The **policy** is an annual contract and is effective for twelve months from the **commencement date**. The **policy** can be renewed **each year** on the **renewal date**, subject to the **policy** terms, conditions and premium rates in force at the time and as notified to **you** in **your** renewal invitation.

2 Premium Payment

Premiums can either be payable monthly, quarterly or annually and are due to be paid on or before the **commencement date** or **renewal date**. However, as **your policy** is an annual contract **you** are responsible for the whole years' premium even if **we** have agreed that **you** may pay by a monthly or quarterly premium. Failure to make payment may result in suspension of cover or termination of the **policy** without notice. Reinstatement upon subsequent receipt of funds may warrant the application of General Exclusion 1 with effect from the date of reinstatement. No **insured person** shall have automatic right to continue the cover with **us**. Please refer to the Payment Terms & Conditions.

Payment for additions to the **policy** must be received by the due date on our invoice. If the premium is not received by **us** on or before the due date, cover may be deemed null and void without further notice.

3 Taxes

We reserve the right to reflect any changes in insurance premium tax or other government levies as may be imposed upon **us**.

4 Intermediary

We may deal with the **policyholder's** brokers or intermediaries directly in negotiating, advising and assisting with the insured benefits under this **policy**.

5 Alterations

At each **renewal date**, **we** reserve the right to alter or discontinue the benefits, terms, conditions and premiums of this **policy** and **we** shall notify **you** of such changes at least 21 days prior to the **renewal date** to **your** last known address. If **you** fail to receive such notice for whatever reason this shall not invalidate the change.

6 The Policyholder will

- ensure that all **members** within the group are made aware of the level of cover, medical underwriting terms, **policy** terms, conditions and claims procedure. All waiting periods as defined in the **policy** terms and conditions will be applicable to the **members** and the **dependants** unless otherwise agreed by **us**.
- ensure that all **members** are made aware of any changes or alterations to the **policy**, level of cover, **policy** terms and conditions.
- pay premiums, including taxes and government levies as may be applicable, to **us** on or before or on the due dates pursuant to and arising from the **policy** terms and conditions including the payment terms and conditions. For the avoidance of doubt, premiums should be paid directly to **us** by the **policyholder** and not through a broker or an intermediary.
- inform all **members** of the termination or non-renewal of their cover (if applicable) under the **policy**.
- ensure that the **member** and **dependant** membership cards are destroyed on termination of their coverage.
- disclose all material facts and circumstances of the **members** and their **dependants** where required by **us** for medical underwriting purposes.
- notify **us** with thirty (30) days prior written notice in the event that it wishes to deal with **us** on a direct basis where the **policyholder** deals through an appointed insurance broker or intermediary or wishes to appoint a new insurance broker or intermediary.

h. pay for and assume all and any liability for **out-patient treatment** that has been procured by any **member** or **dependant**, which is not covered by the **policy** terms and conditions and/or which has not been authorised by **us**. The **policyholder** may at its discretion meet the liability or pass such liability on to the **member**.

i. pay for and assume all and any liability for any **treatment** that has been procured by or provided to any **member** or **dependant** who is no longer eligible for cover, irrespective of whether such **treatment** has been pre-authorised by **us** or not.

j. provide to **us** in writing within five (5) business days of the commencement of the **policy** the following information in respect of the **members**:

- The name of each person, including eligible **dependants**;
- The date of birth of each person, including eligible **dependants**;
- The gender of each person, including eligible **dependants**;
- The nationality of each person, including eligible **dependants**;
- The **country of residence** of each person, including eligible **dependants**;

k. ensure that an eligible **dependant** will join the scheme at the same time as the **member** joins. A **dependant** can subsequently join with a different start date to the **member** if one of the **Life Events** has occurred, within 30 days of the **Life Event** occurring. Newborn children will be accepted from birth without the need for medical underwriting, provided that **we** receive notification of their arrival within this period.

l. shall advise **us** in writing confirming which category a new **member** is joining and whether transferring their current medical underwriting from an existing medical insurer.

m. notify all additions or deletions of **members** and/or their eligible **dependants** within 28 days of the effective date of their addition and/or deletion. A pro rata addition or return of premium will be calculated.

7 Change of Risk

The **policyholder** must inform **us** as soon as reasonably practical of any change relating to the **member** or any **insured person** covered under this **policy**. Such change may affect information given in connection with the original application. This may include any information as documented on the Application Form or supporting documents provided which may have altered prior to the **commencement date** or the **renewal date** of the **policy**.

A change of cover, plan, **policy excess** or benefit can only be requested at the **renewal date** of the **policy**. **We** are under no obligation to agree to a requested change and any change may be subject to new underwriting terms and conditions.

The **area of cover** may be changed during the **policy** term if the **member** is moving **country of residence** or spending large amounts of time outside the existing **area of cover**, or if the group company relocates to another country or state, subject to underwriting terms and conditions. The change in the **area of cover** will apply until the next **renewal date**.

All and any transfers from existing medical insurance coverage after the **commencement date** of the **policy** will be subject to underwriting terms and conditions and are at **our** discretion.

8 Cancellation & Fraud

Cancellation by **you** - This is an annual **policy**. Whatever payment terms are selected by the **policyholder** and accepted by **us**, the agreed annual premium is due and the **policyholder** agrees to pay.

Cancellation by **us** - **We** will not cancel this **policy** because of eligible claims made by any **insured person**.

General Conditions - continued

We may at any time cancel this policy if the policyholder, member or a dependant has:

- misled us by mis-statement; or
 - submitted a claim which is, in any respect, false, fraudulent, intentionally exaggerated and/or, if fraudulent means/devices have been used by the policyholder, a member or a dependant or anyone acting on their behalf to obtain benefit under this policy. We will not pay any benefits for that claim. The amount of any claim settlement made, before the fraudulent act or omission was discovered, will become immediately repayable to us by the policyholder.
- If we decide to cancel this policy in these circumstances the contract will be considered void ab initio. No premium will be refunded.
- Failed to pay any premium on the due date. In these circumstances we reserve the right to pursue the policyholder for recovery of any outstanding premium and costs we incur.

9 Governing Law

You and we are free to choose the law that applies to this policy. In the absence of any agreement to the contrary, the law of England and Wales will apply.

10 Policy language

This policy is written in English and all other information and communications to you relating to this policy will also be in English unless we have agreed otherwise in writing. Where policy documents or other documents are provided in a language other than English for convenience, the English language version will take precedence in the event of any dispute.

11 Other Insurance

If there is any other insurance policy covering any of the same benefits as provided by this policy, you must disclose or ensure that the relevant insured person discloses the same to us. We shall not be liable to pay or contribute more than our rateable proportions.

12 Third Party Rights

Only the policyholder and we have legal rights under this policy and it is not intended that any clause or term of this policy should be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person including any dependant.

13 International Sanctions

We will not do business with any individual or organisation that appears on an economic sanctions list or is subject to similar restrictions from any other law or regulation. This includes sanction lists, laws and regulations of the European Union, United Kingdom, United States of America or under a United Nations resolution. If the policyholder or a member are directly or indirectly subject to economic sanctions, including sanctions against your country of residence, we reserve the right to immediately end cover and/or stop paying claims on your policy, even if you have permission from a relevant authority to continue cover or premium payments under a policy. In this case, we can cancel your policy or remove a member immediately without notice, but will then tell you if we do this. If you know that the policyholder, you or a member are on a sanctions list or subject to similar restrictions you must let us know within 7 days of finding this out.

14 Claims Contact & Information

All communication in respect of claims made under this policy will be with the member and/or the dependant. For claims relating to dependants, all communication will be with the dependant if they are aged over 16 years of age at the time of the communication, unless permission has been given to the member by the dependant that claims communication can be with the member. Where we agree to provide claims information (whether for premium calculation purposes or otherwise) we will provide general claims data only, to the policyholder and/or their appointed intermediary.

15 Foreign Exchange Adjustments

Foreign Exchange Adjustments on claim payments – we will pay the cost of treatment in the currency incurred. We will use the foreign exchange rates available to us on the date of treatment to determine the benefit level available. We will calculate the total cost of the treatment, incurred in the policy currency, including any foreign exchange charges and will deduct the total sum from the amount of benefit available and will notify you of the amount of benefit remaining (if any) in the policy currency. Note that in some circumstances, depending on currency movements over which we have no control, this may result in there being insufficient benefit available to fully pay for the treatment received.

16 Policy Suitable for Use

You should ensure that this policy will cover you in your country of residence, as some countries require residents to take out health cover through a local provider or to hold cover which meets certain compulsory requirements. The cover offered by us may not meet these country specific requirements and therefore additional cover may be necessary.

Assistance & Claims Procedure

Please follow the guidelines below to help us process your claims properly and efficiently.

POLICY DOCUMENTS

Within your policy pack you will have your Certificate of Insurance which tells you the plan you have selected, who is insured under your policy, which benefits you have chosen, and your policy excess. Also any Special Endorsements applicable to your cover will be noted.

MEMBERSHIP CARDS

We also supply personalised memberships cards to every insured person, which provides our essential contact numbers and addresses. This means that you and your family are only a phone call away from help. We suggest you keep your card with you at all times.

CLAIMS DEPARTMENT CONTACT DETAILS

All claims queries, pre-authorisation and document uploads can be submitted:

Online: www.alchealth.com/claims.htm
Tel: +44 (0) 330 333 6686
Fax: +44 (0) 330 333 6687
Email: claims@alchealth.com
Post: ALC Health Claims Team
PO Box 1114
Cardiff
CF11 1UL
United Kingdom

HOW TO MAKE A CLAIM

Please note that on your membership card you will find your policy and customer number. Full details of how to make a claim can be found on our website www.alchealth.com/claims.htm

OUT-PATIENT TREATMENT - Reimbursement

Please note that all out-patient treatment relating to psychiatric illness

requires pre-authorisation (see below) and we reserve the right to decline the claim in full if treatment is not pre-authorised.

For all other out-patient treatment you may go to your doctor or specialist for consultations or treatment and submit your claim for reimbursement. You will need to complete a claim form which you can send together with your invoices and receipts and any additional medical information that has been provided to you.

Online: www.alchealth.com/claims.htm
Tel: +44 (0) 330 333 6686
Fax: +44 (0) 330 333 6687
Email: claims@alchealth.com
Post: ALC Health Claims Team
PO Box 1114
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CF11 1UL
United Kingdom

Please note that if you follow this process there may be occasions when we need more detailed medical information in order to establish that your policy with ALC Health provides you with cover for the treatment you have received.

On these occasions we will send you a Medical Certificate for completion by your treating doctor or we may, with your written permission, contact your usual family doctor, treating doctor or specialist directly. You can also download a Medical Certificate from our website at www.alchealth.com/claims.htm to take with you to your appointment.

You will need to complete part of the form and then pass it to your doctor or specialist to complete their section before submitting to us by fax, post, email or online.

OUT-PATIENT TREATMENT – Pre-authorisation

If you wish to confirm in advance that your out-patient treatment is covered you can pre-authorise your claim before you visit your doctor or specialist by calling us on

+44 (0) 330 333 6686

We will confirm how much you are able to claim and what you should do next. You will be given a Claim Reference Number and if your claim is eligible and pre-authorised by us, you will also receive a copy of the Guarantee of Payment we send to the doctor, specialist or hospital. You can send any invoices and receipts and any additional medical information that has been provided to you, quoting your Claim Reference Number.

Online: www.alchealth.com/claims.htm

Tel: +44 (0) 330 333 6686

Fax: +44 (0) 330 333 6687

Email: claims@alchealth.com

Post: ALC Health Claims Team

PO Box 1114

Cardiff

CF11 1UL

United Kingdom

PLANNED IN-PATIENT & DAY-PATIENT TREATMENT

All in-patient and day-patient treatment must be pre-authorised.

If treatment is not pre-authorised by us, we reserve the right to decline your claim.

If your treatment is subsequently proven to be covered under the terms and conditions of your policy, we will pay only 50% of eligible benefits.

Please ensure that you apply for pre-authorisation at least FIVE WORKING DAYS prior to admission or treatment appointment.

Complaints

à la carte healthcare limited trading as ALC Health or ALC Health (Hong Kong) Ltd is the product provider. The insurer is the underwriter detailed in the Certificate of Insurance and claims are managed by a Claims Management Company appointed by ALC Health.

We all aim to provide you at all times with a high standard of service but we acknowledge that there may be times when you may be unhappy with us. If we are unable to resolve matters to your satisfaction and you wish to make a complaint please contact us:-

The Managing Director, ALC Health, Chanctonfold Barn, Horsham Road, Steyning, West Sussex, BN44 3AA, United Kingdom, or email managingdirector@alchealth.com or telephone +44 (0)1903 817970

To help us resolve your complaint, please supply the following information:

- Your name and membership details
- A contact telephone number
- A description of your complaint
- Any relevant information relating to your complaint that we may not have already seen.

The most important thing for us is to help resolve your concerns as quickly as possible. We will do all we can to resolve your complaint within 72 hours. If we can do this we will send you a Summary Resolution Complaint (SRC) form confirming our response and requesting your confirmation that the complaint is resolved to your satisfaction. If we can't do this, we will contact you within five working days to acknowledge your complaint and explain the next steps.

We will issue our final response within eight (8) weeks from when you originally contacted us. However, we will respond sooner than this if we are able to.

If it looks as though our review of your complaint will take longer than this, we will let you know the reasons for the delay and will keep you informed and updated.

Regulatory Protection

à la carte healthcare limited trading as ALC Health and ALC Health (Hong Kong) Ltd are authorised and regulated by the Financial Conduct Authority (FCA) in the UK. ALC Health (Hong Kong) Ltd is also registered with the Insurance Agents Registration Board in Hong Kong (IARB).

XL Catlin Insurance Company UK Limited is authorised by the Prudential Regulation Authority (PRA) and regulated by the FCA.

Catlin Underwriting Agencies Limited is the managing agent of Syndicate 2003, underwriters at Lloyds. Catlin Underwriting Agencies

You can pre-authorise your claim before you visit your doctor or specialist or hospital by calling us on

+44 (0) 330 333 6686

Alternatively you can go to our website at www.alchealth.com/claims.htm and request pre-authorisation by completing the online submission form.

Once we have confirmed that your claim is eligible under your policy, we will issue a Guarantee of Payment to the doctor or hospital and send you a copy.

Your doctor or hospital will send your invoices to us for payment. We will make direct payment to them and will send you a statement to confirm that this has been done.

In some circumstances, you may need to pay for the eligible treatment directly. In these cases, please forward your paid accounts directly to us by post, fax, email attachment or online submission and we will send the payment (and statement) to you instead. Please ensure that you include your Claim Reference Number on any correspondence and your registered bank account details are up to date.

EMERGENCY ADMISSIONS

If you have an emergency situation and require immediate admission to hospital, our specialist team are there to support you. You can contact them on +44 (0) 330 333 6686 or you can ask someone to call them on your behalf.

If possible, please make sure that when you are admitted to hospital you give them your membership card as this will help us to deal with them directly.

In the event of an emergency admission you may unfortunately, not be in a position to notify us. Please therefore do ensure that you carry your membership card at all times. Hospitals may need to have access to this and will, where necessary, check your personal belongings to discover it.

It is also a good idea to ensure a relative, close friend or colleague is aware of your medical insurance arrangements.

The Financial Ombudsman Service

In the unlikely event that you remain dissatisfied, if your insurance is provided by Underwriters at Lloyd's you are entitled to refer the matter to the Complaints team at Lloyd's. Full details of Lloyd's complaints procedures are available at www.lloyds.com and the Complaints team's contact details are as follows:

Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent ME4 4RN
Tel: +44 (0)20 7327 5693
Fax: +44 (0)20 7327 5225
Email: complaints@lloyds.com

Alternatively, or if your insurance is provided by a different underwriter, you also have the right to refer your complaint to the Financial Ombudsman Service (FOS), free of charge, once the above Complaints process is complete. Further details regarding the FOS can be obtained from their website at www.financial-ombudsman.org.uk. Alternatively the FOS may be contacted at:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
United Kingdom
Tel: 0800 023 4567

Should you refer the matter to Lloyd's this will not affect your right to refer the matter to the Financial Ombudsman Service following Lloyd's review.

Regulatory Protection - continued

Catlin Underwriting Agencies Ltd's register number with the FCA is 204848

This information can be checked by visiting the FCA register which is on their website www.fca.org.uk or by contacting the FCA on +44 (0)20 7066 8348.

The FCA is committed to securing the appropriate degree of protection for consumers and promoting public understanding of the financial

system. The FCA have set out rules which regulate the sale and administration of general insurance which **we** must follow when **we** deal with **you**.

We provide advice and information only on our own products. If **you** require advice on other available products which may be more suitable to **your** needs **you** should consult an appropriately qualified insurance broker or intermediary.

Area of Cover

AREA 1 EUROPE

(Europe is defined as: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia & Herzegovina, Bulgaria, Canary Islands, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Federal Republic of Yugoslavia, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan).

How is my personal data protected?

This is only a summary of ALC's policies regarding your personal information. For a complete explanation of how **we** gather, use and protect **your** personal information and **your** corresponding rights, please review **our** complete Privacy Policy, which is available at <https://www.alchealth.com/privacy.htm>

We will deal with all personal information supplied by **you** in the strictest confidence as required by the General Data Protection Regulation (GDPR).

We may share **your** information with third parties who provide services on **our** behalf to help with **our** business activities. These companies are authorised to use **your** personal information only as necessary to provide these services to **us**. When **we** share information with these other

companies to provide services for **us**, they are not allowed to use it for any other purpose and must keep it confidential. These services may include:

- Adjudicating and managing the claims process
- Payment processing to healthcare providers
- Providing customer service
- Sending marketing communications

In certain situations, ALC Health may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Fair Processing Notice

This Privacy Notice describes how XL Catlin Insurance Company UK Limited and Catlin Underwriting Agencies Limited in respect of Syndicate 2003 (for the purpose of this notice "**we**", "**us**" or the "**Insurer**") collect and use the personal information of **insureds**, claimants and other parties (for the purpose of this notice "**you**") when **we** are providing **our** insurance and reinsurance services.

The information provided to the **Insurer**, together with medical and any other information obtained from **you** or from other parties about **you** in connection with this policy, will be used by the **Insurer** for the purposes of determining **your** application, the operation of insurance (which includes the process of underwriting, administration, claims management, analytics relevant to insurance, rehabilitation and customer concerns handling) and fraud prevention and detection. **We** may be required by law to collect certain personal information about **you**, or as a consequence of any contractual relationship **we** have with **you**. Failure to provide this information may prevent or delay the fulfilment of these obligations.

Information will be shared by the **Insurer** for these purposes with group companies and third party insurers, reinsurers, insurance intermediaries

and service providers. Such parties may become data controllers in respect of **your** personal information. Because **we** operate as part of a global business, **we** may transfer **your** personal information outside the European Economic Area for these purposes.

You have certain rights regarding **your** personal information, subject to local law. These include the rights to request access, rectification, erasure, restriction, objection and receipt of **your** personal information in a usable electronic format and to transmit it to a third party (right to portability).

If **you** have questions or concerns regarding the way in which **your** personal information has been used, please contact: compliance@xlcatalin.com.

We are committed to working with **you** to obtain a fair resolution of any complaint or concern about privacy. If, however, **you** believe that **we** have not been able to assist with **your** complaint or concern, **you** have the right to make a complaint to the UK Information Commissioner's Office.

For more information about how **we** process **your** personal information, please see **our** full privacy notice at: <http://xlgroup.com/footer/privacy-and-cookies>.

www.alchealth.com



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F +350 200 77741
Company No. 111964

ALC HEALTH (HONG KONG) LTD

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29 Queen's Road Central
Central Hong Kong
T +852 3478 3751
F + 852 3478 3880



ALC Health and alc health are trading styles of à la carte healthcare ltd. Registered in England no 4163178. Registered Office: Chanctonfold Barn Chanctonfold Horsham Road Steyning West Sussex BN44 3AA United Kingdom. à la carte healthcare ltd is authorised and regulated by the Financial Conduct Authority (FCA No 311496).

ALC Health (Hong Kong) Ltd is a wholly owned subsidiary of à la carte healthcare limited. Registered in Hong Kong No 2399505 and by the Insurance Agents Registration Board (No. 17975427).

Registered Office: Vistra (Hong Kong) Limited, Room 1901, 19/F, Lee Garden One, 33 Hysan Avenue, Causeway Bay, Hong Kong.

à la carte healthcare ltd is part of the IMG Group of Companies.