

Private Client application

Underwritten by Underwriters at Lloyd's



Filling out this form

- Use this form to apply for one of our 4 Prima healthcare plans.
- You must take care in answering all the following questions which are relevant to us in providing this insurance and setting the terms and premium. Please contact us if you do not understand the question or the nature of the information required or please seek guidance from your broker. Failure to provide information or the provision of incomplete or inaccurate information may result in the loss of cover or other remedies. Remember to sign the Declaration on page 5.
- Please write clearly using capital letters.
- If you are transferring from another insurer or from an ALC Health group policy, you must attach a copy of your current Certificate of Insurance.
- If you have any questions, call us on +44 (0) 1903 817970 (UK), +852 3478 3751 (Hong Kong), +34 952 93 16 09 (Spain) or +350 2000 77731 (Gibraltar)
- If you'd like a copy of this application form, please let us know within 3 months.

What's next?

- Send your completed form back to us using **one** of these options:
 - **Email:** privateclient@alchealth.com
 - **Fax:** + 44 (0) 1903 879719
 - **Post:** ALC Health, Chanctonfold Barn, Chanctonfold, Horsham Road, Steyning, West Sussex BN44 3AA United Kingdom
- We'll write to you with your terms and requesting payment within 5 working days.
- Then, once we've received your payment, we'll send your policy documentation.

1 Choosing your level of cover

Please select **one plan** below to cover everyone on this application, then tick the boxes to choose your level of cover. For more information on our plans, visit www.alchealth.com or simply scan this code with your smartphone →



Prima Concept	Prima Classic	Prima Premier	Prima Platinum
<input checked="" type="checkbox"/> In-patient, day-patient and out-patient treatment	<input checked="" type="checkbox"/> In-patient, day-patient and out-patient treatment	<input checked="" type="checkbox"/> In-patient and day-patient treatment <input type="checkbox"/> Out-patient treatment	<input checked="" type="checkbox"/> In-patient, day-patient and out-patient treatment
	Routine pregnancy and childbirth limit: <input type="checkbox"/> £3,000 : €3,600 : US\$4,500 <input type="checkbox"/> £5,000 : €6,000 : US\$7,500	Routine pregnancy and childbirth limit: <input type="checkbox"/> £3,000 : €3,600 : US\$4,500 <input type="checkbox"/> £5,000 : €6,000 : US\$7,500 <input type="checkbox"/> £7,500 : €9,000 : US\$11,250 <input type="checkbox"/> £10,000 : €12,000 : US\$15,000	Routine pregnancy and childbirth limit: <input type="checkbox"/> £3,000 : €3,600 : US\$4,500 <input type="checkbox"/> £5,000 : €6,000 : US\$7,500 <input type="checkbox"/> £7,500 : €9,000 : US\$11,250 <input type="checkbox"/> £10,000 : €12,000 : US\$15,000 <input type="checkbox"/> £20,000 : €24,000 : US\$30,000
	<input type="checkbox"/> Dental treatment	<input type="checkbox"/> Dental treatment	<input type="checkbox"/> Dental treatment
<input type="checkbox"/> Evacuation or Repatriation	<input type="checkbox"/> Evacuation or Repatriation	<input type="checkbox"/> Evacuation or Repatriation	<input type="checkbox"/> Evacuation or Repatriation
Area of cover: <input type="checkbox"/> Area 1 – Europe <input type="checkbox"/> Area 2 – Worldwide excluding USA and any USA territories	Area of cover: <input type="checkbox"/> Area 1 – Europe <input type="checkbox"/> Area 2 – Worldwide excluding USA and any USA territories <input type="checkbox"/> Area 3 – Worldwide	Area of cover: <input type="checkbox"/> Area 1 – Europe <input type="checkbox"/> Area 2 – Worldwide excluding USA and any USA territories <input type="checkbox"/> Area 3 – Worldwide	Area of cover: <input type="checkbox"/> Area 1 – Europe <input type="checkbox"/> Area 2 – Worldwide excluding USA and any USA territories <input type="checkbox"/> Area 3 – Worldwide
In which currency would you like to pay your premium? Your policy benefits will also be in this currency. <input type="checkbox"/> GB£ <input type="checkbox"/> Euro€ <input type="checkbox"/> US\$			
How much excess would you like to pay? Excess is per person per policy year and does not apply to Routine Pregnancy & Childbirth, Dental Treatment, Evacuation or Repatriation options or Well-being, Optical and Vaccination benefits. To reduce your premium amount, choose a higher policy excess. <input type="checkbox"/> Nil <input type="checkbox"/> £500 : €600 : US\$750 <input type="checkbox"/> £7,500 : €9,000 : US\$11,250 <input type="checkbox"/> £50 : €60 : US\$75 <input type="checkbox"/> £1,000 : €1,200 : US\$1,500 <input type="checkbox"/> £150 : €180 : US\$225 <input type="checkbox"/> £2,500 : €3,000 : US\$3,750 <input type="checkbox"/> £300 : €360 : US\$450 <input type="checkbox"/> £5,000 : €6,000 : US\$7,500			
How would you like to pay your premium? We'll send details following acceptance of your application. <input type="checkbox"/> Annually → <input type="checkbox"/> Credit/Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> Quarterly → <input type="checkbox"/> Credit/Debit Card <input type="checkbox"/> Bank Transfer <input type="checkbox"/> Monthly → <input type="checkbox"/> Credit/Debit Card <input type="checkbox"/> Bank Transfer			

Semi-private room (Applicable to residents of Hong Kong only)

- Tick this box if you wish to receive treatment in a semi-private room. The In-patient and Out-patient premium will be approximately 12% lower if you choose this option. Please note, this discount will not apply if you choose Area 3 - Worldwide as your area of cover.

2 Your details

Policyholder details

Title

Mr Mrs Miss Ms Other:

First name(s)

Surname

Date of birth (DD-MM-YYYY)

Gender

Occupation (please give full details)

Nationality

Country of residence

Email address

Home address

Postcode:

Country

Correspondence address (if different)

Postcode:

Country

Phone numbers

Home:

Work:

Mobile:

Fax:

Is the Policyholder to be insured under this policy? Yes No

Additional family member details

Please give details of any additional family members to be covered by this policy. This includes your spouse/partner and any children under the age of 25 years of age who are permanently living with you or in full time education.

If more than four additional family members are to be covered, please photocopy this page before you start filling in this section, and number each sheet using the boxes on the right to help us keep track.

Copy number of

1st family member

Title

First name(s)

Surname

Date of birth (DD-MM-YYYY)

Relationship to policyholder

Occupation

Nationality

Country of residence

2nd family member

Title

First name(s)

Surname

Date of birth (DD-MM-YYYY)

Relationship to policyholder

Occupation

Nationality

Country of residence

3rd family member

Title

First name(s)

Surname

Date of birth (DD-MM-YYYY)

Relationship to policyholder

Occupation

Nationality

Country of residence

4th family member

Title

First name(s)

Surname

Date of birth (DD-MM-YYYY)

Relationship to policyholder

Occupation

Nationality

Country of residence

Medical history

Are you transferring from another insurer or from an ALC Health group policy? There should be no break in cover from your previous insurer.

- No – please go to section 3
 Yes – please complete the questions below and attach a copy of your current Certificate of Insurance

Please make sure you have permission to advise us of all the medical details for all family members you wish to add to this plan.

Copy number of

Policyholder	1 st family member	2 nd family member	3 rd family member	4 th family member
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1) Have you had cancer in the last 5 years?

- | | | | | |
|--|--|--|--|--|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|--|--|--|

2) Do you have any treatment, consultations, investigations, diagnostic tests or check-ups planned or pending for cancer?

- | | | | | |
|--|--|--|--|--|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|--|--|--|

3) Have you had any treatment in hospital or consulted a doctor, medical practitioner or specialist in the last 12 months?

- | | | | | |
|--|--|--|--|--|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|--|--|--|

4) Do you have any treatment, consultations, investigations, diagnostic tests or check-ups, planned or pending?

- | | | | | |
|--|--|--|--|--|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|--|--|--|

By treatment we mean surgical or medical intervention including drugs prescribed by a doctor, that are needed to diagnose, relieve or cure a disease, illness or injury. A specialist is any doctor, including psychiatrist who is not your medical practitioner.

Declaring illnesses

If you've answered **yes** to any of the questions above, you must give full details here. Please continue on a separate sheet if necessary.

Which question does this declaration relate to?

Treatment, including dates, drugs and dosages

Full name

Medical condition, including current prognosis

Which question does this declaration relate to?

Treatment, including dates, drugs and dosages

Full name

Medical condition, including current prognosis

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Treatment, including dates, drugs and dosages

Full name

Medical condition, including current prognosis

3 General Data Protection Regulation (GDPR)

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

ALC collects many kinds of information in order to operate effectively and provide you the best products, services and experiences we can. Regardless of the source, we believe it is important to treat that information with care and to help you maintain your privacy.

When you provide data processing consent, we will process your personal information in order to provide the services you have purchased, including to administer claims, and to receive member communications, in accordance with our Privacy Policy. If you provide marketing consent, we will send you relevant information and future marketing materials regarding products or services in which you may have interest, and for all other purposes set forth in our Privacy Policy. You may withdraw your consent at any time.

By providing marketing consent, we may gather information about you from third parties to help us identify insurance products and services in which you may have interest, and share information with third parties, such as web analytics tools, in order to send you relevant information and future marketing materials, and for all other purposes set forth in our Privacy Policy. You may withdraw your consent at any time.

We may share your information with third parties who provide services on our behalf to help with our business activities. These companies are authorized 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

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

4 Fair Processing Notice

This Privacy Notice describes how 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@axaxl.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>

5 Your declaration

1. I have received and read the full Definitions, Benefits, Exclusions and Condition of this Policy including General Exclusion 1 relating to Pre-existing Conditions and General Condition 7 relating to Governing Law. I understand that the Application Form, Certificate of Insurance and the Policy Wording make up the contract between us and all form part of the policy. I am aware that cover shall be provided in accordance with the policy. General Exclusion 1 relating to Pre-existing Conditions is not applicable to full medical underwriting terms. Any personal exclusions will be stated on your Certificate of Insurance.
2. I/we declare that the information disclosed in this proposal is, to the best of my/our knowledge and belief, both accurate and complete. I/we have taken care not to make any misrepresentation in the disclosure of this information and understand that all information provided is relevant to the acceptance and assessment of this insurance, the terms on which it is accepted and the premium charged.
3. I understand that if I am not satisfied with the content of this policy, I may cancel the insurance within 14 days of the completion of this contract as set out in the Policy Wording.
4. If I have indicated that I wish to pay by credit/debit card, I authorise à la carte healthcare limited to debit my account up to 4 days in advance of the collection/renewal date with the appropriate premium, and all subsequent renewal premiums due as notified until I give written notice that I wish to terminate this Agreement. I understand that à la carte healthcare limited cannot be liable if my policy is lapsed should the credit/debit card be declined and I do not respond to requests for alternative methods of payment within 7 days.
5. By signing this form the policyholder confirms that:
 - anyone included on the plan has agreed that the policyholder has their permission to act for them to set up this plan

Consent

Yes No

I agree to the processing of my personal information to provide the services I have purchased, including to administer claims, and to receive member communications, in accordance with ALC Health's Privacy Policy

Yes No

I agree to receive relevant information and other communications from ALC Health about insurance coverages and service options. I understand that I can withdraw my consent at any time

Policy start date

Date (DD-MM-YYYY)

Your policy cannot start until we receive and accept this form. If you'd like your cover to start at a future date, you must let us know if there are any changes to the information given in this form – you cannot apply for cover more than 60 days in advance of completion of this form.

Documentation

Would you like to receive all policy documentation and future correspondence by email? We'll use the address from page 2.

Yes No

- the policyholder consents on behalf of those family members and themselves to ALC Health, its underwriters and its claims handlers using personal information in the ways described above.
6. If you are arranging this insurance via a broker the policyholder understands, acknowledges and agrees that ALC Health will pay commission to the broker at inception and renewal.
 7. I have read the General Data Protection Regulation (GDPR) notice as contained in this Application Form and the Privacy Policy which is available at <https://www.alchealth.com/privacy.htm>
 8. If you don't take reasonable care and the information you give us is inaccurate or incomplete then we may take one or more of the following actions:
 - (i) Cancel your plan;
 - (ii) Declare your membership void (treating your plan as if it had never existed);
 - (iii) Change the terms of your plan; or
 - (iv) Refuse to deal with all or part of any claim or reduce the amount of any claims payments.

We may ask you to provide further information and/or documentation to make sure that the information you gave us when taking out, making changes to or renewing your plan was accurate and complete.

We and you are entitled to choose the law that will govern this contract of insurance. We propose English law and this will apply unless otherwise agreed.

No cover is in force until this proposal is accepted by the insurer and the premium is paid. The insurer reserves the right to decline any insurance proposal or to offer different premium and terms from those quoted dependent on the information you have provided.

Confirmation

Policyholder signature

Signing this Application does not bind you to enter into this insurance.

Please PRINT name in full

Date signed (DD-MM-YYYY)

If you're completing a digital version of this form, please tick the box below to acknowledge the declaration.

I confirm, as the policyholder, I have read and understood this declaration

Broker name

Broker number

Top-up Policy

Please tick if you have a local health insurance policy. You can use the eligible claims you make on your local health insurance policy to use up the excess on your ALC Health policy.

Catlin Underwriting Agencies Limited is the managing agent of Syndicate 2003.
Catlin Underwriting Agencies Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA). (Firm Reference No 204848).
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Global Response Ltd. Registered office: 254 Upper Shoreham Road, Shoreham-By-Sea, West Sussex BN43 6BF. Registered in England and Wales. Registered number 05830667.
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.
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