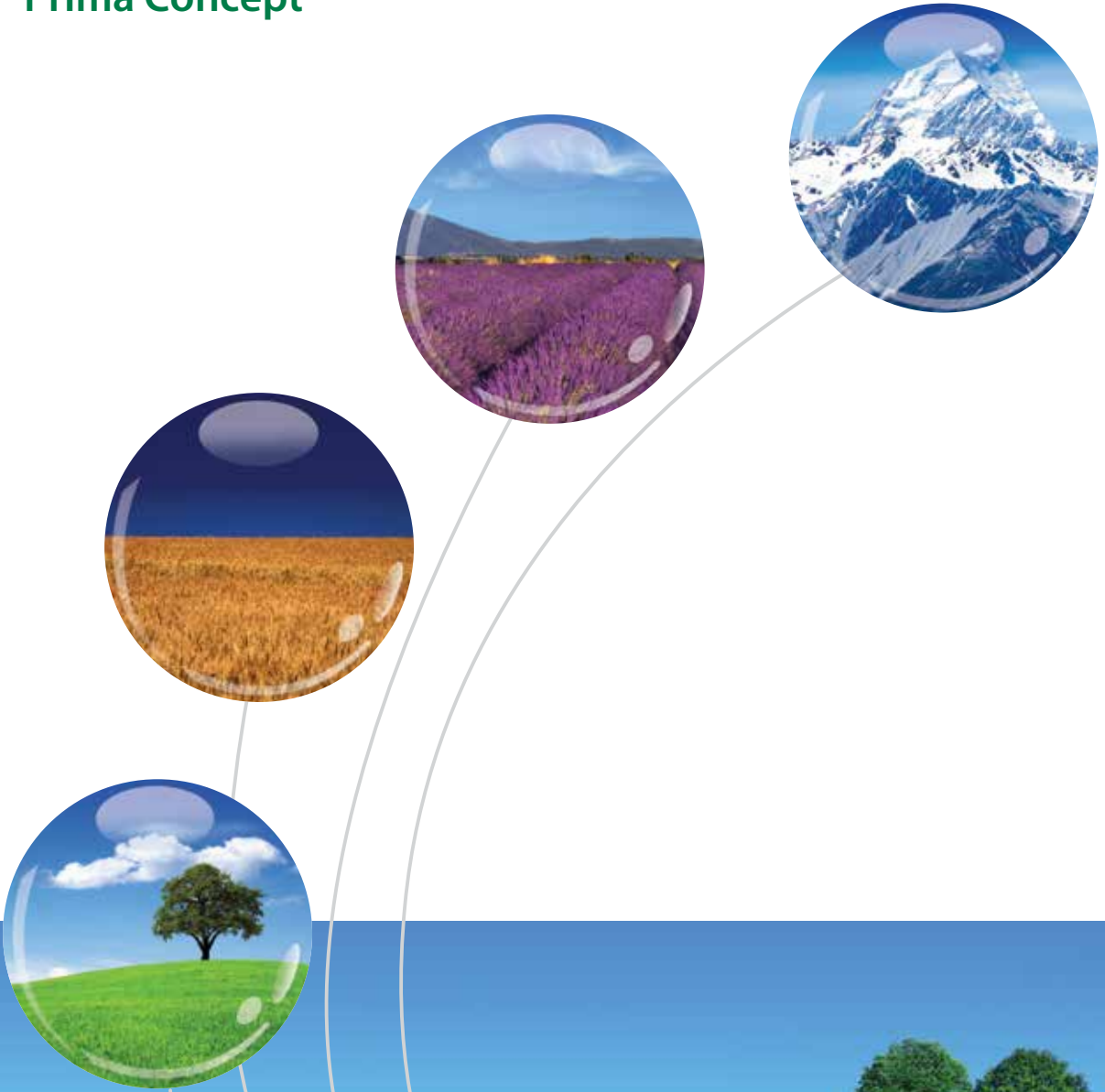


Corporate Policy Wording

Prima Platinum
Prima Premier
Prima Classic
Prima Concept



... we're different because we care



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Policy Wording effective 31 December 2018
Underwritten by XL Catlin Insurance Company UK Limited



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.

A cash benefit is available when **you** choose to downgrade from a **private room** to a **semi-private room** or ward for eligible **treatment** received in Hong Kong.

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 tests and 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

Treatment required to stabilise an **acute** episode of a **chronic** condition, including **medical practitioner** and **specialist** fees, diagnostics and **medication**.

Chronic Conditions - Routine Management

Routine management and maintenance of the symptoms of a **chronic** condition, including **medical practitioner** and **specialist** fees, diagnostics and **medication**.

Chronic Conditions - Palliative

Palliative treatment of a **chronic** condition.

Kidney Dialysis

Acute episode of an eligible **medical condition** which would result in the need for **Kidney Dialysis**.

Routine management, maintenance and **palliative treatment** of a **chronic** condition which requires ongoing **Kidney Dialysis**.

Oncology

All **treatment** aimed to cure cancer, manage and maintain irrecoverable cancer and **palliative treatment** during the end stages of cancer. The benefit includes oncologist and **specialist** fees, diagnostics, **medication**, radiotherapy, chemotherapy and immunotherapy.

IVF Treatment

Up to 3 cycles of in-vitro fertilisation, including **specialist** fees and **medication**. All cover under this benefit is subject to pre-authorisation by **us**. If it is not pre-authorised by **us**, then **we** reserve the right to decline the claim in full.

Organ Transplants

Transplant of any human organ in respect of costs incurred by an **insured person** to receive a donor organ. No costs incurred in locating and harvesting a donor organ are covered.

Complications of pregnancy

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

Prima Concept



Prima Classic



Prima Premier



Prima Platinum



£250,000: €300,000: US\$375,000

£1,250,000: €1,500,000: US\$1,875,000

£2,500,000: €3,000,000: US\$3,750,000

£5,000,000: €6,000,000: US\$7,500,000

Full Refund
£50: €60: US\$75 each night up to a maximum 15 nights

Full Refund
£70: €84: US\$105 each night up to a maximum 15 nights

Full Refund
£70: €84: US\$105 each night up to a maximum 15 nights

Full Refund
£100: €120: US\$150 each night up to a maximum 15 nights

Not Covered

Not Covered

Full Refund

Full Refund

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 £50,000: €60,000: US\$75,000

Limited to £100,000: €120,000: US\$150,000

Not Covered

Not Covered

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

Full Refund

Full Refund

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

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

Limited to £200,000: €240,000: US\$300,000

Limited to £200,000: €240,000: US\$300,000

Limited to £200,000: €240,000: US\$300,000

Full Refund

Full Refund

Full Refund

Full Refund

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.

Physiotherapy

Physiotherapy when such **treatment** is recommended by a **specialist** and **treatment** is carried out by a **physiotherapist** 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 administered by a clinical psychiatrist or psychologist, including **specialist** consultations, assessments, diagnostics and **medications** and 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**.

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), when admitted to a **hospital** bed as an **in-patient** or **day-patient**, 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.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
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
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

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)

Treatment required to stabilise an acute episode of a chronic condition, including medical practitioner and specialist fees, diagnostics and medication.

Chronic Conditions (Routine Management and Palliative Care)

Routine management and maintenance of the symptoms of a chronic condition, or palliative treatment of a chronic condition, including medical practitioner and specialist fees, diagnostics and medication.

Kidney Dialysis

Acute episode of an eligible medical condition which would result in the need for Kidney Dialysis.

Routine management, maintenance and palliative treatment of a chronic condition which requires ongoing Kidney Dialysis.

Oncology

All treatment aimed to cure cancer, manage and maintain irrecoverable cancer and palliative treatment during the end stages of cancer. The benefit includes oncologist and specialist fees, diagnostics, medication, radiotherapy, chemotherapy and immunotherapy. Includes road ambulance costs for transportation to and from the out-patient unit of a hospital for the administering of this specific treatment.

Purchase of wigs during active treatment of cancer which is covered by your plan.

Physiotherapy

Physiotherapy on recommendation by a medical practitioner or specialist and where treatment is carried out by a physiotherapist. 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. A treatment plan from your physiotherapist will be required for review. Treatments are recorded and, if required, additional information may be requested.

Chiropody or Podiatry

Treatment by a Chiropodist or Podiatrist without referral from a medical practitioner.

Complementary Treatment

Treatment administered by and medication prescribed by chiropractors, osteopaths, homeopaths, acupuncturists.

Dietician (limited to 1 visit 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

Treatment administered by a clinical psychiatrist or psychologist, including specialist consultations, assessments, diagnostics and medications. 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. A treatment plan from your psychiatrist or psychologist will be required for review.

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	Full Refund within overall out-patient limit	Full Refund	Full Refund
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
Full Refund within overall out-patient limit	Full Refund within overall out-patient limit	Full Refund	Full Refund
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
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
£150: €180: US\$225 per lifetime	£300: €360: US\$450 per lifetime	£300: €360: US\$450 per lifetime	£500: €600: US\$750 per lifetime
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

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 10 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 when performed by a **doctor**, 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

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.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
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 £300: €360: US\$450 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
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
Included	Included	Included	Included
Included	Included	Included	Included
Included	Included	Included	Included

Routine Pregnancy & Childbirth (OPTIONAL BENEFIT)

(excluding costs incurred within the first 10 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 72 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.

Dental Treatment (OPTIONAL BENEFIT)

Dental **treatment** as shown in the table of benefits below when performed by a **Dental Practitioner**

(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 of teeth other than wisdom teeth.

Wisdom tooth extraction when performed in a dental surgery.

New porcelain crown/inlay.

Repair of crown/inlay.

Root canal **treatment**.

Prima Concept	Prima Classic	Prima Premier	Prima Platinum
Not Covered	Optional pregnancy limits (for each pregnancy) <ul style="list-style-type: none"> ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500 	Optional pregnancy limits (for each pregnancy) <ul style="list-style-type: none"> ■ £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) <ul style="list-style-type: none"> ■ £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

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

New bridge. All costs relating to fitting a new bridge, including extractions of crowns required to support the new bridge.

Repair of bridge. All costs relating to repairing a bridge, including extractions of crowns required to support the 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**, they are subject to the overall policy limit.

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.

Evacuation or Repatriation (OPTIONAL BENEFIT)

(for eligible **medical conditions** requiring immediate emergency **hospital in-patient** or **day-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 airlight (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
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

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

An accidental injury to **sound natural teeth** which have been lost, damaged or dislodged.

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).

APPLIANCE

Is a spinal support, splints, knee braces or air cast.

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 and any USA territories

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 90 days in aggregate spent there during any one **policy** year.

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 chiroprapy 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
- It needs ongoing or long-term control or relief of symptoms

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, dietician, and acupuncture **treatment** as practiced by approved therapists.

COMPLICATIONS OF PREGNANCY

Complications of pregnancy include, for example, pre-eclampsia, miscarriage, threatened miscarriage, gestational diabetes, when the foetus has died and remains with the placenta in the womb, still birth, heavy bleeding in the hours and days immediately after childbirth (post-partum haemorrhage), afterbirth left in the womb after delivery of the baby (retained placental membranes) and complications following any of the above conditions.

CO-INSURANCE

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

CONGENITAL ANOMALY (Birth Defects)

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

CORRECTIVE DEVICE

Is, for example, a c-pap machine and life vest.

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 in a ward, **semi-private** or **private room** 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 **medically necessary treatment** administered by the international assistance company appointed by **us** whilst they are moving **you**.

EXTERNAL PROSTHESIS

An artificial device that replaces a missing body part and is worn externally.

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.

Definitions - continued

IN-PATIENT

An **insured person** who is admitted to a **hospital** bed in a ward, **semi-private** or **private room** 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 you
- A child of the new spouse/adult partner
- A step-child living with you
- Legal adoption of a child
- Fostering of a child

KIDNEY DIALYSIS (Haemodialysis)

Treatment that filters and purifies the blood using a dialysis machine.

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.

MEDICALLY NECESSARY

Treatment prescribed by a **medical practitioner** or **specialist**, which is deemed to be appropriate for **your medical condition**, is in line with accepted medical standards and is not considered to be experimental, unlicensed or unproven.

MEDICATION

Drugs and medicines and (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**.

NEWBORN

A **newborn** infant, or neonate, is a child under the age of 30 days.

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.

ORTHODONTIC

Affecting structure, function, development or appearance of teeth, upper or lower jaw or oral cavity

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, stop, reverse or delay progression of 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. Cover is for a standard **private room** only. Suites, VIP, premium, deluxe, executive **private rooms** (or similar) are not covered.

PRE-EXISTING

Any **medical condition** or specified related condition for which you have received **medical treatment**, had signs or symptoms (whether investigated or not) or sought **advice** in the 5 years prior to **your date of entry** (**pre-existing medical condition**).

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/psychiatrist. A disorder which affects the mind, mental function or emotions 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**.

Definitions - continued

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.

SOUND NATURAL TEETH

A **sound natural tooth** that is free of active clinical decay, has no gum disease associated with bone loss, no caps, crowns, or veneers, that is not a dental implant and that functions normally.

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 diagnose, relieve, cure or provide relief of a **medical condition**.

UNIQUE MARKET REFERENCE (UMR)

Reference number which is unique to the Underwriter of this policy as detailed on your **Certificate of Insurance**.

WE/OUR/US

à la carte healthcare limited trading as ALC Health and/or ALC Health (Hong Kong) Ltd on behalf of XL Catlin Insurance Company UK Limited as 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 (including gingivitis, periodontics or gum disease of any kind).

Applicable to Prima Concept

- 3 Any costs relating to Dental **Treatment** (including gingivitis, periodontics or gum disease of any kind).

- 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 or obtaining a donor organ, costs for the removal of the organ from the donor, transportation costs and all associated administration costs in respect of an **organ transplant**, costs of removing an organ from **you** to transplant into another person, and any resulting complications.

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**, (including gingivitis, periodontics or gum disease of any kind), 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** (including gingivitis, periodontics or gum disease of any kind).
- 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, for example, corrective footwear eg. corn plasters, insoles, dressings etc.

Applicable to Prima Platinum, Prima Premier and Prima Classic

- 6 Any costs incurred under the Well-being benefit for the initial 10 months of cover from purchase date of the **out-patient** benefit or **date of entry**, whichever is the latter.

Exclusions Specific to Each Section of Cover- continued

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 10 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**.
- 5 Antenatal 3D and 4D ultrasound scans.

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.
- 10 Sealants and fluoride **treatment**.

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 signs or 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 signs or 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	<ul style="list-style-type: none"> • Diabetes • Ischaemic heart disease • Cataract • Diabetic retinopathy • Diabetic renal disease • Arterial disease • Stroke
are currently undergoing treatment for raised blood pressure (hypertension)	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 **Congenital anomalies** (except where covered under **Newborn Cover – Congenital**), genetic deformities/disorders or **birth injuries**.

Applicable to Prima Concept

- 2 **Congenital anomalies**, genetic deformities/disorders or, **birth injuries**.

- 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 **medically 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 except under the **Oncology out-patient** benefit.

- 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**, any **treatment** for obesity, and any form of weight loss **treatment**, 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**.

- 13 **Treatment** which is not **medically necessary** or which may be considered a matter of personal choice which includes termination of a pregnancy when not **medically necessary** or medically recommended.

- 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. In circumstances where the treating **doctor** recommences **treatment** by a plastic surgeon for an eligible **medical condition** cover may be considered if surgery can only be performed by a plastic surgeon.

- 15 Costs of providing or fitting any **external prostheses, corrective devices** or **appliances** except for spinal supports, splints, knee braces and aircasts when being used as part of **treatment** for an **acute** condition in order to restore normal function.

- 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. Costs of removing living cells or living tissues from **you** to implant or re-implant into another person, and any related complication due to such a procedure.

Applicable to Prima Classic

- 18 Vaccinations and inoculations.

Applicable to Prima Concept

- 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** or when prescribed by a **specialist** to treat an eligible **medical condition**.

- 21 Nutritional supplements and products that can be obtained without prescription, for example, special infant formula and cosmetic products even if medically recommended or prescribed or acknowledged as having therapeutic effects.

General Exclusions - continued

Applicable to Prima Platinum

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.

Applicable to Prima Premier, Prima Classic and Prima Concept

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, obsessive-compulsive personality disorder, attachment disorder, adjustment 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.

Applicable to Prima Platinum, Prima Premier and Prima Classic

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**.

Applicable to Prima Concept

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 Costs relating to the completion of claim forms and any other documents, or any other administration or registration costs.

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, or costs that exceed the limits stated.

Applicable to Prima Concept

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

47 Any costs that exceed what **we** deem to be **reasonable and customary** for the type of **treatment** provided, in the location it is received in and given by a specific **doctor**.

48 Charges incurred for overdue payment of invoices.

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 result in 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

- a. 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**.
- b. ensure that all **members** are made aware of any changes or alterations to the **policy**, level of cover, **policy** terms and conditions.
- c. 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.
- d. inform all **members** of the termination or non-renewal of their cover (if applicable) under the **policy**.
- e. ensure that the **member** and **dependant** membership cards are destroyed on termination of their coverage.
- f. disclose all material facts and circumstances of the **members** and their **dependants** where required by **us** for medical underwriting purposes.
- g. notify **us** within thirty (30) days prior written notice in the event that you wish 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

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**.

We are entitled to cancel this **policy**, if there is a valid reason to do so, including for example:

- (i) any failure by **you** to pay the premium; or
- (ii) a change in risk which means **we** can no longer provide **you** with insurance cover; or
- (iii) non-cooperation or failure to supply any information or documentation **we** request, such as details of a Claim; by giving **you** fourteen (14) days' notice in writing.

9 Choice of Law

The parties are free to choose the law applicable to this **policy**. Unless specifically agreed to the contrary this **policy** will be governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.

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

This **policy** is an agreement between **us** and the **policyholder**. 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**. However this does not affect any right of a third party which exists or is available apart from that Act.

13 Sanctions

We shall not provide any benefit under this **policy** to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

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 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.

17 Evidence Required

You must provide information to support **your** claim and in the event that **we** do not receive this information **we** may reject or withhold payment until the information **we** require has been received.

18 Fraud

If **you**, or anyone acting for **you**, makes a fraudulent Claim, for example a loss which is fraudulently caused and/or exaggerated and/or supported by a fraudulent statement or other device, **we**:

- (a) will not be liable to pay the Claim; and
- (b) may recover from **you** any sums paid by **us** to **you** in respect of the Claim; and
- (c) may by notice to **you** treat this **policy** as having been terminated with effect from the time of the fraudulent act.

If **we** exercise **our** right under (c) above:

- (i) **We** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under this **policy** (such as the occurrence of a loss, the making of a Claim, or the notification of a potential Claim); and
- (ii) **We** need not return any of the premium paid.

19 Information You Have Given Us

In deciding to accept this **policy** and in setting the terms including premium **we** have relied on the information which **you** have provided to **us**. **You** must take care when answering any questions **we** ask by ensuring that any information provided is accurate and complete.

If **we** establish that **you** deliberately or recklessly provided **us** with untrue or misleading information **we** will have the right to:

- (a) treat this **policy** as if it never existed;
- (b) decline all Claims; and
- (c) retain the premium.

If **we** establish that **you** carelessly provided **us** with untrue or misleading information **we** will have the right to:

- (i) treat this **policy** as if it never existed, refuse to pay any Claim and return the premium **you** have paid, if **we** would not have provided **you** with cover;
- (ii) treat this **policy** as if it had been entered into on different terms from those agreed, if **we** would have provided **you** with cover on different terms;
- (iii) reduce the amount **we** pay on any Claim in the proportion that the premium **you** have paid bears to the premium **we** would have charged **you**, if **we** would have charged **you** more.

We will notify **you** in writing if (i), (ii) and/or (iii) apply.

If there is no outstanding Claim and (ii) and/or (iii) apply, **we** will have the right to:

- (1) give **you** thirty (30) days' notice that **we** are terminating this **policy**; or
- (2) give **you** notice that **we** will treat this **policy** and any future Claim in accordance with (ii) and/or (iii), in which case **you** may then give **us** thirty (30) days' notice that **you** are terminating this **policy**.

If this **policy** is terminated in accordance with (1) or (2), **we** will refund any premium due to **you** in respect of the balance of the **Period of Cover**.

20 Arbitration

All disputes and differences arising under or in connection with this Contract of Insurance between **us** and the **policyholder** shall be referred to arbitration under ARIAS (UK) Arbitration Rules.

The Tribunal shall consist of three arbitrators, one to be appointed by the Claimant, one to be appointed by the Respondent and the third to be appointed by the two appointed arbitrators. The third member of the Tribunal shall be appointed as soon as practicable (and no later than twenty-eight (28) days) after the appointment of the two party-appointed arbitrators. The Tribunal shall be constituted upon the appointment of the third arbitrator. The arbitrators shall be persons (including those who have retired) with not less than ten (10) years' experience of insurance or reinsurance within the industry or as lawyers or other professional advisers serving the industry.

Where a party fails to appoint an arbitrator within fourteen (14) days of being called upon to do so or where the two party-appointed arbitrators fail to appoint a third within twenty-eight (28) days of their appointment, then upon application ARIAS (UK) will appoint an arbitrator to fill the vacancy. At any time prior to the appointment by ARIAS (UK) the party or arbitrators in default may make such appointment.

The Tribunal may in its sole discretion make such orders and directions as it considers necessary for the final determination of the matters in dispute. The Tribunal shall have the widest discretion permitted under the law governing the arbitral procedure when making such orders or directions.

The seat of arbitration shall be London, England.

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

Cardiff

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.

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. Please ensure you allow us to settle all agreed treatment directly with the hospital so we can ensure costs are reasonable and customary.

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.

Complaints

à la carte healthcare limited trading as ALC Health or ALC Health (Hong Kong) Ltd is the product provider. XL Catlin Insurance Company UK Limited is the underwriter. 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.

If **you** remain dissatisfied after ALC Health has considered **your** complaint, or **you** have not received a final decision within eight (8) weeks, **you** can refer **your** complaint to the Financial Ombudsman Service at:

Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

From within the United Kingdom

Tel: 0800 0234 567 (free for people phoning from a "fixed line", for example, a landline at home)

Tel: 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

From outside the United Kingdom

Tel: +44 (0) 20 7964 1000

Fax: +44 (0) 20 7964 1001

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for XL Catlin Insurance Company Limited is the Financial Ombudsman Service, which can be contacted directly using the contact details above. For more information about ODR please visit <http://ec.europa.eu/odr>

Regulatory Information

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.

ALC Health's register number with the FCA is 311496

XL Catlin Insurance Company UK Limited register number with the FCA is 423308

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**.

ALC Health 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.

Financial Services Compensation Scheme

XL Catlin Insurance Company UK Limited is covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if **we** are unable to meet **our** obligations under this **policy**. If **you** are entitled to compensation under the Scheme, the level

and extent of the compensation will depend on the nature of this **policy**. Further information about the Scheme is available from the Financial Services Compensation Scheme (PO Box 300, Mitcheldean, GL17 1DY) and on their website: www.fscs.org.uk.

Several Liability Notice

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are

not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

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.

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 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

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 (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: <https://axaxl.com/privacy-and-cookies>.

www.alchealth.com



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