

# **SPECIAL CONDITIONS**

## **PROTECT**

# SPECIAL CONDITIONS PROTECT

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# I. Special Conditions Foyer Global Health Protect

## 1. Scope of cover

Capital terms used herein and not otherwise defined shall have the meaning attributed to them in the Glossary appended to the General Terms and Conditions.

The Insurer provides Benefits for the Diseases, Bodily Injuries, and other events that give rise to a Claim as stipulated in the Insurance Policy.

In the event of a Claim the Insurer provides reimbursement of the cost of treatment and other agreed Benefits, subject to the terms of the Insurance Policy.

Within the monetary limits of the present Special Conditions, the Insurer pays for the medical expenses of each of the Insured Parties designated under the Insurance Policy.

## 2. Geographic scope

The Insurance Policy covers Claims occurring in the following Regions:

- ▶ Region 1: Worldwide
- ▶ Region 2: Worldwide excluding the United States

If the Insurance Policy relates to Region 2 and the Insured Party temporarily travels outside of Region 2 (i.e. notably in the event of temporary residence for a maximum of six weeks outside Region 2) the insurance cover and related Benefits granted under the Insurance Policy shall only apply for Emergencies, Accidents and death.

Claims arising during travel for the purpose of treatment in a non-agreed Region are not insured under the Insurance Policy.

Any change in the habitual Country of Residence of the Insured Party must, alike any changes to the information provided previously to the Insurer, be notified immediately to the Insurer.

## 3. Insurability

Persons who are temporarily residing abroad for at least 1 month and who are under the age of 55 when applying for insurance are insurable.

The Insurer may terminate the Insurance Policy, in case the Insurance Policy were to become incompatible with or in breach of any local laws, rules or regulations applicable to the Policyholder or Insured Party .

### 3.1. Moratorium clause

Instead of a comprehensive medical risk assessment a moratorium clause will be applied. All existing illnesses and ongoing treatments are excluded from insurance cover.

## 4. Duration

The insurance policy begins on the date specified in the Particular Conditions (policy effective date) and ends at the specified end-date. The maximum insurance period is 12 months.



## 5. Benefits

### 5.1. General information

The Insurer will provide a 100% refund of eligible medical expenses, as described and to the extent set out in the present Special Conditions, unless otherwise agreed in the Insurance Policy.

### 5.2. Deductibles

Depending on the insurance plan taken out and the terms of the Insurance Policy, the Insurer shall provide 100% refund of eligible medical expenses up to the maximum annual limit specified in the present Special Conditions, unless otherwise agreed in the Insurance Policy.

#### 5.2.1. Deductibles

The Global Health Protect plan has the following Deductible variants:

- ▶ EUR 0
- ▶ EUR 250

The Deductible applies per Insurance Year and per Insured Party and only for outpatient treatment as defined under clause 5.3.3. If the Insured Party has agreed a Deductible with the Insurer, the Insurer will refund 100% of eligible medical expenses for outpatient treatment less the agreed Deductible.

Medical expenses are allocated to the Insurance Year in which the Doctor or Practitioner has been consulted or the Medical Treatment provided.

#### 5.2.2. Increased Benefits for Region 1

If the Insurance Policy covers Region 1 (i.e. worldwide), the limits and maximum amounts set out in Articles 4.3.2, 4.3.3 and 4.3.4 of the present Special Conditions shall be doubled.

If a Benefit is limited to a certain number of days or sessions or if a Deductible has been agreed under the Insurance Policy, such limit and Deductible shall not be affected by the provisions of the preceding paragraph.

## 5.3. Benefits

### 5.3.1. Deductibles

The Insured Party is free to choose any Doctor or Practitioner (including a Dentist) in relation to the Disease or Bodily Injury suffered.

The Benefits granted under the Insurance Policy include the reimbursement of medical costs and expenses incurred for Medical Treatment, subject to the terms of the Insurance Policy and in particular the present Special Conditions.

Medical expenses incurred for Medical Treatment provided by Doctors and Practitioners (including, for the avoidance of doubt, advice and treatments provided by Dentists) are covered under the Insurance Policy, in so far as such expenses are in line with the medical expense rates that are applied as common practice in the country where they are incurred. The Insurance Policy may also cover medical expenses that exceed such rates, if the relevant expenses are justified and reasonable in view of the suffered Disease or Bodily Harm. In the case of Practitioners for which no common expense rates exist in the country where they are incurred, the Insurer shall rely on the comparable remuneration for Doctors, if available, or else on the general level of prices applicable in the relevant country.



The Insurance Policy covers Medical Treatment that are recognised by Conventional Medicine. The Insurance Policy may also cover Medical Treatments that are recognized as being effective in practice even if not referred in any Conventional Medicine protocol, subject, however, to the right of the Insurer to reduce the Benefits due under the Insurance Policy to the level that would have applied if available Conventional Medicine protocols and methods had been used.

### 5.3.2. Inpatient treatment

#### Overview

The following Medical Treatments are covered as inpatient treatment under the Insurance Policy, subject to the detailed description of the relevant granted Benefits below:

- General hospital treatment and accommodation and care in a single or twin-bed room
- Medical services (including pathology, radiology, computed tomography, Magnetic Resonance Imaging, Positron Emission Tomography and Palliative Care)
- Hospital costs, including operating room, intensive care and laboratory
- Surgery and anesthetics
- Outpatient surgery instead of inpatient treatment
- Drugs and Dressings
- Physiotherapy
- Therapies, including occupational therapy, light therapy, Hydrotherapy, inhalations, packs, medical baths, cryotherapy, thermotherapy, electrotherapy
- Therapeutic aids and appliances
- Congenital conditions
- Cancer therapy, Oncology Drugs and Medical Treatment, including reconstructive surgery after breast Cancer
- Bone marrow and organ transplant (costs for both donors and recipients)
- Psychiatric treatment
- Parent accommodation during inpatient treatment of a minor up to 18 years
- Home nursing care and domestic help instead of a hospital stay
- Daily hospital allowance for inpatient treatment, for which no cost refund is claimed from the insurer
- Inpatient Rehabilitation
- Hospice
- Day hospital and partly inpatient treatment
- Transport to the next available suitable hospital for primary care after an Accident or in an Emergency

#### Detailed Benefit descriptions

##### **General hospital treatment and accommodation and care in a single or twin-bed room**

The Insured Party may freely choose the hospital in which Medical Treatment is to be received. Medical Treatment in a hospital means any Medical Treatment, in which the Insured Party is admitted to a hospital for at least 24 hours in order to receive the relevant Medical Treatment.



When Medical Treatment is carried out in hospitals that also provide Sanatorium Treatment, the Insurance Policy only covers the treatments that qualify as Medical Treatment, except where the Insurer has approved other treatments in writing before the Start of Treatment.

The Insurance Policy covers the entire Medical Treatment received as inpatient treatment without any time limit, provided that the Insurer's service center is contacted and informed of the relevant hospital stay and Medical Treatment before, or within three calendar days of admission to the hospital.

**Medical services (including pathology, radiology, computed tomography, Magnetic Resonance Imaging, Positron Emission Tomography and Palliative Care)**

The Insurance Policy shall cover any expenses incurred for any Medical Treatment as an inpatient for examinations, diagnostics and therapy.

**Hospital costs, including operating room, intensive care and laboratory work**

This refers to other costs for the use of specialised facilities such as operating theatres, intensive care units and the laboratories.

**Surgery and anaesthetics**

This refers to costs incurred in relation to surgery, such as for example medical services, anaesthesia and the use of specialised facilities.

Expenses for outpatient surgery are also eligible for Benefits under the Insurance Policy in so far as such outpatient surgery replaces an inpatient treatment.

**Outpatient surgery instead of inpatient treatment**

This refers to outpatient Medical Treatment, which can be performed in a Doctor's surgery or in a hospital, not requiring overnight stay.

**Drugs and dressings**

In order to be covered by the Insurance Policy, medicinal products, dressings, treatment and medical aids must have been prescribed by a competent Medical Authority in the hospital during an inpatient stay. In addition, the Drugs must have been obtained from a pharmacy supplied by a source approved by the competent authorities.

Classic Homoeopathy Drugs are also considered as fully-fledged Drugs that qualify as Medical Treatment.

Nutritional food, tonics, mineral water, cosmetics, products for personal hygiene as well as bath salts are not considered to be Drugs qualifying as Medical Treatment covered under the Insurance Policy.

**Physiotherapy, including massage**

In order to be covered by the Insurance Policy, physiotherapy and massages as part of inpatient Medical Treatment. In addition, they must be performed by a Doctor or a qualified and certified therapist. The prescription must be issued before the Start of Treatment and must mention the diagnosis and the type and number of sessions.

**Therapies, including occupational therapy, light therapy, Hydrotherapy, inhalations, packs, medical baths, cryotherapy, thermotherapy, electrotherapy**

In order to be covered by the Insurance Policy, physio-medical therapies must have been prescribed by a hospital Doctor as part of inpatient Medical Treatment. In addition, they must be performed by a Doctor or a qualified and certified therapist. The prescription must be issued before the Start of Treatment and must mention the diagnosis and the type and number of sessions.



### **Therapeutic aids and appliances**

The Insurance Policy covers costs incurred for medical aids that serve as a life-saving measure or directly mitigate or compensate for physical disabilities, such as cardiac pacemakers. These must be adjusted during the inpatient stay and remain in or on the body.

Expenses for the repair of such medical aids are also eligible for Benefits under the above terms and conditions.

### **Congenital conditions**

The Insurance Policy covers expenses for Medical Treatment related to congenital conditions up to a maximum amount of EUR 100,000 for the entire lifetime, for all disorders or diseases found at birth, anomalies, birth defects and malformations, errors during birth, prematurity and malformations including related illnesses.

### **Cancer Treatment and Medication, including reconstructive surgery after breast Cancer**

As part of inpatient hospital care the Insurance Policy covers medical expenses for Medical Treatment relating to Cancer, such as medical services, diagnostic tests, radiation therapy, Cancer therapy, Drug and hospital costs.

### **Bone marrow and organ transplant (costs for both donors and recipients)**

In cases of bone marrow or organ transplantation (for example heart, kidney, liver, pancreas) the Insurance Policy covers medical expenses for an Insured Party acting both as the recipient as well as the donor, up to a maximum amount of EUR 150,000\* over the Insured Party's entire lifetime.

Expenses eligible for Benefits are expenses associated with organ procurement from an organ donor, the costs for organ transportation to where the recipient is located as well as the expenses for possible inpatient stay for the donor, but not the costs for searching for an organ or a suitable donor.

### **Refund of parent's costs when accompanying a child under 18 for inpatient treatment**

The Insurance Policy covers the additional expenditure for the prescribed presence of a parent at the bedside of an Insured Party that is under 18 years old and that is admitted for inpatient Medical Treatment.

### **Home nursing care and domestic help instead of a hospital stay**

The Insurance Policy covers the expenses for prescribed home nursing care by appropriate, trained persons as a substitute for a medically recommended hospital stay or to shorten such a stay. Home nursing care includes domestic help in the form of assistance for normal regularly recurring chores of domestic daily life, such as grocery shopping, cooking, cleaning the home, washing up, changing and washing clothes as well as ensuring comfort of the home is maintained.

Home nursing care does not qualify as Medical Treatment but is nevertheless covered under the Insurance Policy in addition to Medical Treatment, to the extent that the relevant Benefits- shall consist in a refund of the incurred expenses for a maximum of 30 days per hospital stay per Insurance Year, and provided that prior written approval for such extension of insurance cover and Benefits has been received from the Insurer.

### **Daily hospital allowance for inpatient treatment, for which no cost refund is claimed from the Insurer**

If the Policyholder does not claim reimbursement from the Insurer for an Insured Party in respect of inpatient Medical Treatment, the Insurance Policy grants the payment, depending on the plan level, a of a daily hospital allowance per prescribed day in hospital. Such allowance shall amount to EUR 75 per day.

### **Inpatient Rehabilitation**

The Insurance Policy covers costs for Inpatient Rehabilitation in continuation of inpatient hospital Medical

\* The quoted amounts apply – if not otherwise specified – per Insured Party and Insurance Year



Treatment, for example, after bypass surgery, a heart attack, organ transplantation, as well as operations on large bones or joints, provided and to the extent that the Insurer has given its prior written approval.

Sanatorium Treatments as well as cures and stays in cure establishments, spas and convalescent homes as well as in nursing homes are not covered under the Insurance Policy.

The relevant Benefits shall consist in the refund of the costs incurred for the relevant Inpatient Rehabilitation for a maximum of 21 days per hospital stay.

In order to be eligible for Benefits, the Inpatient Rehabilitation must begin within 2 weeks after discharge from the hospital, except if otherwise agreed in writing by the Insurer.

### **Hospice**

If no non-hospital care for the Insured Party can be provided in their own or a family member's home, and under the condition that the Hospice works with experienced Palliative Care nurses and Doctors as well as being under the technical responsibility of a nurse or other qualified person, who has several years' experience in Palliative Care or has appropriate training and can prove training for a responsible position in Palliative Care, the Insurance Policy shall cover the expenses for accommodation, food, care and support in a Hospice subject to the below conditions.

A prerequisite for the granting of benefits for full or semi-inpatient Hospice treatment is that the Insured Party must be suffering from an illness:

- ▶ That it is progressive, meaning that it is progressively getting worse, and has already reached an advanced stage; and
- ▶ Recovery is not possible so that inpatient Palliative Care is necessary and only a limited life expectancy of weeks or a few months can be expected.

Hospice Benefits shall be granted in particular for the following:

- ▶ Advanced Cancer;
- ▶ Full-blown state of the infectious disease Aids;
- ▶ Disease of the nervous system with inexorable progressive paralysis;
- ▶ Final stage of chronic kidney, liver, heart, digestive tract or lung disease.

Benefits for Hospice expenses are limited to a maximum stay of up to 5 weeks per Insurance Year.

### **Day hospital and partly inpatient treatment**

Day hospital treatment shall mean Medical Treatment in a hospital without overnight stay.

Partly inpatient treatment means a stay in a day or night clinic or hospital, in which the patient is in the hospital during the day or at night but for which a full-day (24-hour) inpatient basis is no longer required.

In both cases, the length of the stay in hospital is between 8 and 24 hours and may not exceed 24 hours.

### **Transport to the nearest next available suitable hospital for primary care initial treatment after an following and accident or in an emergency**

The Insurance Policy covers the reasonable transport costs to the nearest suitable hospital or to the nearest suitable medical facility.





### 5.3.3. Outpatient treatment

#### Overview

The following Medical Treatments are covered as outpatient treatment under the Insurance Policy, subject to the detailed description of the relevant granted Benefits below:

Medical services (including pathology, radiology, computed tomography, Magnetic Resonance Imaging, Positron Emission Tomography and Palliative Care)

Cancer therapy, Drugs, and Oncology medical services

Congenital conditions

Acupuncture, Homoeopathy, Osteopathy and Chiropractic, including Drugs and Dressings

Dressings

Over-the-counter Drugs

Physiotherapy, including massage

Therapeutic aids and appliances

Transport to the nearest suitable doctor or hospital for primary care after an accident or emergency

#### Detailed Benefit descriptions

#### **Medical services (including pathology, radiology, computed tomography, Magnetic Resonance Imaging, Positron Emission Tomography and Palliative Care)**

The Insurance Policy covers the expenses incurred for the Medical Treatment as an inpatient for examinations, diagnostics, and therapy.

Benefits consist, inter alia, in the reimbursement of costs for pathology, radiology, computed tomography, Magnetic Resonance Imaging, Positron Emission Tomography, chemotherapy and other oncology (Cancer) medical services as well as for Prophylactic Measures.

#### **Cancer therapy, Drugs, and Oncology medical services**

The Insurance Policy covers outpatient services in connection with chemotherapy and Oncology medical services.

#### **Congenital conditions**

The Insurance Policy covers expenses for Medical Treatment related to congenial conditions up to a maximum amount of EUR 100,000, for the entire lifetime, for all disorders or diseases found at birth, anomalies, birth defects and malformations, errors during birth, prematurity and malformations including related illnesses.

#### **Acupuncture, Homoeopathy, Osteopathy and Chiropractic, including Drugs and Dressings**

The Insurance Policy covers expenses in relation to the relevant Medical Treatments only if the latter are carried out by Doctors or other Practitioners, who prove to have certified appropriate training in the country where the Medical Treatment is provided and that they are approved or authorised there to dispense such treatment.

The Drugs and Dressings prescribed by those Doctors or Practitioners in the course of the relevant Medical Treatment are also covered under the Insurance Policy.

The Benefits granted under the Insurance Policy in this respect consist in the reimbursement of the relevant expenses up to a maximum amount of EUR 1,000\* per Insurance Year.

\* The quoted amounts apply - if not otherwise specified - per Insured Party and Insurance Year



## Psychiatric Treatment

The Insurance Policy covers the expenses for psychiatric services up to a maximum of EUR 1,000\*, provided the Insurer has agreed in writing to the reimbursement of such expenses before the Start of Treatment.

A Waiting Period of 10 months applies

## Drugs and Dressings

In order to be covered by the Insurance Policy, Drugs and Dressings must be prescribed by a Doctor, Practitioner or Dentist or a person working under their authority. Such Drugs- and Dressings must come from a pharmacy or other officially approved supplier.

Nutritional food, tonics, mineral water, cosmetics, products for personal hygiene as well as bath salts are not considered to be Drugs and do hence not qualify as Medical Treatment covered under the Insurance Policy.

## Over-the-counter Medication

Non-prescription Drugs may be bought without a prescription; usually they are for the treatment of symptoms of common diseases for which a Doctor visit is not necessarily required.

The Insurance Policy covers expenses for such over-the-counter Drugs up to a maximum amount of EUR 50\* per Insurance Year.

## Physiotherapy, including massage

This means physio-medical services (physiotherapy and exercise therapy, massages), that are available on prescription. In addition, they must be performed by a Doctor or a qualified and certified therapist. The prescription must be issued before the Start of Treatment and mention the diagnosis and the type and number of sessions.

The Benefits granted under the Insurance Policy consist in the reimbursement of the fees for a maximum of up to 15 sessions per Insured Party per Insurance Year.

## Therapeutic aids and appliances

The Insurance Policy covers costs incurred for the purpose of outpatient Medical Treatment for orthopedic and prosthetic appliances, as well as other material up to EUR 750\*, which are used to prevent physical disabilities or directly to mitigate or compensate for this. Medical aids must be prescribed by a Doctor and must not qualify as general consumer goods.

Medical aids for the purpose of outpatient Medical Treatment shall mean: Bandages, trusses or shoe inlays, crutches, hearing aids, compression stockings, artificial limbs/ prostheses (excluding dental prostheses), lounge and seat pans, orthopedic body, arm and leg support devices and speech equipment (electronic larynx).

The following medical aids are covered under the Insurance Policy only after prior written agreement of the Insurer: Wheelchairs, cardiac and respiratory monitoring devices, infusion pumps, inhalation devices, oxygen equipment and surveillance monitors for babies.

Other aids are not considered as medical aids and do not qualify as Medical Treatment covered under the Insurance Policy.

Expenses for the repair of medical aids are covered under the Insurance Policy eligible for reimbursement under subject to the above terms and conditions.

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\* The quoted amounts apply - if not otherwise specified - per Insured Party and Insurance Year



Expenses for sanitary supplies such as pads and massage devices for example, as well as for use and maintenance of such supplies are not covered under the Insurance Policy.

### **Transport to the next available suitable hospital for primary care after an Accident or in an Emergency**

The Insurance Policy covers the expenses of transportation to the nearest suitable hospital for primary care after an Accident or in case of an Emergency.

### 5.3.4. Dental treatment

#### Overview

The following dental treatments are covered as Medical Treatments under the Insurance Policy, subject to the detailed description of the relevant granted Benefits below:

#### **Benefits overview: Dental treatment**

##### **General dental care**

- Treatment for oral mucosa and gum disease
- Simple fillings
- Surgery, Anesthetist costs, extractions, root canal work

#### Detailed Benefit descriptions

##### **Emergency dental Treatment**

- ▶ Treatment of mouth and gum disorders
- ▶ All simple fillings - either amalgam (silver) or plastic (white)
- ▶ Root canal work
- ▶ Anesthetist costs
- ▶ Surgery
- ▶ Extractions

### **5.4. Insurance cover limitations**

The insurance cover provided for under the Insurance Policy does not extend to Diseases and Bodily Injuries, including their consequences, nor to death, which occur as a result of war, military operations, military service, riot and civil commotion, unless such Diseases, Bodily Injuries and death are expressly included and covered in the Insurance Policy.

The Insurance Policy does not cover Medical Treatments for Diseases or Bodily Injuries caused willfully nor Medical Treatments incurred in relation to drug addictions.

Unless otherwise expressly agreed in writing with the Insurer, the Insurance Policy does not cover expenses for Sanatorium Treatments or cures, treatments, or rehabilitations in a spa.

The Insurance Policy does not cover the Medical Treatment of spouses, parents or children of the Policyholder or Insured Party.

\* The quoted amounts apply - if not otherwise specified - per Insured Party and Insurance Year



The Insurance Policy does not cover the cosmetic measures of all types and their consequences.

The Insurance Policy does not cover attempted suicide.

For any treatment provided by Doctors, Practitioners, Dentists, Naturopaths and in hospitals, for which the Insurer has validly refused the granting of Benefits under the Insurance Policy, no Benefit is due. If at the time of claims, notification treatment has not yet finished, there is no obligation to refund costs incurred more than three months after said notification.

The Insurance Policy does not cover the accommodation due to dependency (long-term care) or minding.

The Insurance Policy does not cover any expenses incurred in relation to medical reports, treatment, and expense summaries that the Policyholder or Insured Parties are bound to supply.

The Insurance Policy does not cover the Insured Party's loss of autonomy, or any expenses incurred because of the Insured Party's needs to be constantly looked after. The Insurance Policy does not cover any expenses incurred in relation to staying at home and/or receiving non-medical care at home or in a convalescence home or similar or in a psychiatric home or similar.

If any medical care or other treatment delivered to the Insured Party exceeds what is Medically Necessary, the Benefits are reduced to the part of the care or treatment that is Medically Necessary and that hence qualifies as Medical Treatment covered under the Insurance Policy. A reduction in the Benefits granted under the Insurance Policy shall also apply if excessive sums are charged for a Medical Treatment.

The Insurance Policy does not cover the operational and hormonal approximation of the biological sexual characteristics of the other sex.

The Insurance Policy does not cover the treatment or surgery to correct vision, for example by laser, refractive keratotomy (RK) and photo refractive keratotomy (PRK). The Insurance Policy does, however, cover the correction of vision when the trouble in the vision has been caused by a Disease or Bodily Injury (e.g. cataract or detached retina).

## 6. Tariff

The premium shall be defined after the signature of the Application Form in consideration notably of the country in which the Insured Parties are having the habitual residence.



## II. Terms and Conditions for Medical Assistance Services and Additional Services

In association with a health insurance product from Foyer Global Health

### 1. Object of the Medical Assistance Services and Additional Services

Capital terms used herein and not otherwise defined shall have the meaning attributed to them in the Glossary appended to the General Terms and Conditions.

The Insurer provides the Medical Assistance Services and Additional Services described herein in connection with and within the scope of the Medical Treatments Diseases and Bodily Injuries covered under the Insurance Policy.

### 2. Geographical coverage

The Medical Assistance Services and Additional Services are provided worldwide.

### 3. Services

#### 3.1. General information

The type and scope of the Medical Assistance Services and Additional Services provided by the Insurer are defined below, unless otherwise agreed in writing by the Insurer.

The Medical Assistance Services and the Additional Services may only be concluded in conjunction with a health insurance product from Foyer Global Health.

The Medical Assistance Services and the Additional Services may be provided by the Insurer via an Assistance Company. The Insured Party shall in that respect receive a personalized service card with the main phone numbers of the Assistance Company. The personalized service card shall serve as proof of the entitlement to the Medical Assistance Services and the Additional Services.

The Policyholder and Insured Party hereby expressly instruct and authorize the Insurer to disclose, make available and transfer to the Assistance Company any information and data pertaining to the Policyholder and the Insured Party that is necessary for the Assistance Company to ensure the adequate execution of the Medical Assistance Services and Additional Services, including notably personal identification data (such as title, surname, first name, physical address, email address, telephone number and date of birth), communication data (such as reports of exchanges by call or email or social networks or via a portal) and data pertaining to the cover provided for under the Insurance Policy (such as information pertaining to insured risks, past and present Claims or premium). The Policyholder and Insured Party expressly confirm and consent that the relevant disclosure and transfer of data and information is in their best interest and necessary for the adequate execution of the Insurance Policy. The present instruction and authorization shall remain effective as long as the Insurance Policy remains effective.



## 3.2. Medical Assistance Services

The Medical Assistance Services provided by the Insurer are the following:

### Overview

- 24-hour telephone and email service with experienced advisers, doctors and consultants
- Medically Necessary ambulance service and return transport
- Information on the medical infrastructure/care with due consideration for the required language
- Support and information (Second Opinion, monitoring the course of the Disease or Bodily Injury)
- Guarantee of payment particularly in preparation for the stay in hospital
- Payment of an advance
- Support and information on the type, possible causes and treatment options/forms of therapy for the illness and information about specialist medical terms
- Support in organising a "Doctor-to-Doctor" discussion
- Assistance in choosing the prescribed medication, comparable preparations and their side effects
- Medical support and advice prior to travelling (vaccinations, putting together a first-aid kit)

### Detailed Medical Assistance Services

#### **24-hour telephone and email service with experienced advisers, doctors and consultants**

Medical assistance is available 24 hours a day, 7 days a week and 365 days a year by calling the medical assistance hotline.

#### **Ambulance service and return transport**

This service covers a Medically Necessary ambulance service and return transport, both in the Country of residence or to a cross-border location. The costs of Medically Necessary accompaniment during transport are also included in the service provided.

- ✦ The ambulance service and return transport may also be carried out due to inadequate medical care and inadequate standards of hygiene in the hospital providing the treatment.
- ✦ The ambulance service and return transport must be ordered by the Doctor in charge, and there must be a prior written approval from the Insurer to cover the cost.
- ✦ The ambulance service and return transport to a hospital suitable to provide further treatment will occur after this has been agreed between the Doctor in charge and the Insurer.
- ✦ Subject to a prior written agreement with the Insurer, the Medical Assistance Service may also cover the return transport to the insured Party's current place of residence or last permanent place of residence in the Insured Party's Country of Origin, if the Claim occurred outside of such country.

#### **Information on the medical infrastructure/medical care with due consideration for the required language**

- ✦ Designation of Doctors, hospital consultants, hospitals and specialist hospitals in the surrounding area of the localization of Insured party at the date of the occurrence of the Claim, particularly with regard to the required language.
- ✦ Advice and support in the selection of a treatment location in the case of a Medically Necessary transfer/change of Doctor or Practitioner.



### **Support and information (Second Opinion, monitoring the course of the Disease or Bodily Injury)**

- ▶ Support and organisation of a Second Opinion (medical findings) from a specialist in the relevant medical field in the event of life-threatening and serious Diseases or Bodily Injuries.
- ▶ Support in selecting a specialist and hospital, and in the organisation of admittance and discharge.
- ▶ Organisation and support in monitoring the course of the Disease or Bodily Injury/ recovery by Doctors and the Insurer's contacts.

### **Guarantee of payment, particularly in preparation for the stay in hospital**

- ▶ Submission of a guarantee of payment, e.g. in the event of planned inpatient treatment.
- ▶ Direct settlement of costs with the Doctor/ hospital in charge.

### **Payment of an advance**

Payment of an advance to the Insured Party(ies) if the Doctor or Practitioner and/or hospital only accepts cash payments.

### **Support and information on the type, possible causes and treatment options/forms of therapy for the illness and information on specialist medical terms**

Advice, clarification and explanation of medical matters in the event of a Disease or Bodily Injury affecting the Insured Party, particularly with regard to causes and treatment options/forms of therapy and explanation of specialist medical terms.

### **Support in organising a "Doctor-to-Doctor" discussion**

In the event of a Disease or Bodily Injury, e.g. in the case of chronic ailments, the insurer will help to organise a "Doctor-to-Doctor" discussion, e.g. between the Insured Party's Doctor in the country where the Claims occurred and its Doctor in the Country of Origin or the Country of Residence.

### **Assistance in choosing the prescribed medication, comparable preparations and their side effects**

- ▶ Information on drugs and their side effects and interactions with other preparations and pre-existing medical conditions.
- ▶ Information on comparable and identical preparations.

### **Medical support and advice prior to travel (vaccinations, putting together a first-aid kit)**

- ▶ Medical information on standards of hygiene in any relevant country.
- ▶ Advice and information on recommended vaccinations for any relevant country, especially in the event of Pre-Existing Conditions.
- ▶ Support in putting together a first-aid kit with due consideration for the standards of hygiene and weather conditions in any relevant country.
- ▶ Advice and information can be obtained from the insurer by telephone and email.

## **3.3. Additional Services**

The Additional Services provided by the Insurer are the following:

#### Overview

Return transport to the Country of Residence

Organisation of patient visits for relatives

Delaying the return journey

Procurement and dispatch of essential drugs

Organisation of return transport or childcare



Transfer of the mortal remains and organisational support in the event of death

Help with any psychological problems arising from the stay abroad

Document storage (storage and obtaining replacements in the event of loss)

Arrangement of legal assistance in the event of legal difficulties

Arrangement of a relocation service

Arrangement of intercultural training (information on the local culture)

### Detailed Benefit descriptions

#### **Return transport to the Country of Residence**

If specifically agreed beforehand and in writing by the Insurer, and if it is Medically Necessary to transport the Insured party for a Medical Treatment, the Insurer shall reimburse the transportation costs (first class rail ticket, Economy Class flight) for the Insured party's return trip to its country of habitual residence, up to a maximum value of EUR 3,000 per Insured Party and per Insurance Year.

#### **Organisation of patient visits for relatives**

In the event of inpatient treatment due to an Emergency, the Insurer shall organise the visit of a family member to the place of Medical treatment and back home, and will pay the travel costs (first class rail ticket, Economy Class flight) up to a maximum total amount of EUR 3,000\*, if the inpatient treatment lasts at least 7 consecutive calendar days and the Insurer's cost payment guarantee is available.

#### **Delaying the return journey**

If the return journey from the country where the Insured Party is staying when the Claim occurs has to be delayed (when travelling back to the Country of Origin or to a new country) due to a medical Emergency affecting an Insured Party, resulting in the inability to travel, the Insurer shall reimburse the costs to change/cancel the hotel and flight bookings up to a maximum amount of EUR 3,000\*.

#### **Procurement and dispatch of essential drugs**

If an Insured Party takes essential drugs that are not available in the country where the Insured Person is staying, the insurer will endeavour to obtain these drugs as quickly as possible, provided that the relevant drug is legally approved in the country where the insured person is staying and its import does not contravene any legal regulations.

#### **Organisation of return transport or childcare**

- ✦ In the event of both parents being required to stay in hospital because of a medical Emergency, the Insurer shall organise childcare by a suitable service provider, and will pay the costs for this, limited to the duration of the inpatient Medical Treatment.
- ✦ If both parents are treated as inpatients in hospital during a holiday because of a medical Emergency, the insurer shall reimburse the costs for the children (up to 18 years of age) to travel to their current place of habitual residence in their country of habitual residence up to a maximum amount of [\*].

#### **Transfer of the mortal remains and organisational support in the event of death**

- ✦ Completion of the necessary formalities to transfer or cremate the mortal remains of the Insured Party, in particular obtaining the death certificate, the accident report, establishing contact with the authorities/consulate and establishing which relatives are entitled to authorise transfer or cremation.

\* The quoted amounts apply - if not otherwise specified - per Insured Party and Insurance Year





- ▶ Reimbursement of the costs for the transfer of the mortal remains of the Insured Party to the Country of Origin and the costs for the formalities associated with the transfer up to a maximum amount of EUR 10,000\*.
- ▶ Reimbursement of the costs for the transfer of the mortal remains of the Insured Party to the Country of Origin and the costs for the formalities associated with the transfer up to a maximum amount of EUR 10,000\*.
- ▶ Transfer of the urn to the Country of Origin in the event of cremation.
- ▶ Funeral costs are not included in the Additional Services and shall hence not be reimbursed or advanced by the Insurer under the Insurance Policy.

#### **Help with any psychological problems arising from the stay abroad**

- ▶ The Insurer shall offer counselling in the event of a psychologically stressful situation.
- ▶ The Insured Party(ies) shall receive psychologically therapeutic support by telephone from experienced Doctors, and advice on the course of action to take, up to a maximum of 5 conversations per Insured Party and Insurance Year.

#### **Document storage (storage and obtaining replacements in the event of loss)**

- ▶ The Insurer offers a storage facility for important documents (e.g. passport, visa, driving license, vaccination certificate, and other important documents).
- ▶ If the original document is lost, a copy shall be sent by email, fax or courier to the Insured Party, and support shall be provided in obtaining a replacement for the original.

#### **Arrangement of legal assistance in the event of legal difficulties**

If required, the Insurer shall provide selected English-, German-, French- or Spanish-speaking lawyers/experts in the country of habitual residence of the Insured Party.

#### **Arrangement of a relocation service**

If required, the Insurer shall arrange special service providers to organise relocation and provide support in looking for accommodation if necessary.

#### **Arrangement of intercultural training (information on the local culture)**

If required, the Insurer shall arrange country-specific and intercultural training on living and working abroad in preparation for the stay abroad.

## **4. Tariff**

The insurance premium, including the premium for the Medical Assistance Services and Additional Services, is indicated in the Particular Conditions.

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\* The quoted amounts apply – if not otherwise specified – per Insured Party and Insurance Year



## III. Glossary

Accident	A sudden unexpected external event that causes a Disease of a Bodily Harm.
Acupuncture	Acupuncture is a method in ancient Chinese traditional medicine that cures Diseases and Bodily Injuries or reduces pain with the help of fine needles placed into the body. Orthodox medicine recognises this primarily as a method for pain relief.
Assistance Company	The Assistance Company is a company specialized in providing Insured Parties with advice and help in Emergency situations or for hospital treatment. Additional services that may facilitate the Insured Party's stay abroad, as well as the reimbursement of certain costs, for example repatriation costs shall be provided through the Assistance Company.
Cancer	Cancer is the general term for all malignant diseases caused by a proliferation of modified cells (tumor, carcinoma). These cells can destroy the surrounding tissue and produce secondary tumors (metastases).
Chiropractic	A Chiropractic is also known as manual therapist. Displaced or distorted vertebrae are "put back" again or other joints "reset" using special techniques.
Conservation treatment	Conservation treatment is treatment for the conservation of teeth (e.g. fillings, root canal work).
Conventional Medicine	Conventional Medicine is the university based, scientific and therefore generally accepted and applied form of medicine.
Country of Origin	The country of origin is the country of which the Insured Party is a national or in which the Insured Party was having its habitual residence before relocating to its current country of habitual residence.
Country of Residence	The country in which the Insured Party has its current habitual residence or its current temporary residence.
Deductible	Fraction of the costs incurred by the Insured Party for Medical Treatment covered under the Insurance Policy that the Policyholder and Insured Party agree to bear themselves and to not be entitled to claim from the Insurer under the Insurance Policy. If a Deductible has been agreed, such Deductible will be documented in the Particular Conditions.
Dentist	A Doctor or Practitioner who focuses on diseases of the teeth and mouth.
Doctor	Physician (general practitioner or specialist) holding a medical diploma, which is recognized by law in the country in which the Medical Treatment is provided, who is authorized to provide medical care.
Emergency	The sudden and unforeseen occurrence of an acute Disease or Bodily Harm, causing a direct threat to the state of health of the Insured Party.
Homoeopathy	Homoeopathy is based on three pillars: the similarity rule, the remedy picture and the potentiality of the substances. A specialist in Homoeopathy assumes that a Disease that manifests itself in specific symptoms can be cured by a substance that causes similar symptoms in healthy people.



Hospice	An institution that exclusively serves the purpose of providing patients with a life expectancy of only a few months or less with care and alleviating the life-threatening symptoms by Palliative Care.
Hydrotherapy	Hydrotherapy is the targeted treatment by external application of water.
Dental implant Services	Services that consist in inserting dental implants (metal or ceramic) as root substitutes or in toothless gums.
Inpatient Rehabilitation	A medical procedure to restore a person back to its previous physical condition after a serious Disease or Bodily Injury or operation, for example, after bypass surgery, heart attack, transplantation of organs, as well as operation on large bones or joints.
Insurance Year	Period of 12 months that starts either on the Effective Date or the date of the renewal of the Insurance Policy, as the case may be.
Conservation treatment	Conservation treatment is treatment for the conservation of teeth (e.g. fillings, root canal work).
Magnetic Resonance Imaging (MRI)	This is understood as a diagnostic technique for visualisation of the internal organs and tissues with the help of magnetic fields and radio waves.
Oncology	A branch of internal medicine, which is concerned with the development, diagnosis, and treatment of tumors and tumor-related Diseases.
Osteopathy	The osteopathic approach to medicine includes comprehensive manual diagnostics and therapy of the malfunctioning of the body's musculoskeletal framework, internal organs and the nervous system. It is mainly used in chronic pain of the vertebral column and the peripheral joints.
Palliative Care	Palliative therapy is the extensive and active treatment of patients with a limited life expectancy for which curative therapy is no longer possible in their condition. This type of treatment provides the best possible quality of life for the patient and his/her family.
Positron emission tomography (PET)	A non-invasive imagery process based on the detection and imagery of a substance with positron emitters spread inside the patient's body. The concentration of these "markers" in a tumour can then be quantified, the substance is injected intravenously, and the radiation is detected with external detectors. With the help of PET important biological processes can be visualised in tumor's.
Practitioner	Person who besides doctors, also have recognised and well-founded training in their area of treatment and are authorised for treatment in that speciality in the country in which the treatment is to be provided. The following are understood to be practitioners: naturopaths, speech therapists and midwives as well as independent practitioners practicing in state approved medical ancillary professions (for example massage therapists and medical attendants, physiotherapists). The Insured Parties are free to choose a practitioner who meets these criteria.
Pre-Existing Conditions	Medical conditions, Diseases, Bodily Injuries and their consequences, or the results of an Accident, of which the Policyholder or the Insured Persons were aware or had treatment for before the signature of the Application Form. By special written agreement with the Insured Party, Preexisting Conditions may in principle be covered under the Insurance Policy, provided they have been properly disclosed beforehand. Pre- Existing Conditions that were not disclosed in the Application Form are not insured under the Insurance Policy.



Prophylactic  
Measures

Individual and general measures that are part of preventive medicine and aim at preventing imminent Diseases (e.g. passive immunisation, precautionary medication at the point of entry in areas at risk, accident prevention etc.).

Region

Geographical region for which the cover provided for under the Insurance Policy is valid, i.e.:

- Region 1: Worldwide.
- Region 2: Worldwide excluding the United States.

Second Opinion

Medical advice by another Doctor, who has so far not been involved, as to a life threatening and severe condition or permanent health problem.

Sanatorium  
treatment

A cure or treatment different from a Medical Treatment that serves to rehabilitate a person's state of health or Fitness.

