

International Health and Hospital Plan - Hong Kong

Valid from 2010 - EUR/GBP/USD



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We want to make sure that customers with special needs are not excluded in any way. We also offer a choice of Braille, large print or audio for our letters and literature. Please let us know which you would prefer.



Putting your health first

You have
guaranteed lifetime
renewability
regardless of your age
and changes in your health





Whether you are in your home country or living and working abroad, it is important to make sure your health is taken care of.

You and your family need the reassurance that wherever you are in the world and whatever happens, you can rely on receiving assistance to obtain prompt access to expert medical treatment and the appropriate care. You need the confidence of knowing that you will be well looked after and treated as soon as possible and that the cost will be covered, leaving you to concentrate on getting better. That is why choosing the right international health insurance for you and your family is one of the most important decisions you will ever make.

With a Bupa Asia health insurance plan, you can feel confident that you and your family have the high quality health insurance and expert support should you need it.

The International Health and Hospital Plan is insured and underwritten by Bupa Asia and administered and serviced by ihi Bupa.

Bupa Asia and ihi Bupa provide customers all over the world with an excellent service. International health insurance is Bupa Asia's speciality. We help our customers by covering the cost of treatment and provide professional assistance in the event of illness and/or an accident.

You can trust Bupa Asia and ihi Bupa to always treat you as a valued individual rather than a policy number - we believe that every person and situation is different, and we focus on finding answers and solutions that work specifically for you.

Bupa Asia - your expert health insurer

Bupa Asia and ihi Bupa are both part of the Bupa group, a worldwide health and care organisation that helps millions of people around the world to live longer, healthier and happier lives. Ten million customers worldwide, including 115 nationalities in 190 countries rely on the organisation's excellent services in private healthcare. And with no shareholders, we invest our profits back into the business.

The collaboration between Bupa Asia and ihi Bupa takes the advantages of Bupa Asia's insurance experience and the best of ihi Bupa's expertise in arranging and advising on international healthcare.



Experience the Bupa Asia and ihi Bupa difference

True flexibility and free choice

- International Health and Hospital Plan is truly flexible: you choose the modules of cover that are right for you and each of your family members.
- You are free to receive treatment anywhere in the world, in the country you live in or any other country of your choice.
- You have complete freedom to choose any recognised hospital, clinic, doctor or specialist you prefer.

Expert care, expertly delivered

- ihi Bupa's staff provide a personal and professional service.
- A great majority of ihi Bupa's Copenhagen-based staff have had international training or work experience and ihi Bupa employs staff from many countries. The result is a truly international company, familiar with the languages and cultures in countries around the world where you may need our assistance.
- ihi Bupa employs many doctors and healthcare professionals.







Even if you are diagnosed with a

congenital,
hereditary or
chronic condition,

your cover will continue unchanged

Advice and support around the clock

- We can manage all the practical matters when you are undergoing treatment, so you can concentrate on getting better.
- You have access to ihi Bupa's 24/7 Copenhagen-based Medical Centre, open 365 days a year and staffed by a team of experienced advisers trained to deal with planned hospital stays and emergencies.
- The doctors in ihi Bupa's in-house team of medical consultants can advise and counsel you on everything from simple symptoms to treatment of more complex diagnoses.
- ihi Bupa's advisers and medical consultants are always here to advise you on appropriate treatment and care.
- ihi Bupa is always here to support and guide you through what could be a complex and sometimes confusing time.

Making it easy for you

- We speak a variety of languages.
- The policy wording, premiums and forms are easy to understand.
- We offer access to myPage where you can view your personal policy information online and receive correspondence from us.
- When you claim we do not ask for a claim form.

Putting you in control with online services

- Chat online with our customer consultants
- View your policy details
- Pay your premium
- Send your claims by email
- Choose to receive all your documents and letters online
- ... and much more

Tailoring your plan

Health insurance requirements differ from country to country and everyone has individual needs. This is why International Health and Hospital Plan allows you the flexibility of tailoring your own insurance plan.

Hospital Plan

Your core plan for treatment received whilst staying in hospital

The Hospital Plan gives you the reassurance of covering essential hospital treatment you may need, whether for planned treatment or in an emergency.

You may choose this cover together with a deductible on its own, or in combination with any of our four optional modules.



Choose your deductible

The deductible is the contribution you make towards the cost of your treatment each policy year before receiving reimbursement

<u>EUR</u>	<u>GBP</u>	<u>USD</u>
Nil	Nil	Nil
350	250	400
1,050	750	1,600
4,000	2,750	5,000
8,000	5,500	10,000

You can choose to take out your plan with or without a deductible, in any of the three currencies.

Taking out a deductible lowers your premium.

The deductible does not apply to Medical Evacuation and Repatriation and/or Dental and Optical modules.



You can choose any of our four optional modules

Non-Hospitalisation Benefits

Module 1

Medical treatments that do not require a hospital stay: consultations with a doctor, specialist or therapist and annual health check-ups.

Medicine and Appliances

Module 2

Prescribed medicines, hearing aids and rent of appliances such as rental of a wheelchair.

Medical Evacuation and Repatriation

Module 3

Medical Evacuation when there is no possibility of receiving appropriate quality of treatment locally, e.g. by aeroplane or helicopter, and cover for an accompanying friend or family member.

Dental and Optical

Module 4A and 4B

You have a choice between two levels of cover. Routine and special dental treatment, glasses and contact lenses.

Your tailored
International Health
and Hospital Plan

Note: in the List of Reimbursements you can see in detail which benefits are covered under the different modules and the reimbursement limits.

What happens if you need treatment

Planned hospital treatment


If you contact us prior to a planned or non-acute admission, we can take care of all of the practical details in connection with a hospital admission, allowing you to concentrate on getting well.

- We will check your cover and confirm that your treatment is covered by your plan.
- If you wish, we can help you find the right place of treatment - just send us the medical information on your condition and we will provide you with information on appropriate providers of treatment or a specialist in the countries and/or cities of your choice.
- We will confirm to the hospital that your treatment is covered and issue a payment guarantee, matched to the cover under your plan.
- ihi Bupa's medical staff can also offer advice and help to make sure you are receiving the most appropriate care.
- We will settle the bill directly with the hospital where possible.

Expenses in connection with the notification of hospital admission will be refunded by Bupa Asia (e.g. your call to Bupa Asia and ihi Bupa from another country).



Two children under ten
years of age per paying adult are covered
free of charge



After the parent's policy has been in force for 12 months

newborn babies are covered
from birth, irrespective of
their state of health,

excluding adopted children or children being
born as a result of fertility treatment
and/or born by a surrogate mother

Emergency admission

Notify us as soon as possible, either directly or through the attending physician or a family member. When contacting us, please state the date of admission, diagnosis, treatment and expected date of discharge. We will make sure that there are no misunderstandings about the insurance cover, and will work closely with the hospital to ensure that you get the appropriate treatment.

Medical Evacuation

Only covered if you have chosen the Medical Evacuation and Repatriation module.

If the treatment required in connection with acute serious illness and/or injury is not available at your location, Bupa Asia will cover expenses in connection with transportation. Medical evacuation and repatriation must be pre-approved and arranged by Bupa Asia. You must inform us before the transport is commenced, either directly or through the attending physician.

Our medical consultants will choose a suitable place of treatment and the appropriate means of transport (e.g. air ambulance, aeroplane, helicopter, ground ambulance) in consultation with the attending physician, and we will arrange for your immediate evacuation.

We arrange for bed to bed transportations such as collecting you from a given location, arranging for ground and air transportation and handing you over to the receiving hospital. We make sure that you are adequately accompanied and arrange for medical or non-medical escorts. And of course, we keep the relevant parties, e.g. family and doctors, updated at all times.

Other treatment

Only covered if you have chosen Non-Hospitalisation Benefits, Medicine and Appliances, and/or Dental and Optical module(s).

Should you need outpatient treatment such as consulting your doctor or a specialist, take prescribed medicine or have your teeth checked you should pay the bill and then send it to us for reimbursement. In order for us to process your claim please send us:

- the receipted and clearly itemised bills showing name of the insured, diagnosis, service, date of service and amount paid.
- your bills for medicine accompanied by the corresponding prescription showing diagnosis, name of the insured, date and amount paid.
- a more detailed medical statement with diagnosis and medical treatment when you have been treated for something out of the ordinary.

How we calculate your reimbursement

When we settle your claim your benefits are paid in line with the limits shown in the List of Reimbursements and any deductible you may have chosen. The deductible is the contribution you make towards the cost of your treatment each policy year before we will start reimbursing your expenses. The deductible applies separately for each person on your policy.

It is important that you send all your claims to us, even if the value of the claim is less than the remaining deductible. We will not make any payment, but the claim will count towards your deductible.

If you send us reimbursement statements and original bills that you have claimed from another private health insurer (e.g. a local plan) these will count towards your deductible if the benefits would have been covered under your International Health and Hospital Plan.

You will always receive a Reimbursement Statement showing how much has been counted towards your deductible and how much has been paid.

We can reimburse you in most currencies.

Please remember to state your policy number in all correspondence with Bupa Asia and ihi Bupa.



Making it easy for you with e-claiming

You can choose to submit your claim to us by email. All you need to do is to scan your original bills and corresponding receipts and send them by email to eclaim@ihi.com. Please state your policy number in the subject line of the email.

No claim form is required when submitting a claim but if you prefer to use a claim form to ensure that we have all the information necessary to assess your claim, a claim form can be downloaded from our website.

Please note that when e-claiming we will send your Reimbursement Statement to you by email - no hard copy Reimbursement Statements will be sent to you.



Regardless of your
profession, leisure and
sports activities we do not restrict your cover.
Even professional and high-risk sports are covered

Waiting Periods

Cover will come into force immediately on the commencement date:

- in the event of an acute, serious illness or injury
- if you switch to Bupa Asia from another equivalent international health insurance plan with another company

Other waiting periods

- There is a general waiting period of four weeks from the policy's commencement date, which means that we will not reimburse any claims occurring during that period of time.

- The waiting period is 12 months for pregnancy and childbirth.
- If you choose to add the Dental and Optical module (Module 4) there is a 24 month waiting period for orthodontics from the commencement date of this module.

Your online services

Online services

On www.ihl.com you have access to a range of services and a comprehensive library of information and expert advice such as:

- online live chat with ihl Bupa's customer consultants
- call me back service - write your question and ihl Bupa will call you
- use Facility Finder to guide you to hospitals in your area or in a specific country
- find information on how to claim
- find Frequently Asked Questions

Manage your policy on myPage

Go to www.ihl.com and register for myPage and access your personal policy information:

- view your product guides and forms
- view all of your documents such as policy schedules, renewal letters, premium notices, receipts and reimbursement letters
- get a complete overview of your policy, e.g. who is on the policy and what combination of modules they have
- view Reimbursement Statements for your settled claims
- pay your premium

Become an online customer

If you choose to become an online customer you will receive all documents and correspondence from us via your personal myPage. We will notify you by email when you have updates on myPage so you are always fully informed. Go to www.ihl.com/services or log on to your myPage to sign up. Please be aware that it will be your responsibility to check all documents and correspondence online and to inform us of any changes to your email address.

List of Reimbursements

Valid from 1 January 2010



Please note that the List of Reimbursements is part of the *Policy Conditions*. It is therefore recommended to read both the List of Reimbursements and the *Policy Conditions* carefully.

Words written in *italic* in the List of Reimbursements are “defined terms” which are specific terms relevant to your cover. Please check their meaning in the Glossary at the end of this product guide.

Hospital Plan

Reimbursements under the Hospital Plan are effected at 100% of the expenses, unless you have chosen a *deductible*. In this case, you will be reimbursed as soon as qualified expenses exceed the amount of the *deductible*. For the Hospital Plan and any additional modules the reimbursements will not in any event exceed the following amounts or the overall annual maximum cover per person per policy year of EUR 1,500,000/ GBP 1,200,000/USD 1,800,000.

All amounts are in EUR / GBP / USD

Hospital Services - during Hospitalisation		100%
Semi-private/private room		100%
Intensive care room		100%
Room and board for a parent accompanying an insured child		100%
Surgery		100%
Medical treatment, laboratory tests, X-rays		100%
Medicine while in hospital		100%
Pacemaker		100%
Psychiatric treatment		100%

Outpatient Treatment in a Hospital or Clinic		
Surgery		100%
Chemotherapy, radiotherapy		100%
Dialysis		100%

Other outpatient treatment is reimbursed under Module 1 - Non-Hospitalisation Benefits

Childbirth	Hospital Plan			Hospital Plan incl. Module 1 Non-Hospitalisation Benefits		
	EUR	GBP	USD	EUR	GBP	USD
Normal delivery, complicated delivery and elective caesarean delivery, incl. pre- and postnatal treatment Max. per delivery	100% 5,200	100% 3,575	100% 6,500	100% 8,800	100% 6,050	100% 11,000
Medically prescribed caesarean, incl. pre- and postnatal treatment Max. per delivery	100% 9,650	100% 6,650	100% 12,000	100% 11,500	100% 7,800	100% 14,000
Delivery/caesarean following fertility treatment Excluding pre- and postnatal treatment, max.	100% 4,000	100% 2,750	100% 5,000	100% 6,500	100% 4,400	100% 8,000

The above maximum rates for maternity shall be reduced by the *deductible* chosen

Childbirth / Home Delivery				
Doctor/specialist, midwife		145	100	165
Home nursing in connection with home delivery		435	300	490

Pre- and postnatal examinations are reimbursed under Module 1 Non-Hospitalisation Benefits

Organ Transplant			
	EUR	GBP	USD
Organ transplant	100%	100%	100%
Per diagnosis and course of treatment all included, max. Only human organs The procurement of the organ must be pre-approved by <i>the Company</i>	270,000	187,500	300,000
Emergency Room Treatment			
Emergency room treatment in connection with an acute illness or accident	100%	100%	100%
Local Transport by Ambulance			
Medically prescribed transport to and from hospital	100%	100%	100%
Per policy year, max.	1,500	1,000	1,600
Rehabilitation			
Medically prescribed rehabilitation at an authorised rehabilitation centre following <i>hospitalisation</i> .	100%	100%	100%
Max. per day for max. 3 months per illness	330	220	355
Home Nursing			
For expenses incurred for medically prescribed assistance in your private home by a certified nurse	100%	100%	100%
Max. per day for max. 40 days per policy year	130	84	135
Hospital Cash Benefit			
If room, board and treatment are received free of charge, per night max.	90	60	100
Max. 60 nights per policy year (must be pre-approved by <i>the Company</i>)			
Emergency Dental Treatment			
Acute emergency dental treatment due to serious accident requiring <i>hospitalisation</i>	100%	100%	100%
In case of doubt, the decision will be left with <i>the Company's</i> dental consultant			

Module 1

Non-Hospitalisation Benefits

Reimbursements under this supplementary module are effected at 100% of the expenses, unless you have chosen a *deductible*. In this case you will be reimbursed as soon as qualified expenses exceed the amount of the *deductible*.

Reimbursements will not in any event exceed the following amounts or the annual maximum limit of EUR 35,000/GBP 25,000/USD 35,000.

All amounts are in EUR / GBP / USD

General Practitioners and Specialists			
	EUR	GBP	USD
GP consultations, per consultation	80	60	80
Chinese doctor consultation (if charged separately), per consultation Max. EUR 200/GBP 150/USD 200 per policy year	20	15	20
Eye and ear specialists/other specialists, per consultation	110	85	115
Psychiatrists, per consultation	125	80	130
Expenses are reimbursed for a max. of 15 consultations within a 30-day period			
Therapists			
Dietetic guidance, speech therapy per consultation Max. 4 consultations per policy year	50	40	50
Physiotherapy, ergotherapy per consultation Max. per policy year	75 1,050	55 700	75 1,200
Chiropractor/osteopath all inclusive, per consultation Max. per policy year	65 1,050	50 700	65 1,200
Medical Check-Up all inclusive, per year	275	250	300
Examinations and other Medical Assistance			
Laboratory test, analysis	450	305	500
X-ray	450	305	500
ECG	450	305	500
Scan and endoscopic examinations, per examination	675	450	750
Injection and vaccination	55	40	60
Acupuncture and homeopathic treatment, performed by a physician	55	35	60
Acupuncture and homeopathic treatment shall only be covered when performed by a physician/doctor authorised in the country of practise			
Special assistance	290	200	325
Surgical Intervention	100%	100%	100%

Module 2

Medicine and Appliances

Reimbursements under this module are according to the list below. If you have chosen a *deductible*, you will be reimbursed when qualified expenses exceed the *deductible*.

Hearing Aids	50%	50%	50%
	EUR	GBP	USD
Prescribed hearing aids, per appliance, max.	300	200	325
Max. 2 appliances are reimbursed per policy year up to max.	600	400	650
Other Appliances			
Slings and bandages	100%	100%	100%
Arch support	100%	100%	100%
Rental of medical appliances	100%	100%	100%
Medicine			
Prescribed medicine and traditional Chinese medicine	100%	100%	100%
Traditional Chinese medicine administered by a traditional Chinese practitioner up to 10 sessions per policy year, up to an annual max. of EUR 250/GBP 175/USD 300			
Limited to recognised traditional Chinese practitioners registered to practice locally			
There is no reimbursement for homeopathic or naturopathic medicines and medicine which could have been purchased without a physician's prescription			
Medicine and other appliances are reimbursed up to an annual max.	2,250	1,500	2,500

Module 3

Medical Evacuation and Repatriation

Medical Evacuation and Repatriation covers transportation to the nearest suitable place of treatment if you have a serious illness or injury.

Medical Evacuation and Repatriation	
Transportation expenses by aeroplane or helicopter	100%
Accompanying person	100%
Return journey to residential address abroad/home country within 3 months after completion of treatment	100%
Statutory arrangements in case of death, such as embalming and zinc coffin	
Transportation of the urn/coffin	100%
Expenses are covered up to the overall annual insurance sum of your policy	
In all circumstances, we must be notified before the transport takes place, either directly or through the attending physician	
Medical Evacuation and Repatriation must be pre-approved by <i>the Company</i>	

Modules 4A and 4B

Dental and Optical

Reimbursements under these two modules are effected at 50-80%, but they will not in any event exceed the following amounts or the respective annual maximums of Module 4A: EUR 5,000/GBP 3,500/USD 5,000 and Module 4B: EUR 7,500/GBP 5,000/USD 7,500.

All amounts are in EUR / GBP / USD

Routine Dental Treatment	Module 4A			Module 4B		
	80%	80%	80%	80%	80%	80%
	EUR	GBP	USD	EUR	GBP	USD
Examinations, max.	20	15	20	40	30	40
Tooth cleaning, max.	40	25	40	60	35	60
Fillings per tooth, max.	60	40	60	110	65	110
Root treatment per tooth, max.	70	45	70	140	96	140
Tooth extractions per tooth, max.	40	20	40	100	60	100
<i>Surgery</i> , max.	73	50	81	174	120	195
X-ray, max.	40	20	40	50	35	50
Anaesthesia, max.	15	10	15	20	15	20
Special assistance, max.	40	30	40	80	52	80
Special Dental Treatment	50%	50%	50%	50%	50%	50%
Bridgework						
Crowns						
Periodontitis						
Orthodontics (tooth adjustment)						
Dentures						
Special dental treatment per policy year, max.	2,000	1,500	2,000	3,000	2,250	3,000
Glasses and Contact Lenses	Module 4A			Module 4B		
	80%	80%	80%	80%	80%	80%
One pair of glasses (excl. frames) per policy year, max.	160	100	160	220	150	220
Contact lenses, per policy year, max.	100	60	100	130	80	130
Frames and sunglasses are not covered						

Policy Conditions

Valid from 1 January 2010



Words written in *italic* in the *Policy Conditions* are "defined terms" which are specific terms relevant to your cover. Please check their meaning in the Glossary at the end of this product guide.

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Art. 1

Acceptance of the insurance

1.1: Bupa (Asia) Ltd, hereinafter called *the Company*, shall decide whether the *insurance* can be accepted. In order for the *insurance* to be accepted and *the Company* to become liable, the *application* must be approved by *the Company* and the necessary premium paid to *the Company*.

1.2: In order for the *insurance* to be accepted by *the Company* on *standard terms*, the *applicant* must be of sound health at the time of acceptance and must not suffer nor have suffered from any recurring disease, illness, injury, bodily infirmity or physical disability, and the *applicant* must not have attained 60 (sixty) years of age at the time of acceptance.

1.2.1: If the conditions in Art. 1.2 are not met and the *applicant* has not attained 80 (eighty) years of age at the time of acceptance, *the Company* may offer the *insurance* on special terms. If *the Company* decides to offer the *insurance* on *special terms*, the *policyholder* will receive a *policy schedule* in which these terms are stated.

1.2.2: All underwriting and issuance of *policy schedules* are made by *the Company*. *The Company* may choose to have data processed in or outside the EU.

1.3: In the event of a change in the *applicant's* state of health after the *application* has been signed

and before *the Company's* approval thereof, the *applicant* shall be under the obligation to notify *the Company* of such change immediately.

1.4: The currency chosen for the *insurance* cannot be changed after *the Company's* acceptance of the *application*.

Art. 2 **Commencement date**

2.1: The *insurance* shall be valid as of the date on which the *application* is approved by *the Company*. The *commencement date* is stated in the *policy schedule*. *The Company* may agree on another date with the *policyholder*.

Art. 3 **Waiting periods in connection with new insurance contracts and extension of cover**

3.1: When a new insurance contract is entered into, the right to reimbursement under the new insurance contract shall only take effect 4 (four) weeks after the *commencement date* of the *insurance*. However, this does not apply when the *policyholder* can prove simultaneous transference from an equivalent insurance with another international health insurance company.

3.1.1: In the event of *acute serious illness* and *serious injury*, the right to reimbursement shall, however, take effect concurrently with the *commencement date* of the *insurance*.

3.1.2: In addition, the *waiting periods* listed below shall apply for the insurance contract:

a) for expenses incurred in connection with pregnancy and childbirth and consequences thereof, the right to reimbursement shall only take effect 12 (twelve) months after the *commencement date* of the *insurance*.

b) for expenses incurred for orthodontics the right to reimbursement shall only take effect 24 (twenty-four) months after the *commencement date* of the *insurance*.

3.2: The *insured* may change his/her insurance cover to another type of cover as from a policy anniversary by giving 1 (one) month's written notice to the *Company* and subject to proof of insurability according to Art. 1.

3.3: The *Company* will process the extension of cover as a new *application* in accordance with Art. 1.

3.4: If extended cover is taken out under the insurance contract, the right to reimbursement under such extension shall only become effective 4 (four) weeks after the *commencement date* of the extension. However, Art. 3.1.2 a) and b) shall still apply. During the *waiting period*, the previous cover shall apply.

3.4.1: In the event of acute serious illness and serious injury, the right to reimbursement under the extended cover shall, however, take effect concurrently with the *commencement date* of the extension.

Art. 4 **Who is covered by the insurance?**

4.1: The *insurance* shall cover the *insured person(s)* named in the *policy schedule*, including children registered therein.

4.2: Children under 10 (ten) years of age can be insured free of charge if the requirements for acceptance on *standard terms*, cf. Art. 1.2, are met. A maximum of 2 (two) children free of charge per paying adult, and a total maximum of 4 (four) children free of charge per *insurance* apply.

4.2.1: Free cover of children shall furthermore be subject to:

- the child being registered with *the Company*, and
- 1 (one) of the insured persons having legal custody of the child, and
- the child being registered at the same address as the *insured* having legal custody of the child.

4.3: An *application* must be submitted for newborn children.

4.3.1: If the *insurance* of 1 (one) of the parents has been valid for a minimum of 12 (twelve) months, newborn children of the parent can be insured, irrespective of Art. 1.2, without submitting an *application*, cf. however, Art. 12.2 h). A copy of the birth certificate must, however, be submitted within 3 (three) months after the birth.

If the birth certificate is not submitted to *the Company* within 3 (three) months after the birth, a Medical Questionnaire must be submitted for the child who has to undergo the standard underwriting procedure according to Art. 1.2. Registration of the child will take place from the date the Medical Questionnaire has been signed.

4.3.2: In case of adoption, the *insured* must submit a Medical Questionnaire for the adopted child.

Art. 5

Where is cover provided?

5.1: The *insurance* shall provide worldwide cover unless otherwise stated in the *policy schedule*.

Art. 6

What is covered by the insurance?

6.1: The *insurance* shall cover the medical expenses incurred by the *insured* in accordance with the cover chosen and the applicable *reimbursement rates*. The valid *reimbursement rates* are stated in the List of Reimbursements.

6.2: Reimbursement shall be paid following *the Company's* approval of the expenses as being covered by the *insurance* after the receipted and itemised bills, provided with the policy number, have been received by *the Company*.

6.3: Once the covered expenses have met the annual *deductible*, the reimbursable amount will be paid. The *deductible* shall be reduced by amounts not exceeding the maximum rates specified in the valid List of Reimbursements. The *deductible* shall apply per person per policy year.

6.3.1: In case of accident where 3 (three) or more family members insured with *the Company* are involved, only 1 (one) *deductible*, the highest, is applied.

6.4: Physicians, specialists, dentists, etc. performing the treatment must have authorisation in the country of practice. Furthermore, the method must be approved by the public health authorities in the country, where the treatment takes place. Methods of treatment not yet approved by the public health authorities, but under scientific research will only be covered if approved in advance by *the Company's* medical consultants.

6.5: In no event shall the amount of reimbursement exceed the amount shown on the bill. If the *insured* receives reimbursement from *the Company* in excess of the amount to which he/she is entitled, the *insured* shall be under the obligation to repay *the Company* the excess amount immediately, otherwise *the Company* will set off the excess amount in any other account between the *insured* and *the Company*.

6.6: Reimbursements shall be limited to the usual, customary and reasonable charges in the area or country in which the treatment is provided.

6.7: Any discount which has been negotiated directly between *the Company* and providers will be specifically used by *the Company* for the overall

benefit of the insured persons within the insurance product as a whole.

6.8: Any ex-gratia payments are at *the Company's* discretion. If *the Company* makes a payment to which the *insured* is not entitled under the *insurance*, this will still count toward the annual maximum cover per person per policy year.

Art. 7 **Hospital Plan**

7.1: The Hospital Plan must be taken out before any other supplementary module(s) can be added. The following terms shall also apply:

7.1.1: The Hospital Plan shall cover the medical expenses incurred by the *insured's hospitalisation* in accordance with the *deductible* chosen and the applicable *reimbursement rates* as stated in the List of Reimbursements. It is required that the *insured* is hospitalised in order to get reimbursement under this plan.

7.1.2: *The Company* shall be notified immediately of any stays in hospital in accordance with Art. 13.3.

Art. 8 **Module 1 - Non-Hospitalisation Benefits**

8.1: If the *insurance* has been extended to include Module 1, the following terms shall also apply:

8.1.1: Module 1 can only be taken out as a supplement to the Hospital Plan.

8.1.2: Module 1 shall cover the *insured's* expenses in accordance with the *deductible* chosen and the applicable *reimbursement rates* as stated in the List of Reimbursements.

8.1.3: Any bill for expenses incurred by outpatient treatment shall be reported by submitting the receipted and itemised bills provided with the policy number to *the Company*. Physician's bills must also include a diagnosis of the illness being treated.

Art. 9 **Module 2 - Medicine and Appliances**

9.1: If the *insurance* has been extended to include Module 2, the following terms shall also apply:

9.1.1: Module 2 can only be taken out as a supplement to the Hospital Plan.

9.1.2: Module 2 shall cover the expenses in accordance with the *deductible* chosen and the applicable *reimbursement rates* as stated in the List of Reimbursements.

9.1.3: Any bill for expenses incurred by outpatient medicine and appliances shall be reported by submitting the receipted and itemised bills provided with the policy number to *the Company*. Bills for medicine should also be accompanied by a copy of the prescription.

Art. 10 **Module 3 - Medical Evacuation and Repatriation**

10.1: If the *insurance* has been extended to include Module 3, the following terms shall also apply:

10.1.1: Module 3 can only be taken out as a supplement to the Hospital Plan.

10.1.2: Module 3 shall cover the reasonable expenses incurred for the *insured's* medical evacuation/repatriation in the event of *acute serious illness*, *serious injury* or death in accordance with the applicable *reimbursement rates* as stated in the List of Reimbursements.

10.1.3: Cover shall be provided subject to the attending physician and *the Company's* medical consultant agreeing on the necessity of transferring the *insured* and agreeing whether the *insured* should be transferred to his/her country of residence/home country or to the nearest suitable place of treatment.

The evacuation expenses for an eligible transportation are only covered if the transportation is arranged by *the Company*.

10.1.4: The *insurance* shall cover reasonable and necessary transportation expenses for 1 (one) person accompanying the *insured*.

10.1.5: Only 1 (one) transportation is covered in connection with 1 (one) course of an illness.

10.1.6: Module 3 shall only apply if the illness is covered under the *insurance*.

10.1.7: In the event that the *insured* is evacuated/repatriated for the purpose of receiving treatment, he/she and the accompanying person, if any, shall be reimbursed for the expenses for a return journey to the *insured's* place of residence/home country. The return journey shall be made within 3 (three) months after treatment has been completed. Cover shall only be provided for travel expenses equivalent to the cost of an aeroplane ticket on economy class, as a maximum.

10.1.8: In the event that the *insured* has received treatment covered by the *insurance*, but now has reached the *terminal phase*, he/she and the accompanying person, if any, shall be reimbursed for the expenses of the return journey to the *insured's* place of residence.

10.1.9: In the event of death, expenses shall be reimbursed for home transportation of the deceased and for statutory arrangements such as embalming and a zinc coffin.

The next of kin have the following options:

a) cremation of the deceased and home transportation of the urn or

b) home transportation of the deceased.

10.1.10: *The Company* cannot be held liable for any delays or restrictions in connection with the transportation caused by weather conditions, mechanical problems, restrictions imposed by public authorities or by the pilot or any other condition beyond *the Company's* control.

Art. 11

Modules 4A and 4B - Dental and Optical

11.1: If the *insurance* has been extended to include Module 4, the following terms shall also apply:

11.1.1: Module 4 can only be taken out as a supplement to the Hospital Plan.

11.1.2: Module 4 shall cover the *insured's* expenses for dental treatments and glasses and lenses in accordance with the applicable *reimbursement rates* as stated in the List of Reimbursements.

11.1.3: Any bill for expenses incurred by dental treatment and glasses and lenses shall be reported by submitting the receipted and itemised bills provided with the policy number to *the Company*.

Art. 12

Exceptions for reimbursement

12.1: The *insurance* shall not cover expenses incurred for any disease, illness or injury known to *the policyholder* and/or the *insured* at the time of *application*, unless agreed upon with *the Company*.

12.2: Furthermore, *the Company* shall not be liable to pay reimbursement for expenses which concern, are due to or are incurred as a result of:

a) cosmetic *surgery* and treatment unless medically prescribed and approved by *the Company*,

b) obesity *surgery*,

c) venereal diseases, AIDS, AIDS-related diseases and diseases relating to HIV antibodies (HIV

- positive). However, diseases relating to AIDS and HIV antibodies (HIV positive) are covered, if proven to be caused by a blood transfusion received after the commencement of the policy. The HIV-virus will also be covered if proven to be contracted as the result of an accident occurring during the course of a *normal occupation*. The *insured* shall notify *the Company* within 14 (fourteen) days after such accident and at the same time provide a negative HIV antibody test.
- d) abuse of alcohol, drugs and/or medicines,
 - e) intentional self-inflicted bodily injury,
 - f) contraception, including sterilisation,
 - g) induced abortion unless medically prescribed,
 - h) any kind of fertility test and/or treatment, including hormone treatment, insemination or examinations and any procedures related hereto, including expenses for pregnancy, pre- and postnatal treatments of the newborn child/children. An *application* must therefore be submitted for children born as a result of fertility treatment and/or born by a surrogate mother. The *application* will undergo the standard underwriting procedure, according to Art. 1,
 - i) treatment of sexual dysfunction,
 - j) any kind of care which is experimental, not part of a medical or surgical treatment, including stays in nursing homes,
 - k) treatment by naturopaths or homoeopaths and naturopathic or homoeopathic medications and other alternative methods of treatment, unless specified in the List of Reimbursements,
 - l) health certificates,
 - m) treatment of diseases during military service,
 - n) treatment for sickness or injuries directly or indirectly caused while actively engaging in:
 - war, invasion, acts of a foreign enemy, hostilities (whether war has been declared or not), civil war, terrorist acts, rebellion, revolution, insurrection, civil commotion, military or usurped power, martial law, riots or the acts of any lawfully constituted authority, or army, naval or air services operations whether war has been declared or not,
 - o) nuclear reactions or radioactive fallout,
 - p) treatment performed by the *insured*, his/her spouse, parents or children or an enterprise owned by 1 (one) of the aforesaid persons,
 - q) epidemics which have been placed under the direction of public authorities,
 - r) treatment by a psychologist.

Art. 13

How to report a claim

13.1: Any *claim* for reimbursement of expenses incurred for treatment by a physician or specialist as well as hospital treatment and medicine shall be reported by submitting receipted and itemised bills provided with the policy number to the *Company*.

The Company scans submitted bills upon receipt. Any retrieval of the submitted bills is not possible.

The Company reserves the right at any time to require provision of original bills from the *insured*.

13.2: Any *claim* shall be reported to *the Company* immediately and no later than 3 (three) months after the circumstances underlying the *claim* have become known to the *insured*.

13.2.1: Complaints regarding *the Company's claims* handling shall be filed no later than 30 (thirty) days after receipt of the amount of reimbursement.

13.3: *The Company* shall be notified immediately of any stays in hospital, and such notification must include the physician's diagnosis. All notifications should be made by telephone, fax or email; *the Company* shall defray all expenses incurred in this connection.

Art. 14

Cover by third parties

14.1: Where there is cover by another insurance policy or healthcare plan, this must be disclosed to *the Company* when claiming reimbursement.

14.2: In these circumstances, *the Company* will coordinate payments with other companies and *the Company* will not be liable for more than its rateable proportion.

14.3: If the *claim* is covered in whole or in part by any scheme, programme or similar, funded by any Government, *the Company* shall not be liable for the amount covered.

14.4: The *policyholder* and any *insured person* undertake to co-operate with *the Company* and to notify *the Company* immediately of any claim or right of action against third parties.

14.5: Furthermore, the *policyholder* and any *insured person* shall keep *the Company* fully informed and shall take any reasonable step in making a claim upon another party and to safeguard the interests of *the Company*.

14.6: In any event, *the Company* shall have the full right of *subrogation*.

Art. 15

Payment of premium

15.1: Premiums are determined by *the Company* and shall be payable in advance. *The Company* adjusts the premiums once a year as from the *anniversary date* on the basis of changes in the cover and/or the loss experience in the insurance class during the previous calendar year.

15.2: The premium is age-related and will therefore also be adjusted on the first *due date* after the *insured's* birthday. In the case of a child turning 10 (ten), a pro rata premium will be charged on the *due date* prior to the child's 10th birthday.

15.3: The initial premium shall fall due on the *commencement date*. The *policyholder* may choose between quarterly, semi-annual and annual payment.

15.4: Changes in the terms of payment can only be made at 30 (thirty) days' written notice prior to the policy anniversary.

15.5: There are 10 (ten) days of grace on each premium *due date*.

15.6: The *policyholder* shall be responsible for punctual payment of the premium to *the Company*, and if a premium is not received by *the Company* within the 10 (ten) days' grace period at any *due date*, *the Company's* liability shall cease.

15.7: The *policyholder's* attention is drawn to Art. 6.5 regarding payment of outstanding amounts.

Art. 16

Information necessary to the Company

16.1: The *policyholder* and/or the *insured* shall be under the obligation to notify *the Company* in writing of any changes of name or address and changes in health insurance cover with another company, including a consolidated company.

The Company must also be notified in the event of death of the *policyholder* or an *insured*. *The Company* shall not be liable for the consequences if the *policyholder* and/or the *insured* fails to notify *the Company* in such events.

16.2: The *policyholder* and/or the *insured* shall also be under the obligation to provide *the Company* with all obtainable information required for *the Company's* handling of the *policyholder's* and/or the *insured's* claims against *the Company*, including provision of original bills upon request from *the Company*.

16.3: In addition, *the Company* shall be entitled to seek information about the *insured's* state of health and to contact any hospital, physician, etc. who is treating or has been treating the *insured* for physical or mental illnesses or disorders. Furthermore, *the Company* shall be entitled to obtain any medical records or other written reports and statements concerning the *insured's* state of health.

Art. 17

Assignment, cancellation and expiry

17.1: Without the prior written consent of *the Company*, no party shall be entitled to create a charge on or assign the rights under the *insurance*.

17.2: The *insurance* is automatically renewed on each policy anniversary.

17.2.1: The *insurance* can be cancelled by the *policyholder* as from the *anniversary date* with 3 (three) months' written notice. The *insurance* shall be effective for 12 (twelve) months as a minimum.

17.3: Where upon taking out the *insurance* or subsequently, the *policyholder* and/or the *insured* has fraudulently changed original documents or disclosed incorrect information or withheld facts

which may be regarded as being of importance to *the Company*, the *insurance* contract shall be void and shall not be binding on *the Company*.

17.4: Where upon taking out the *insurance* or subsequently, the *policyholder* and/or the *insured* has disclosed incorrect information, the *insurance* contract shall be void, and *the Company* shall not be liable if *the Company* would not have accepted the *insurance* if the correct information had been disclosed. If *the Company* would have accepted the *insurance* but on other terms, *the Company* shall be liable to the extent to which *the Company* would have undertaken the obligations in accordance with the agreed premium.

17.4.1: In the event that the *insurance* contract is considered void, according to Art. 17.3 or Art 17.4, *the Company* shall be entitled to a service charge which is set as a specified percentage of the premium paid.

17.5: Where upon taking out the *insurance*, the *policyholder* and/or the *insured* neither knew nor should have known that the information disclosed by him/her was incorrect, *the Company* shall be liable as if such incorrect information had not been disclosed.

17.6: *The Company* can stop or suspend an *insurance* product at 3 (three) months' notice prior to the policy anniversary, and offer the *insured* an equivalent *insurance* cover.

17.7: *The Company's* liability shall automatically cease at the end of the *insurance* period, including liability for ongoing treatment, consequential damages and after-effects of an injury or illness incurred during the *insurance* period. Accordingly, upon expiry of the *insurance*, the right to compensation shall cease, including the right to compensation for *claims* which are filed later than 6 (six) months after the termination of the *insurance*.

Art. 18

Disputes, venue, etc.

18.1: Any disputes arising out of or in connection with the insurance contract shall be settled in accordance with Hong Kong law with Hong Kong as the agreed venue. Complaints on insurance *claims* may be lodged with the Insurance Claims Complaints Bureau whose address is at 29/F, Sunshine Plaza, 353 Lockhart Road, Wanchai, Hong Kong, www.iccb.org.hk.

Glossary

Valid from 1 January 2010



This glossary with definitions is part of the Policy Conditions.

A

Acute serious illness

an *acute serious illness* shall be determined to exist only after review and agreement by both the attending physician and *the Company's* medical consultant.

Anniversary date

the *renewal* of the *insurance*.

Applicant

a person named on the Application Form and the Medical Questionnaire as an *applicant* for *insurance*.

Application

the Application Form and Medical Questionnaire.

C

Claim

the financial demand covered in whole or in part by the *insurance*. In *the Company's* evaluation/ determination of the *claim*, the time of treatment is decisive, not the time of the occurrence of the injury/illness.

Commencement date

the date indicated in the *policy schedule* on which the *insurance* commences, unless otherwise stated in the *Policy Conditions*.

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D

Deductible

the total amount of money noted in the *policy schedule* which each *insured* agrees to pay each policy year before being reimbursed by *the Company*.

Documents

any written information related to the *insurance* including bills, *policy schedules* and the like.

Due date

date on which a premium is due to be paid.

H

Hospitalisation

surgery or medical treatment in a hospital or clinic as an inpatient when it is medically necessary to occupy a bed overnight.

I

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Insurance

the *Policy Conditions* and *policy schedule* representing the insurance contract with *the Company* and setting out the scope of the insurance terms, the premium payable, *deductible* and *reimbursement rates*.

Insured

the *policyholder* and/or all other insured persons as listed in the valid *policy schedule*.

N

Normal occupation

normal occupation in accordance with Art. 12.2.c includes only the following professions: doctors, dentists, nurses, laboratory personnel, ancillary hospital workers, medical and dental assistants, ambulance personnel, midwives, fire brigade personnel, policemen/-women, and prison officers.

O

Outpatient

surgery or medical treatment in a hospital or clinic where it is not medically necessary to occupy a bed.

P

Policy Conditions

the terms and conditions of the *insurance* purchased.

Policyholder

the person identified as the *policyholder* on the Application Form.

Policy schedule

policy details showing the type of *insurance* purchased, *deductible* and any *special terms*.

Pre-existing condition

the medical history, including the illnesses and conditions listed in the Medical Questionnaire, which may affect *the Company's* decision to insure or not to insure or to impose *special terms*.

R

Reimbursement rates

the maximum amount of money which will be paid by way of reimbursement of medical expenses in 1 (one) year from the *commencement date* or from each *anniversary date*, as further detailed in the *Policy Conditions*.

Renewal

the automatic *renewal* of the *insurance* as per the *anniversary date*.

S

Serious injury

a "serious injury" shall be determined to exist only after review and agreement by both the attending physician and *the Company's* medical consultant.

Special terms

restrictions, limitations or conditions applied to *the Company's standard terms* as detailed in the *policy schedule*.

Standard terms

the Company's standard insurance terms with no special restrictions, limitations or conditions.

Subrogation

the insurer's right to enforce a remedy which the *insured* has against a third party and the insurer's right to require the *insured* to repay the insurer if the insurer has paid expenses recouped by the *insured* from a third party.

Surgery

a surgical treatment/intervention, which does not include endoscopies and scannings even though these examinations may require anaesthesia.

T

Terminal phase

when the advent of death is highly probable and medical opinion has rejected active therapy in favour of the relief of symptoms and support of both patient and family. This decision must be confirmed by *the Company's* medical consultants.

W

Waiting period

a period of time from the *commencement date* where the *insurance* provides no cover unless as per specification in Art. 3.

Valid from 1 January 2010



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