



Everything you need to know about your Remote Health plan

Effective 1 September 2019

Introduction

Welcome to Remote Health from Now Health International. **Your** company or employer has chosen **Us** to provide **Your** international health insurance **Group Plan**. **We** have designed Remote Health based on **Our** understanding of what people buy international health insurance want and need. At the heart of this is **Our** commitment to provide clear information about how **Your Group Plan** works and how to use it. Please read this handbook carefully.

How to use this handbook

This handbook is an important document. It sets out **Your** rights and **Our** obligations to **You**. Along with the **Benefit Schedule** in section 4, it explains **Your** chosen Remote Health **Group Plan** and the terms of **Your** cover.

Inside **You** will find details of:

- The cover **You** have (both **Benefits** and exclusions)
- **Your** rights and responsibilities
- How to make a claim
- How **Your Group Plan** is administered
- How to make a complaint
- Other services available to **You** under **Your Group Plan**

Throughout the handbook certain words and phrases appear in bold type. This indicates that they have a special medical or legal meaning – these are defined in section 1.

The **Benefits** of **Your Group Plan** are detailed in section 4 of this handbook. **Your Certificate of Insurance** shows the cover that is available, **Your** period and level of cover. As with any healthcare insurance contract, there are exclusions. These are **Medical Conditions** and **Treatments** that are not covered – they are listed in section 5 of this handbook.

Our service for You

When **You** need to use **Your** Remote Health **Group Plan**, here's what **You** can expect from **Us**:

- A commitment to process **Your** claim within the turnaround time of **Our** service promise
- Access to assistance online via **Your** secure online portfolio
- Easy access to medical providers within the **SimpleCare Provider Network** using the mobile app or the website
- **Pre-authorisation** of all **Day-Patient** and **In-Patient** claims, to reduce **Your** out-of-pocket expenses

If **You** require more details about this **Group Plan**, or if **You** would like to tell **Us** about any changes in **Your** personal circumstances, please contact **Us** using the details on the next page.

Contacting Us

All the important information about **Your Group Plan** can be found in this members' handbook and **Your** secure online portfolio area.

If **You** need to contact **Us**, please chat with **Us** live or request a call back from the Now Health website, or email us at EuropeService@now-health.com.

Assistance team for Emergency Evacuation or Repatriation

Our multilingual team is available 24 hours a day, 365 days a year. For details on how to use **Our Emergency Evacuation** and **Repatriation** service see section 3.3.

T +44 (0) 1276 602140

If **You** have any questions about **Your** membership or would like to request information on the progress of a claim, **You** can log in to **Your** online secure portfolio at www.now-health.com or contact **Us** via email at EuropeService@now-health.com.

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1. Definitions

The following words and phrases used anywhere within **Your Group Plan** have specific meanings. They are always shown in bold with a capital letter at the beginning wherever they appear in **Your Group Plan**.

Accident	A sudden, unexpected, unforeseen and involuntary external event resulting in identifiable physical injury occurring to an Insured Person while Your Group Plan is in force.
Acute Condition	A disease, illness or injury that is likely to respond quickly to Treatment which aims to return You to the state of health You were in immediately before suffering the disease, illness or injury, or which leads to Your full recovery.
Act of Terrorism	Any clandestine use of violence by an individual terrorist or a terrorist group to coerce or intimidate the civilian population to achieve a political, military, social or religious goal.
Agreement	An agreement We have with each of the Hospitals, Day-Patient units and scanning centres listed in the SimpleCare Provider Network .
Alternative Therapies	Refers to therapeutic and diagnostic Treatment that exists outside the institutions where conventional medicine is taught. Such medicine includes Chinese medicine, chiropractic Treatment , Ayurvedic medicine, osteopathy, dietician, homeopathy and acupuncture as practiced by approved therapists.
Apicoectomy	Is a dental surgery performed to remove the root tip and the surrounding infected tissue of an abscessed tooth, when inflammation or infection persists in the bony area around the end of a tooth after a root canal procedure. Apicoectomy is done to treat the following: <ul style="list-style-type: none"> • Fractured tooth root • A severely curved tooth root • Teeth with caps or posts • Cyst or infection which is untreatable with root canal therapy • Root perforations • Recurrent pain and infection • Persistent symptoms that do not indicate problems from x-rays • Calcification • Damaged root surfaces and surrounding bone requiring surgery
Area of Cover: Worldwide Excluding USA, Singapore and Hong Kong	A geographical area option that extends to provide worldwide cover but excluding any elective Treatment in the USA, Singapore and Hong Kong.
Benefits	Insurance cover provided by this Group Plan and any extensions or restrictions shown in the Certificate of Insurance or in any endorsements (if applicable) and subject always to Us having received the premium due.
Benefit Schedule	The table of Benefits applicable to this Group Plan showing the maximum Benefits We will pay.
Cancer	A malignant tumour, tissues or cells, characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue.

Certificate of Insurance	The certificate giving details of the Planholder , the Insured Persons , the Period of Cover , the Underwriters , the Entry Date , the level of cover and any endorsements that may apply.
Congenital Disorder	A Medical Condition that is present at birth or is believed to have been present since birth, whether it is inherited or caused by environmental factors.
Co-Insurance	Is the uninsured percentage of the costs, which the Insured Person must pay towards the cost of a claim.
Country of Nationality	The country for which You hold a passport.
Country of Residence	The country in which You habitually reside (usually for a period of no less than six months per Period of Cover) at the Group Plan Start Date or Entry Date or at each subsequent Renewal Date .
Chronic Condition	A disease, illness or injury which has at least one of the following characteristics: <ul style="list-style-type: none"> • It needs ongoing or long-term monitoring through consultations, examination, check-ups, Drugs and Dressings and/or tests • It needs ongoing or long-term control or relief of symptoms • It requires Your Rehabilitation or for You to be specially trained to cope with it • It continues indefinitely • It has no known cure • It comes back or is likely to come back
Day-Patient	A patient who is admitted to a Hospital or day-patient unit because they need a period of medically supervised recovery but does not occupy a bed overnight.
Deductible	An uninsured amount payable by an Insured Person in respect of In-Patient , Day-Patient and Out-Patient expenses incurred before any Benefits are paid under the Group Plan , as specified in Your Certificate of Insurance . The Group Plan Deductible applies per Insured Person , per Period of Cover .
Dental Practitioner	A person who is legally licensed to carry out this profession by the relevant licensing authority to practise dentistry in the country where the dental Treatment is given.
Dependants	One spouse or adult partner and/or unmarried children who are not more than 18 years old and residing with You , or up to 28 years old if in full-time education (written proof may be required from the educational institute where they are enrolled), at the Start Date or any subsequent Renewal Date . The term partner shall mean husband, wife, civil partner or the person permanently living with You in a similar relationship. All dependants must be named as Insured Persons in the Certificate of Insurance .
Diagnostic Tests	Investigations, such as x-rays or blood tests, to find or to help to find the cause of Your symptoms.
Drugs and Dressings	Essential prescription drugs, dressings and medicines administered by a Medical Practitioner or Specialist needed to relieve or cure a Medical Condition .
Eligible	Those Treatments and charges, which are covered by Your Group Plan . In order to determine whether a Treatment or charge is covered, all sections of Your Group Plan should be read together, and are subject to all the terms (including payment of premium due), Benefits and exclusions set out in this Group Plan .
Entry Date	The date shown on the Certificate of Insurance on which an Insured Person was included under this Group Plan . We must have received premium payment in order for Your Benefits to start.
Emergency	A sudden, serious, and unforeseen acute Medical Condition or injury requiring immediate medical Treatment , that without Treatment commencing within 48 hours of the emergency event could result in death or serious impairment of bodily function.

Evacuation or Repatriation Service	Moving You to a Hospital which has the necessary In-Patient and Day-Patient medical facilities either in the country where You are taken ill or in another nearby country (evacuation) or bringing You back to either Your principal Country of Nationality or Your principal Country of Residence (repatriation). The service includes any Medically Necessary Treatment administered by the international assistance company appointed by Us while they are moving You .
Excluded Countries	Refers to the list of countries that we cannot offer You cover if you reside in any one of them. For details of Our list of Excluded Countries , please contact Our customer service team.
Expatriate	Any persons living and/or working outside of the country for which they hold a passport. Usually for a period of more than 180 days per Period of Cover .
Group Plan	The contract between the Planholder and Us which sets out terms and conditions of the cover provided. The full terms and conditions consist of the Group Employee application form (if applicable), Certificate of Insurance , Benefit Schedule and this employees' handbook.
High Cost Providers List	The list of medical providers that We exclude from cover. We do not cover any Treatment costs incurred in any medical provider that is within Our High Cost Providers List . We will update Our High Cost Providers List on a periodic basis. For details of Our High Cost Providers List , please contact Our customer service team.
Hospital	Any establishment, which is licensed as a medical or surgical hospital under the laws of the country where it operates. The following establishments are not considered hospitals: rest and nursing homes, spas, cure-centres and health resorts.
Hospital Accommodation	Refers to standard private or semi-private accommodation as indicated in the Benefit Schedule . Deluxe, executive rooms and VIP suites are not covered.
In-Patient	A patient who is admitted to Hospital and who occupies a bed overnight or longer, for medical reasons.
Insured Person/You/Your	You and/or the Dependants named on the Certificate of Insurance who are covered under this Group Plan .
Medical Condition	Any disease, injury, or illness.
Medical Practitioner	A person who has attained primary degrees in medicine or surgery following attendance at a WHO -recognised medical school and who is licensed to practise medicine by the relevant authority in the country where the Treatment is given. By "recognised medical school" We mean a medical school, which is listed in the current World Directory of Medical Schools published by the WHO .
Medically Necessary	Treatment , which in the opinion of a qualified Medical Practitioner is appropriate and consistent with the diagnosis and which in accordance with generally accepted medical standards could not have been omitted without adversely affecting the Insured Person's condition or the quality of medical care rendered. Such Treatment must be required for reasons other than the comfort or convenience of the patient or Medical Practitioner and provided only for an appropriate duration of time. As used in this definition, the term "appropriate" shall mean taking patient safety and cost effectiveness into consideration. When specifically applied to In-Patient Treatment , medically necessary also means that diagnosis cannot be made, or Treatment cannot be safely and effectively provided on an Out-Patient basis.
New Born	A baby who is within the first 16 weeks of its life following birth.

Out-Patient	A patient who attends a Hospital , consulting room, or out-patient clinic and is not admitted as a Day-Patient or an In-Patient .
Period of Cover	The period of cover set out in the Certificate of Insurance . This will be a 12-month period starting from the Start Date or any subsequent Renewal Date as applicable.
Physiotherapist	A practising physiotherapist who is registered and licensed to practise in the country where Treatment is provided.
Pre-Authorisation	A process whereby an Insured Person seeks approval from Us prior to undertaking any Treatment or incurring costs. Please refer to section 4.2 for details.
Plan Administrator	The person appointed by the Planholder to administer the Insured Person's Group Plan , and to act as a coordinator with Us .
Planholder	The first Insured Person named on the Certificate of Insurance , or the company.
Pregnancy	Refers to the period of time from the date of the first diagnosis until delivery.
Primary Health Insurance	If You have more than one health insurance policy, this is the health insurance policy that pays claims first.
Primary Health Insurer	The insurer of the Primary Health Insurance Plan .
Private Room	Single occupancy accommodation in a private Hospital . Deluxe, executive rooms and VIP suites are not covered.
Qualified Nurse	A nurse whose name is currently on any register or roll of nurses, maintained by any Statutory Nursing Registration Body within the country where Treatment is provided.
Reasonable and Customary Charges	The standard fee that would typically be made in respect of Your Treatment costs, in the country You received Treatment . We may require such fees to be substantiated by an independent third party, such as a practising Surgeon/Physician/ Specialist , government health department or medical providers within the SimpleCare Provider Network .
Rehabilitation	Medically Necessary Treatment aimed at restoring independent activities of daily living and the normal form and/or function of an Insured Person following a Medical Condition .
Renewal Date	The anniversary of the Start Date of the Group Plan .
Secondary Health Insurance	<p>If You have more than one health insurance policy, Secondary Health Insurance is the payer that pays claim after the Primary Health Insurance has paid its portion.</p> <p>If You have more than one health insurance policy, this Group Plan will be the health insurance policy that pays last.</p> <p>If this Group Plan is purchased as a Secondary Health Insurance Plan, We will only pay a claim if:</p> <ul style="list-style-type: none"> - the claim was submitted to the Primary Health Insurer but the claim was not paid / fully settled due to ineligibility or the Benefit limits have been exhausted under the Primary Health Insurance contract, and - the unpaid claim amount is considered as Eligible claim under this Group Plan. <p>You will need to provide a copy of the Certificate of Insurance of Your Primary Health Insurance when You apply for this Group Plan.</p> <p>In any case, We will only pay the remaining balance of an Eligible claim amount that was not settled by the Primary Health Insurance.</p>
Semi-Private Room	Dual occupancy accommodation in a private Hospital . Deluxe, executive rooms and VIP suites are not covered.

SimpleCare Comprehensive	Our list of medical providers that is available to You .
SimpleCare Provider Network	Our lists of medical providers where We have a Direct Billing Agreement.
Specialist	A surgeon, anaesthetist or physician who has attained primary degrees in medicine or surgery following attendance at a WHO -recognised medical school and who is licensed to practise medicine by the relevant authority in the country where the Treatment is given, and is recognised as having a specialised qualification in the field of, or expertise in, the Treatment of the disease, illness or injury being treated. By "recognised medical school" We mean a medical school which is listed in the current World Directory of Medical Schools published by the WHO .
Start Date	The start date shown on Your Certificate of Insurance .
Surgical Procedure	An operation requiring the incision of tissue or other invasive surgical intervention.
Terminal	Refers to the stage where Treatment can no longer be expected to cure the condition with death anticipated within 12 months.
Treatment	Surgical or medical services (including Diagnostic Tests) that are needed to diagnose, relieve or cure a Medical Condition .
Underwriters	Those insurance companies named as underwriters in the Certificate of Insurance .
Vaccinations	Refers to all basic immunisations and booster injections required under regulation of the country in which Treatment is being given, any Medically Necessary travel vaccinations and malaria prophylaxis.
Waiting Period	Is a period of time starting on the Entry Date of the Insured Person during which the Insured Person is not entitled to cover for particular Benefits . Your Benefit Schedule will indicate which Benefits are subject to waiting periods.
We/Our/Us	Now Health International (Europe) Limited on behalf of the Underwriters detailed in the Certificate of Insurance .
WHO	The World Health Organisation.

2. Manage your Group plan online

A guide to the secure online portfolio area

The simplest way to manage **Your Group Plan** is via the secure online portfolio area which **You** can access at www.now-health.com. To access it **You** need the unique username and password **You** were supplied with when **You** joined. If **You** need help to retrieve this information, contact **Us** at EuropeService@now-health.com.

About me

In this section **You** can view and update **Your** personal contact and login details, **Your** document delivery settings, and tell **Us** how **You** would like **Us** to pay **Your** claims.

My Plan

You can view **Your Group Plan** details and download **Your Certificate of Insurance**, members' handbook and claim form from here. **You** can also download **Your** membership card(s) and view **Your Benefit** limits.

My claims

Here **You** can submit an **Out-Patient** claim online and track **Your** claims. **You** can view information about all **Your** claims, past and present, including claim status, the medical provider and the amounts claimed and settled, in the currency **You** have selected. **You** can also submit a pre-authorisation request from here.

Other features

In addition to the above, **You** can use the secure online portfolio to download forms, introduce **Us** to **Your** preferred intermediary or medical provider and find a medical provider in the **SimpleCare Provider Network**.

For more information, including simple video user guides on how to use the secure online portfolio area, please visit the community section of **Our** website: <https://www.now-health.com/en/community/user-guides/>

Download our mobile app

Our mobile app, which is available for both iPhone and Android has many useful functions including the ability to find a medical provider with the **SimpleCare Provider Network** and submit a claim for **Out-Patient Treatment** **You** have already paid for in a few simple touches.



3. How to claim

Your secure online portfolio area has a dedicated claims section with the latest information on all **Your** past and present claims. **You** can also use this area to make an **Out-Patient** claim (all **In-Patient** and **Day-Patient** claims must be pre-authorised).

To process **Your Out-Patient** claims, we require receipts with services breakdown, referral letters, diagnostic or medical reports (if any).

To log in, **You** just need **Your** username and password.

To help **Us** process **Your** claim as quickly as possible, please follow these simple steps:

3.1 Claiming for Out-Patient Treatment You have already paid for

Step 1

Choose how You would like to claim

You can claim using the secure online portfolio at www.now-health.com or the mobile app.



Step 2

Using the mobile app:

Complete all the fields in the form, upload the requested images, accept the declaration and authorisation and click 'Submit'. **We** will save the information **You** include in **Your** settings.

Using the secure online portfolio:

Select the **Insured Person** from the dropdown list, complete all the fields in the form, upload the requested images, accept the declaration and authorisation and click 'Submit form'.



Step 3

We will assess **Your** claim. Provided **We** have all the information **We** need, **We** will process all **Eligible** claims within seven working days of receipt.



Step 4

You can track all **Your** claims using **Your** online secure portfolio area. Log in at any time using **Your** username and password to see how **Your** claim is progressing. **You** will be able to view the status, the medical provider, the currency claimed and settled and the **Benefit** for each individual claim, as well as any **Deductible** or **Co-Insurance** applied.

We will email or SMS **You** every time there is a change to the claims status on **Your** account so **You** know the most relevant time to log in.

Important notes:

You must send **Us** **Your** claim within six months of **Treatment** (unless this is not reasonably possible).

Please keep original records if **You** are sending **Us** a copy, as **We** may ask **You** to forward these at a later date. If **We** do, it will be within six months of when **You** told **Us** about the claim.

For all **Out-Patient** claims where **We** reimburse **You**, **You** can choose which currency **You** would like **Your** claims to be settled in.

3.2 Arranging Direct Settlement For In-Patient and Day-Patient Treatment

If **You** are referred for **In-Patient** or **Day-Patient Treatment**, **You** must get all **In-Patient** and **Day-Patient Treatment** pre-authorised by **Us** in advance. Failure to do so means **You** may incur a proportion of the medical costs.

Step 1

Two working days before **You** are admitted (or whenever possible), contact **Our** customer service team at EuropeService@now-health.com

Tell **Us** the **Hospital** name, telephone number, fax number, the contact name at the **Hospital** and the name of the **Medical Practitioner**.

Step 2

Your Medical Practitioner should complete a **Pre-authorisation** Request Form. **You** can download this form from the 'How to claim' page of the website or from the secure online portfolio area.

Once **Your Medical Practitioner** has completed the form, they can return it to **Us** directly or **You** can do so using one of the methods on the form or using the secure online portfolio area in the My Claims page.

We will contact **You** once the arrangements have been made.

Step 3

When **You** arrive at the medical provider on the day of **Your Treatment**, show **Your** membership card and tell them that **Direct Billing** has been arranged.

We may also ask **You** to fill in some extra forms, such as a release of medical information by the medical provider. **You** can access all the forms **You** need from **Your** secure online portfolio area at www.now-health.com.

You will need to pay any **Deductible** on **Your Group Plan** to the medical provider before **You** leave.

Step 4

When **You** leave, ask the medical provider to send the original claim form and bill to **Us** for payment. **You** can track all subsequent claims activity in **Your** secure online portfolio area. Log in using **Your** username and password at www.now-health.com.

Important notes:

You must get all **In-Patient** and **Day-Patient Treatment** pre-authorised by **Us** in advance. Failure to do so means **You** may incur a proportion of the medical costs.

If **You** need repeat **In-Patient** or **Day-Patient Treatment**, **We** need a new claim form for each stay, even if it's for the same **Medical Condition**.

You will need to pay any **Deductible** on **Your Group Plan** to the medical provider before **You** leave.

3.3 When You need Emergency medical Treatment

If a **Hospital** admits **You** for **Emergency** medical **Treatment** or if the **Hospital** that is treating **Your Emergency Medical Condition** tells **You** that **You** need to be evacuated to another medical facility for **Treatment**, **You**, the treating **Medical Practitioner** or the **Hospital**, must contact **Our** 24 hour **Emergency** assistance service as soon as possible.

By contacting **Our Emergency** assistance service **You** will give **Us** the opportunity to arrange to settle **Your Hospital** bills directly where possible. It will also ensure that **Your** claim can be processed without any delays.

Step 1

Contact **Our Emergency** assistance service on +44 (0) 1276 602140 or email EuropeService@now-health.com. This service is available 24 hours a day, 365 days a year.

They will need **Your** name and membership number as well as the **Hospital** name, telephone number and fax number, a contact name at the **Hospital** and the name of the **Medical Practitioner**.

Step 2

Our Emergency assistance service will verify whether the **Medical Condition** **You** are claiming for is **Eligible** under **Your Group Plan**.

Step 3

If **Your** claim is **Eligible**, **Our Emergency** assistance service staff will consider **Your Emergency** admission or **Your** request for **Evacuation** in relation to **Your** medical needs.

Step 4

If **Our Emergency** assistance service agrees that **Your Medical Condition** meets all of the following:

- is life-threatening
- is covered by **Your Group Plan**
- cannot be treated adequately locally, and
- requires immediate **In-Patient Treatment**

They will make all the necessary arrangements to have **You** moved by air and/or surface transportation to the nearest **Hospital** where appropriate medical **Treatment** is available.

Our Emergency assistance service will also ensure that any **Eligible** costs at the destination, such as admission costs, are settled directly with the **Hospital**.

Step 5

Once **You** have received **Your** medical **Treatment**, if **Our Emergency** assistance service agrees that it is necessary, they will make all the necessary arrangements to repatriate **You** to **Your** appropriate destination, provided that **You** are medically fit to travel.

Important notes:

We will only pay for **Evacuation** costs that have been authorised and arranged by **Our Emergency** assistance service.

We will not pay for **Your Evacuation** costs if the **Evacuation** is directly or indirectly related to a **Medical Condition** which has been specifically excluded on **Your Certificate of Insurance**, or to any other **Medical Condition** or event specifically excluded in **Your Group Plan**.

3.4 Accessing elective treatment in the USA, Singapore and Hong Kong?

If **You** have selected the USA, Singapore and Hong Kong Elective **Treatment** option and need referral to a **Medical Practitioner** or **Hospital** in the USA, please follow the steps below.

3.4.1 Elective Treatment in Singapore and Hong Kong

For outpatient expenses, follow the instructions in section 3.1 (Claiming for Out-Patient Treatment You have already paid for). If You are referred for **In-Patient** or **Day-Patient Treatment**, follow instructions in section 3.2 (Arranging Direct Settlement).

3.4.2 Elective Treatment in the USA

If **You** are referred for **Out-Patient** diagnostics and surgery, **Day-Patient** or **In-Patient Treatment** in the USA, **You** must contact **Us** as soon as **You** can. **We** will confirm that the facility is an **In Network Medical Provider** and will try to arrange to settle the bill directly with the medical provider. If the medical provider **You** have selected is out of network or does not provide **Your** requested services on direct billing, **We** will make arrangements to find an equivalent medical provider that is in network.

Step 1

Five working days before **You** are admitted (or whenever possible), contact **Our** customer service team on T +971 (0) 4450 1510 | F +971 (0) 4450 1530 | GlobalService@now-health.com

Tell **Us** the **Hospital** name, telephone number, fax number, the contact name at the **Hospital** and the name of the **Medical Practitioner**.

Step 2

Your Medical Practitioner should complete a **Pre-Authorisation Request Form**. **You** can download this form from the 'How to claim' page of the website or from the secure online portfolio area.

Once **Your Medical Practitioner** has completed the form, they can return it to **Us** directly or **You** can do so using one of the methods on the form or using the secure online portfolio area in the My Claims page.

We will contact **You** once the arrangements have been made.

Step 3

When **You** arrive at the medical provider on the day of **Your Treatment**, show **Your** membership card and tell them that **Direct Billing** has been arranged.

We may also ask **You** to fill in some extra forms. **You** can access all the forms **You** need from **Your** online secure portfolio area at www.now-health.com.

You will need to pay any **Deductible** on **Your Group Plan** to the medical provider before **You** leave.

Step 4

When **You** leave, ask the medical provider to send the original claim form and bill to **Us** for payment. **You** can track all subsequent claims activity in **Your** online secure portfolio area. Log in using **Your** username and password at www.now-health.com.

Important notes:

Please contact **Us** before **You** receive any **In-Patient Treatment**, **Day-Patient Treatment** or major **Out-Patient Treatment**. If **You** don't contact **Us** before **Your** admission, **We** may not be able to arrange to pay the medical provider directly. This might mean that **You** have to pay a deposit to the **Hospital** or pay **Your** bill in full. If **You** go to an **Out of Network Medical Provider**, **We** will apply a **Co-Insurance** of 50% to any **Eligible Treatment** as per **Your Benefit Schedule**. **You** will be responsible for the difference, which **You** will have to pay directly to the **Out of Network Medical Provider**. **We** reserve the right to refuse to cover any medical expenses that **You** incur in the USA that **We** have not authorised. If **We** pay the medical provider directly for any **Treatment** that is not **Eligible** under **Your Group Plan**, **You** must refund the equivalent sum to **Us**. **You** will need to pay any **Deductible** or **Co-Insurance** on **Your Group Plan** to the medical provider before **You** leave.

3.5 What must I provide when making a claim?

Please make sure that **You** complete all the forms **We** ask **You** to.

You must send **Us** all **Your** claim information within six months of the first day of **Treatment** (unless this is not reasonably possible).

If the total amount **You** are claiming now or have claimed for **Day-Patient** and **In-Patient** (per **Insured Person**, per **Medical Condition**, per **Period of Cover**) is over USD 500, please ensure Section 3 of the claim form is completed by the treating **Medical Practitioner**.

3.6 Do I need to provide any other information?

It may not always be possible to assess the eligibility of **Your** claim from the claim form alone, which means **We** may sometimes ask **You** for additional information. This will only ever be reasonable information that **We** need to assess **Your** claim.

We may request access to **Your** medical records including medical referral letters. If **You** don't reasonably allow **Us** access to this important information, **We** will have to refuse **Your** claim. This means that **We** will also recoup any previous payments that **We** have made for that **Medical Condition**.

There may be instances where **We** are uncertain about the eligibility of a claim. If this is the case, **We** may, at **Our** own cost, ask a **Medical Practitioner** chosen by **Us** to review the claim. They may review the medical facts relating to a claim or examine **You** in connection with the claim. In choosing a relevant **Medical Practitioner**, **We** will take into account **Your** personal circumstances. **You** must co-operate with any **Medical Practitioner** chosen by **Us** or **We** will not pay **Your** claim.

3.7 What should I do if I also have cover on another insurance policy?

If **You** are making a claim, **You** must tell **Us** if **You** are able to claim any costs from another insurance policy. If another insurance policy is involved, **We** will only pay **Our** proper share.

If **You** are buying this **Plan** as a **Secondary Insurance Plan**, **We** request **You** to provide the following before **We** process **Your** claim:

- A copy of **Your** claim forms, invoices and receipts with service breakdown submitted to the **Primary Health Insurer** for the purpose of claim from **Your Primary Health Insurance**; and
- A copy of the claims settlement advices issued by the Primary Insurer which show the claims assessment details including the breakdown of claims being settled by **Your Primary Health Insurance**; and
- A copy of an updated **Certificate Of Insurance** of **Your Primary Health Insurance** that was not provided to **Us** when **You** applied for cover, if any.

3.8 What should I do if the Benefits I am claiming relate to an injury or Medical Condition caused by another person?

You must tell **Us** on the claim form if **You** are able to claim any of the cost from another person.

If **You** are claiming for **Treatment** for a **Medical Condition** caused by another person, **We** will still pay for **Benefits** that **You** can claim under the **Group Plan**.

If **You** are claiming for **Treatment** for an injury caused by another person, **We** obtain the right by law, to recover the sum of the **Benefits** paid from the other person. **You** must tell **Us** as quickly as possible about any action against another person and keep **Us** informed of any outcome or settlement of this action.

Should **You** successfully recover any monies from the third party, they should be repaid directly to **Us** within 21 days of receipt on the following basis:

- if the claim against the third party settles in full, **You** must repay **Our** outlay in full; or
- if **You** recover only a percentage of **Your** claim for damages **You** must repay the same percentage of **Our** outlay to **Us**.

If **You** do not repay **Us** (including any interest recovered from the third party), **We** are entitled to recover the same from **You**. In addition, **Your Plan** may be cancelled in line with section 8 in the Rights and Responsibilities section.

The rights and remedies in this clause are in addition to and not instead of rights or remedies provided by law.

3.9 You have a Deductible and/or Co-Insurance on Your Group Plan

Any **Deductible** or **Co-Insurance** applicable is shown on **Your Certificate of Insurance** and charged in the same currency as **Your** premium.

A **Deductible**, an **Out-Patient Per Visit Excess** or **Co-Insurance** is the amount **You** pay towards the cost of a claim for any **Insured Person** on **Your Group Plan**.

When a claim is made, any **Deductible** is automatically deducted from the amount **We** pay in relation to **Eligible In-Patient, Day-Patient** or **Out-Patient Treatment** first.

The **Deductible** applies per **Insured Person**, per **Period of Cover**. If the full **Deductible** amount has not been fulfilled after the first claim, the **Deductible** balance will be taken from subsequent claims before any **Eligible** claim amount is paid.

A **Co-Insurance** is a percentage payment made by **You** towards the cost of an **Eligible** claim per **Period of Cover**. For example, if an **Insured Person** has 20% **Co-Insurance** applicable on **Eligible Out-Patient Treatment** and the claimed amount is USD 100, then the **Insured Person** will have to pay USD 20 and **We** will pay USD 80 towards this claim.

If **You** have both a **Deductible** and a **Co-Insurance Out-Patient** option, **We** will first apply the **Deductible** before any **Co-Insurance** is applied. For example, if an **Insured Person** has a USD 150 **Deductible** and a 20% **Out-Patient Co-Insurance**, and the **Eligible Out-Patient** claimed amount is USD 500, then the **Insured Person** needs to pay the USD 150 **Deductible** plus 20% of the balance of the claimed amount, which is a total of USD 220/GBP 138. **We** will then pay USD 280 towards this claim.

You need to submit **Your** claim form and bills, even if the **Deductible** is greater than the **Benefits You** are claiming so **We** can administer **Your Group Plan** correctly. When **You** make a claim, **We** will reduce the amount **We** pay **You** until the **Deductible** limit is used up.

3.10 How will claim reimbursements be calculated?

Claims reimbursements will in all cases be based on the date of **Treatment**, and in the first instance will be paid in the same currency as the claim invoice. Alternatively, the currency of the **Group Plan** may be requested or **We** will endeavour to pay in another currency of **Your** choice. **We** will convert currencies based on the exchange rates quoted by Citibank as of the **Treatment** date.

3.11 What currencies can claims be made in?

You have the choice of claims reimbursement in either the currency of **Your Group Plan**, the currency **You** incurred **Your** claim in, or another currency of **Your** choice. Listed below are the currencies **We** can transact in.*

ALL	Albanian Lek	GHS	Ghanian Cedi	PHP	Philippine Peso
DZD	Algerian Dinar	GTQ	Guatemalan Quetzal	PLN	Polish Zloty
AMD	Armenian Dram	GNF	Guinea Republic Franc	QAR	Qatari Riyal
AOA	Angola Kwanza	GYP	Guyana Dollar	RON	Romanian Leu
AUD	Australian Dollar	HTG	Haitian Gourde	RUB	Russian Ruble
AZN	Azerbaijan Manat	HNL	Honduran Lempira	RWF	Rwandan Franc
BSD	Bahamian Dollar	HKD	Hong Kong Dollar	WST	Samoan Tala
BHD	Bahraini Dinar	HUF	Hungarian Forint	SAR	Saudi Riyal
BDT	Bangladesh Taka	INR	Indian Rupee	RSD	Serbian Dinar
BBD	Barbados Dollar	IDR	Indonesian Rupiah	SCR	Seychelles Rupee
BYR	Belarus Ruble	ILS	Israeli Shekel	SLB	Sierra Leone Leone
BZD	Belize Dollar	JMD	Jamaican Dollar	SGD	Singapore Dollar
BMD	Bermudian Dollar	JPY	Japanese Yen	SBD	Solomon Islands Dollar
BTN	Bhutan Ngultrum	JOD	Jordanian Dinar	ZAR	South African Rand
BOB	Bolivian Boliviano	KZT	Kazakhstan Tenge	SRD	Suriname Dollar
BAM	Bosnia & Herzegovina Convertible Mark	KES	Kenyan Shilling	SEK	Swedish Krona
BWP	Botswana Pula	KRW	Korean Won	SZL	Swaziland Lilangeni
BRL	Brazilian Real	KWD	Kuwaiti Dinar	CHF	Swiss Franc
BND	Brunei Dollar	LAK	Laos Kip	LKR	Sri Lankan Rupee
BGN	Bulgarian Lev	LVL	Latvian Lats	TWD	Taiwan New Dollar
BIF	Burundi Franc	LSL	Lesotho Loti	TZS	Tanzanian Shilling
CAD	Canadian Dollar	LBP	Lebanese Pound	THB	Thai Baht
CVE	Cape Verde Escudo	LYD	Libyan Dinar	TOP	Tongan Pa'anga
KHR	Cambodia Riel	LTL	Lithuanian Litas	TTD	Trinidad and Tobago Dollar
KYD	Cayman Island Dollar	MKD	Macedonia Denar	TND	Tunisian Dinar
XOF	West African States CFA Franc BCEAO	MOP	Macau Pataca	TRY	Turkish Lira
XAF	Central African States CFA Franc BEAC	MGA	Madagascar Ariary	AED	U.A.E. Dirham
XPf	Central Pacific Franc	MWK	Malawi Kwacha	UGX	Ugandan Shilling
CLP	Chilean Peso	MVR	Maldives Rufiyaa	GBP	U.K. Pound Sterling
CNY	Chinese Yuan Renminbi	MYR	Malaysian Ringgit	UAH	Ukraine Hryvnia
COP	Colombian Peso	MRO	Mauritanian Ouguiya	UYU	Uruguayan Peso
KMF	Comoros Franc	MUR	Mauritius Rupee	USD	U.S. Dollar
CRC	Costa Rican Colon	MXN	Mexican Peso	UZS	Uzbekistan Som
HRK	Croatian Kuna	MDL	Moldavian Leu	VUV	Vanuatu Vatu
CZK	Czech Koruna	MNT	Mongolian Tugrik	VEF	Venezuelan Bolivar
DKK	Danish Krone	MAD	Moroccan Dirham	VND	Vietnam Dong
DJF	Djibouti Franc	MZN	Mozambique Metical	YER	Yemeni Rial
DOP	Dominican Peso	NAD	Namibian Dollar	ZMK	Zambia Kwacha
EGP	Egyptian Pound	NPR	Nepal Rupee		
EUR	EMU Euro	NZD	New Zealand Dollar		
ERN	Eritrea Nakfa	NIO	Nicaraguan Cordoba		
EEK	Estonian Kroon	NGN	Nigerian Naira		
ETB	Ethiopia Birr	NOK	Norwegian Krone		
FJD	Fiji Dollar	OMR	Omani Rial		
GMD	Gambian Dalasi	PKR	Pakistani Rupee		
GEL	Georgian Lari	PGK	Papua New Guinea Kina		
		PYG	Paraguayan Guarani		
		PEN	Peruvian Nuevo Sol		

* Subject to local currency and/or international restrictions/regulations.

4. Benefits: What is covered?

All the **Benefits** covered by Remote Health are shown in the **Benefit Schedule** in this section. The **Benefit** limits are per **Insured Person** and either per **Medical Condition**, per visit or per **Period of Cover**. Please remember that this **Group Plan** is not intended to cover all eventualities.

In return for payment of the premium, **We** agree to provide cover as set out in the terms of this **Group Plan**. Please refer to the definition of **Group Plan** in section 1 for details of the documents that make up **Your Group Plan**.

4.1 Summary of Remote Health

Remote Health has been designed to provide cover for **Reasonable and Customary Charges** for **Medically Necessary** and active **Treatment** of disease, illness or injury.

SimpleCare provides cover for **Treatment** worldwide excluding the USA, Singapore and Hong Kong, unless the USA, Singapore and Hong Kong elective Treatment option is selected.

A summary of Your **Group Plan** is shown below:

Remote Health	Cover for In-Patient and Day-Patient Treatment , and various Deductible options to lower Your premiums, if You want to cover high cost/low frequency major medical events only.
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The above is a summary of just some of the **Group Plan Benefits**. For full details of the **Benefits** and exclusions, it is important that **You** read this handbook in full. For the full **Benefit Schedule**, please go to section 4.3.

4.2 Pre-Authorisation

Pre-Authorisation is mandatory for all **In-Patient** and **Day-Patient Treatment** under this **Group Plan**.

For planned **Treatment**, **You** must contact **Our** customer service team on

+44 (0) 1276 602110 Fax +44 (0) 1276 602130 Email EuropeService@now-health.com,
at least 2 working days before **Treatment** starts.

In the case of any **Emergency**, **You**, the treating **Medical Practitioner** or the **Hospital**, must contact Our 24 hour **Emergency** assistance service on +44 (0) 1276 602140 or email EuropeService@now-health.com as soon as possible and prior to discharge.

Your Group Plan with **Us** will only cover **Reasonable and Customary Charges** for **Treatment** that is **Medically Necessary**. It is important that **You** contact **Us** before **Treatment** for **Us** to confirm if such **Treatment** is **Eligible** under **Your Group Plan**.

If **Pre-Authorisation** is not obtained and **Treatment** is received and is subsequently proven not to be **Medically Necessary**, **We** reserve the right to decline **Your** claim. If **Treatment** is **Medically Necessary**, but **You** did not obtain **Pre-Authorisation**, **We** will only pay up to **Reasonable and Customary Charges**.









Failure to obtain **Pre-Authorisation** for **Treatment** of an **Eligible Medical Condition** means **You** may incur a proportion of the costs.

4.3 Now Health International: Remote Health

Remote Health has been designed to provide cover for **Reasonable and Customary Charges** for **Medically Necessary** and active **Treatment** of disease, illness or injury. The **Benefit Schedule** below details the cover provided by each **Group Plan**. This is additional information that should be read in conjunction with this complete handbook.

If **You** are unsure of **Your** particular circumstances, please contact **Our** customer service team before incurring any **Treatment** costs. Some cover states "Full Refund" and this means that **Eligible** claims are covered up to the annual maximum **Group Plan** limit or Annual **Out-Patient** Limit, after any deduction of any **Deductible** or **Co-Insurance** or similar condition, if **Reasonable and Customary Charges** for **Medically Necessary Treatment** are incurred.

4.3.1 Remote Health

Benefit	Remote Health
Annual Maximum Group Plan Limit 24/7 helpline and assistance services available on all Group Plans	USD 1,000,000
Geographical Area Default	
Area of Cover: Worldwide excluding USA, Singapore and Hong Kong	Default Network: SimpleCare Comprehensive Network
1. Hospital Charges, Medical Practitioner and Specialist Fees: <ul style="list-style-type: none"> i) Charges for In-Patient or Day-Patient Treatment made by a Hospital including charges for accommodation (ward/semi-private or private); Diagnostic Tests; operating theatre charges including surgeon and anaesthetist charges; and charges for nursing care by a Qualified Nurse; Drugs and Dressings prescribed by a Medical Practitioner or Specialist; and surgical appliances used by the Medical Practitioner during surgery. This includes pre and post-operative consultations while an In-Patient or Day-Patient and includes charges for intensive care. ii) Ancillary charges: Purchase and rental of crutches, canes, walking aids and self-propelled non-electronic wheelchairs within six months of an Eligible Medical Condition which required In-Patient or Day-Patient Hospital Treatment. 	<ul style="list-style-type: none"> (i)  Full refund (ii)  Up to USD 1,500 per Medical Condition
2. Diagnostic Procedures: Medically Necessary diagnostic magnetic resonance imaging (MRI), positron emission tomography (PET) and computerised tomography (CT) scans received as an In-Patient , Day-Patient or Out-Patient .	 Up to USD 5,000 for in-patient and post-operative scans
3. Renal Failure and Renal Dialysis: <ul style="list-style-type: none"> (i) Treatment of renal failure, including renal dialysis on an In-Patient basis. (ii) Treatment of renal failure, including renal dialysis on a Day-Patient or Out-Patient basis. 	<ul style="list-style-type: none"> (i)  Up to six weeks or USD 20,000 for in-patient, pre and post-operative care (ii)  Not covered
4. Organ Transplant: <ul style="list-style-type: none"> i) Treatment for and in relation to a human organ transplant of kidney, pancreas, liver, heart, lung, bone marrow, cornea, or heart and lung, in respect of the Insured Person as a recipient. In circumstances where an organ transplant is required as a result of a congenital disorder for a new born, cover will be provided under Benefit 7 - Congenital Disorder but excluded from Benefit 4 - Organ Transplant. We only pay for transplants carried out in internationally-accredited institutions by accredited surgeons and where the organ procurement is in accordance with WHO guidelines. ii) Medical costs associated with the donor and the cost of the donor organ search are excluded from this Benefit. 	<ul style="list-style-type: none"> (i)  Up to USD 150,000 per Period of Cover (ii)  Not covered
5. Cancer Treatment: Treatment given for Cancer received as an In-Patient , Day-Patient or Out-Patient . Includes oncologist fees, surgery, radiotherapy and chemotherapy, alone or in combination, from the point of diagnosis.	 Full refund

Benefit	Remote Health
<p>6. New Born Cover:</p> <p>In-Patient Treatment of premature birth (i.e. prior to age 37 weeks gestation) or an Acute Condition being suffered by a New Born baby of an Insured Person which manifests itself within 30 days following birth. Provided that the New Born baby is added to the Group Plan within 30 days of birth and premium paid. Cover for multiple births will be covered up to the same limits shown.</p> <p>In circumstances where We require details of the New Born baby's medical history before the baby is being added to the Group Plan, We reserve the right to apply particular restrictions to the cover We will offer. Please refer to Section 6.5 - Adding New Born of this Members Handbook for details.</p>	<p> Up to USD 50,000 per Period of Cover</p>
<p>7. Congenital Disorder:</p> <p>In-Patient Treatment for a Congenital Disorder. In circumstances where a Congenital Disorder manifests itself in a New Born baby within 30 days of birth, cover for such Medical Conditions will be provided under Benefit 6 - New Born Cover but excluded from Benefit 7 – Congenital Disorders.</p>	<p> Up to USD 25,000 per Period of Cover</p>
<p>8. Parent Accommodation:</p> <p>The cost of one parent staying in Hospital overnight with an Insured Person under 18 years old while the child is admitted as an In-Patient for Eligible Treatment.</p>	<p> Full refund</p>
<p>9. Hospital Accommodation for New Born Accompanying their Mother:</p> <p>Hospital Accommodation costs relating to a New Born baby (up to 16 weeks old) to accompany its mother (being an Insured Person) while she is receiving Eligible Treatment as an In-Patient in a Hospital.</p>	<p> Up to USD 500,000 per Period of Cover</p>
<p>10. Reconstructive Surgery:</p> <p>Reconstructive surgery required to restore natural function or appearance following an Accident or following a Surgical Procedure for an Eligible Medical Condition, which occurred after an Insured Person's Entry Date or Start Date whichever is later.</p>	<p> Full refund</p>
<p>11. Day-Patient or Out-Patient Surgery:</p> <p>Treatment costs for a Surgical Procedure performed in a surgery, Hospital, day-care facility or Out-Patient department.</p>	<p> Up to USD 500,000 per Period of Cover</p>
<p>12. In-Patient Emergency Dental Treatment:</p> <p>This means Emergency restorative dental Treatment required to sound, natural teeth following an Accident which necessitates Your admission to Hospital for at least one night. The dental Treatment must be received within 10 days of the Accident. This Benefit covers all costs incurred for Treatment made necessary by an accidental injury caused by an extra-oral impact, when the following conditions apply:</p> <ul style="list-style-type: none"> • If the Treatment involves replacing a crown, bridge facing, veneer or denture, We will pay only the reasonable and customary cost of a replacement of similar type or quality • If implants are clinically needed We will pay only the cost which would have been incurred if equivalent bridgework was undertaken instead • Damage to dentures providing they were being worn at the time of the injury 	<p> Up to USD 500,000 per Period of Cover</p>
<p>13. Rehabilitation:</p> <p>When referred by a Specialist as an integral part of Treatment for a Medical Condition necessitating admission to a recognised Rehabilitation unit of a Hospital. Where the Insured Person was confined to a Hospital as an In-Patient for at least three consecutive days, and where a Specialist confirms in writing that Rehabilitation is required. Admission to a Rehabilitation unit must be made within 14 days of discharge from Hospital. Such Treatment should be under the direct supervision and control of a Specialist and would cover:</p> <ol style="list-style-type: none"> i) Use of special Treatment rooms ii) Physical therapy fees iii) Speech therapy fees iv) Occupational therapy fees 	<p> Up to USD 500,000 or 30 days per medical condition</p>
<p>14. Nursing Care at Home:</p> <p>Care given by Qualified Nurse in the Insured Person's own home, which is immediately received subsequent to Treatment as an In-Patient or Day-Patient on the recommendation of a Medical Practitioner or Specialist.</p>	<p> Not covered</p>





Benefit	Remote Health
<p>15. Emergency Ambulance Transportation:</p> <p>Emergency road ambulance transport costs to or between Hospitals, or when considered Medically Necessary by a Medical Practitioner or Specialist.</p>	<p style="text-align: center;">▶ Full refund</p>
<p>16. Evacuation and Repatriation:</p> <p>Evacuation</p> <p>Arrangements will be made to move an Insured Person who has a critical, life-threatening Eligible Medical Condition to the nearest medical facility for the purpose of admission to Hospital as an In-Patient or Day-Patient.</p> <p>Reasonable expenses for:</p> <ul style="list-style-type: none"> i) Transportation costs of an Insured Person in the event of Emergency Treatment and Medically Necessary transport and care not being readily available at the place of the incident. This includes an economy class airfare ticket for a locally-accompanying person who has travelled as an escort. ii) Reasonable local travel costs to and from medical appointments when Treatment is being received as a Day-Patient. iii) Reasonable travel costs for a locally-accompanying person to travel to and from the Hospital to visit the Insured Person following admission as an In-Patient. iv) Reasonable costs for non-Hospital Accommodation only for immediate pre and post-Hospital admission periods provided that the Insured Person is under the care of a Specialist. <p>Costs of Evacuation do not extend to include any air-sea rescue or mountain rescue costs that are not incurred at recognised ski resorts or similar winter sports resorts.</p> <p>Our medical advisers will decide the most appropriate method of transportation for the Evacuation and this Benefit will not cover travel if it is against the advice of Our medical advisers or where the medical facility does not have appropriate facilities to treat the Eligible Medical Condition.</p> <p>Repatriation</p> <p>An economy class airfare ticket to return the Insured Person and a locally-accompanying person who has travelled as an escort to the site of Treatment or the Insured Person's principal Country of Nationality or principal Country of Residence, as long as the journey is made within one month of completion of Treatment.</p> <p>You are Eligible for Medically Necessary Repatriation costs only if there was an initial Evacuation that has taken place.</p> <p>Deductible would apply to Medically Necessary Treatment required under this Benefit.</p>	<p style="text-align: center;">Combined limit up to USD 100,000</p> <ul style="list-style-type: none"> (i) ▶ Full refund (ii) ▶ Full refund (iii) ▶ Full refund (iv) ▶ Up to USD 200 per day Up to USD 7,500 per person, per Evacuation <p style="text-align: center;">▶ Full refund</p>
<p>17. Emergency Non-Elective Treatment outside Area of Cover:</p> <p>For planned trips up to 30 days of duration. Treatment by a Medical Practitioner or Specialist starting within 24 hours of the Emergency event, required as a result of an Accident or the sudden beginning of a severe illness resulting in a Medical Condition that presents an immediate threat to the Insured Person's health.</p>	<p style="text-align: center;">▶</p> <p>Accident: Full refund for Accident requiring In-Patient and Day-Patient care</p> <p style="text-align: center;">▶</p> <p>Illness: In-Patient and Day-Patient care up to USD 60,000 per Period of Cover</p>
<p>18. Hospital Cash Benefit:</p> <p>This Benefit is payable for each night an Insured Person receives In-Patient Treatment and only if:</p> <ul style="list-style-type: none"> i) the Insured Person is admitted for an elective In-Patient Treatment before midnight, and the Treatment is received within the public hospitals of the Insured Persons' Country of Residence; or ii) this Group Plan being the Secondary Health Insurance Plan. <p>Cover under this Benefit is limited to a maximum of 30 nights per Period of Cover.</p> <p>For this Benefit exclusion 5.9 does not apply.</p>	<p style="text-align: center;">▶</p> <p>USD 125 per night, up to 30 nights</p>



Out-patient Options	Remote Health
<p>Annual Out-Patient Limit <i>Applicable to Benefit 19 and 20 only, subject to Annual Maximum Group Plan Limit</i></p> <p>A 10% Co-Insurance will apply to all Eligible Out-Patient Treatment.</p> <p>Please note that the Co-Insurance will not apply to Treatment relating to Renal dialysis/Renal failure, Cancer or Organ Transplants.</p>	<p>USD 4,500</p>
<p>19. Out-Patient Charges:</p> <p>i) Medical Practitioner fees including consultations; Specialist fees; Diagnostic Tests.</p> <p>ii) Prescribed Drugs and Dressings.</p> <p>Maintenance of Chronic Medical Conditions requiring ongoing or long-term monitoring through consultations, examinations, check-ups, Drugs and Dressings and/or tests are covered under this Benefit.</p>	<p>i)  Full refund subject to Annual Out-Patient Limit</p> <p>ii)  Full refund subject to Annual Out-Patient Limit</p>
<p>20. Out-Patient Physiotherapy and Alternative Therapies</p> <p>i) Physiotherapy by a Registered Physiotherapist, when referred by a Medical Practitioner, or Specialist.</p> <p>ii) Complementary medicine and Treatment by a therapist, when referred by a Medical Practitioner or Specialist. This Benefit extends to osteopaths, chiropractors, homeopaths, dietician and acupuncture Treatment.</p> <p>iii) Out-Patient Treatment for therapies administered by a recognised traditional Chinese Medical Practitioner or an Ayurvedic Medical Practitioner.</p> <p>We do not cover charges for general chiropody or podiatry.</p>	<p>i)  USD 60 per visit</p> <p>ii)  USD 60 per visit</p> <p>iii)  USD 30 per visit</p> <p>Combined up to 10 visits for i), ii) & iii) per Period of Cover, subject to Annual Out-Patient Limit</p>
Dental Options	Remote Health
<p>21. Dental Care</p> <p>Fees of a registered Dental Practitioner carrying out dental Treatment in a dental clinic/surgery.</p> <p>This Benefit provides cover for the below dental Treatment:</p> <p>(i) Routine dental Treatment: Fees of a registered Dental Practitioner carrying out routine dental Treatment in a dental surgery. Routine dental Treatment means:</p> <ul style="list-style-type: none"> • Screening (twice per year), i.e. the assessment of diseased, missing and filled teeth, including x-rays where necessary, • Preventative scaling, polishing, and sealing (once per year), • Fillings (standard amalgams or composite fillings) and extractions, and • Root-canal Treatment (but not fitting of a crown following root-canal Treatment). <p>(ii) Complex Dental Treatment: Fees of a registered Dental Practitioner and associated costs for the following procedures: Eligible complex dental Treatment: including for example: Apicoectomy done to treat the following - Fractured tooth root; A severely curved tooth root; teeth with caps or posts; Cyst or infection which is untreatable with root-canal therapy; Root perforations; New or repair of crowns, dentures, in lays and bridges. Recurrent pain and infection; Persistent symptoms that do not indicate problems from x-rays. Calcification; Damaged root surfaces and surrounding bone requiring surgery.</p> <p>Dental implants and orthodontics Treatment are specifically excluded under this Benefit. No other Treatment is covered by this Benefit.</p> <p>Waiting Period: Costs incurred within nine months from the Entry Date are excluded. A Co-Insurance of 20% applies.</p> <p>For this Benefit the Group Plan Deductible does not apply.</p>	<p> (i) Up to USD 500 per Period of Cover</p> <p>(ii) Up to USD 1,500 per Period of Cover</p>

Geographical Area Option	Remote Health
<p>22. Area of Cover: Worldwide</p> <p>By selecting this option, Your area of cover will become Worldwide including elective Treatment in the USA, Singapore and Hong Kong</p> <p>You will also be able to access to the SimpleCare Comprehensive Network.</p> <p>USA, Singapore and Hong Kong Elective Treatment:</p> <p>(i) Costs associated with Eligible In-Patient and Day-Patient Treatment in the USA, Singapore and Hong Kong will be paid in full where Treatment is received in a Hospital listed in the Now Health International Provider Network.</p> <p>(ii) Costs associated with Eligible Out-Patient Treatment in the USA, Singapore and Hong Kong will be paid in full where Treatment is received in the Now Health International Provider Network.</p> <p>Treatment that is not received in the Now Health International Provider Network will be subject to a 50% Co-Insurance</p>	<p style="text-align: center;">▶</p> <p style="text-align: center;">Optional</p>

Deductible Options	Remote Health
<p>Standard Deductible</p>	<p style="text-align: center;">USD 250</p>
<p>Optional Deductible</p>	<p style="text-align: center;">Nil USD 5,000</p>

Out-Patient Options	Remote Health
<p>23. Co-Insurance Out-Patient Treatment:</p> <p>i) A Nil Co-Insurance will apply to all Eligible Out-Patient Treatment, or</p> <p>ii) 20% Co-Insurance will apply to all Eligible Out-Patient Treatment.</p> <p>Please note that the Co-Insurance will not apply to Treatment relating to Renal dialysis/Renal failure, Cancer or Organ Transplants.</p> <p>This option is not available for Group Plans with Deductibles of USD 5,000.</p>	<p style="text-align: center;">▶</p> <p style="text-align: center;">Optional</p>

Additional Options	Remote Health
<p>24. Wellness and Vaccinations</p> <p>i) Wellness: This Benefit is payable as a contribution towards the cost of routine health checks including Cancer screening, cardiovascular examination, neurological examinations, vital signs (e.g. blood pressure, body mass index, urinalysis, cholesterol). and/or</p> <p>ii) Vaccinations: Costs of drugs and consultations to administer all Medically Necessary basic immunisation and booster injections and any Medically Necessary travel Vaccinations and malaria prophylaxis.</p> <p>For this Benefit exclusion 5.9 does not apply.</p>	<p> Optional</p> <p>For Compulsory Group Plans 3+ employees</p> <p>Combined limit up to USD 250 per Period of Cover</p>
<p>25. Maternity</p> <p>(i) Medically Necessary costs incurred during normal Pregnancy and childbirth: childbirth costs, including pre and post-natal check-ups for up to six weeks following birth, scans and delivery costs for a natural birth or caesarean section. Paediatrician costs for the first examination/check-up of a New Born baby, if the examination is made within 24 hours of delivery and Well-baby examinations up to the child's second birthday and as recommended by a Medical Practitioner or Specialist. This includes physical examinations, measurements, sensory screening, neuropsychiatric evaluation, development screening, as well as hereditary and metabolic screening, immunisations, urine analysis, tuberculin tests and hematocrit, haemoglobin and other blood tests, including tests to screen for sickle haemoglobinopathy.</p> <p>Please note We will pay for the above Well-baby examinations costs only if We have paid the delivery cost of the baby under this Group Plan, provided the baby is being added into the Group Plan as an Insured Person.</p> <p>(ii) In-Patient Treatment of an Eligible Medical Condition which arises during the antenatal stages of Pregnancy, or an Eligible Medical Condition which arises during childbirth. As an illustration, We would consider Treatment of the following:</p> <ul style="list-style-type: none"> • Ectopic Pregnancy (where the foetus is growing outside the womb) • Hydatidiform mole (abnormal cell growth in the womb) • Retained placenta (afterbirth retained in the womb) • Placenta praevia • Eclampsia (a coma or seizure during Pregnancy and following pre-eclampsia) • Diabetes (If You have exclusions because of Your past medical history which relate to diabetes, then You will not be covered for any Treatment for diabetes during Pregnancy) • Post partum haemorrhage (heavy bleeding in the hours and days immediately after childbirth) • Miscarriage requiring immediate surgical Treatment • Failure to progress in labour <p>Waiting Period: Costs incurred within twelve months from the Entry Date are excluded.</p> <p>Please note, We do not pay for parenting or other teaching classes as these are a matter of personal choice.</p> <p>For this Benefit exclusion 5.26 does not apply.</p> <p>The Group Plan Deductible applies to this Benefit</p>	<p> Optional</p> <p>For Compulsory Group Plans 5+ or 10+ employees</p> <p>i) and ii) Combined limit of USD 5,000 per Period of Cover</p> <p>i)  Up to USD 5,000 per Period of Cover</p> <p>ii)  Full refund up to a combined annual limit of USD 5,000 per Period of Cover</p>

Underwriting Options	Remote Health
<p>Capped Cover</p> <p><i>This underwriting option provides limited cover for any pre-existing Medical Conditions that are declared and accepted by Us.</i></p> <p>Waiting Period: <i>Costs of Treatment for such pre-existing Medical Conditions incurred within the first nine months from the Entry Date are excluded.</i></p>	<p> Optional</p> <p><i>For Compulsory Group Plans 5 to 19 employees</i></p> <p><i>After Waiting Period, until the Group Plan renews: USD 2,000 per declared pre-existing Medical Condition</i></p> <p><i>Upon renewal of the Group Plan: USD 4,000 per declared pre-existing Medical Condition, per Period of Cover</i></p>
<p>Medical History Disregarded</p> <p><i>If this underwriting option is selected, Exclusion 5.27 does not apply.</i></p> <p><i>Please note that the Waiting Period does not apply to either Maternity or Dental Care Benefits, if Medical History Disregarded is selected.</i></p>	<p> Optional</p> <p><i>For Compulsory Group Plans of 10+ employees</i></p>

5. Exclusions: What is not covered?

These are the **Group Plan** limitations that apply in addition to any personal exclusions detailed in **Your Certificate of Insurance**. These include **Treatments** that may be considered a matter of personal choice (such as cosmetic **Treatment**) and other **Treatments** that are excluded from cover to keep premiums at an affordable level.

5.1 Act of Terrorism, war and illegal acts

We do not pay for **Treatment** of any condition resulting directly or indirectly from, or as a consequence of war, acts of foreign hostilities (whether or not war is declared), civil war, rebellion, revolution, insurrection or military or usurped power, mutiny, riot, strike, martial law or state of siege, or attempted overthrow of government, or any acts of terrorism, unless **You** are an innocent bystander. **You** are not covered for costs arising from taking part in any illegal act.

5.2 Administrative and shipping fees

You are not covered for any charges made by a **Medical Practitioner** or **Dental Practitioner** for filling in claim forms or providing medical reports. **You** are not covered for any charges where a police report is required. **You** are not covered for the cost of shipping (including customs duty) on transporting medication.

5.3 Alcohol and drug abuse

You are not covered for costs for **Treatment** resulting from dependency on or abuse of alcohol, drugs, or other addictive substances and any illness or injury arising directly or indirectly from such dependency or abuse.

5.4 Chemical exposure

You are not covered for **Treatment** costs directly or indirectly caused by or contributed to or arising from: ionizing radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel; the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

5.5 Cosmetic Treatment

You are not covered for **Treatment** costs relating to cosmetic or aesthetic **Treatment** or any **Treatment** related to previous cosmetic or reconstructive surgery (whether or not for psychological purposes) to enhance **Your** appearance, even when medically prescribed, such as but not limited to acne, teeth whitening, lentigo and alopecia.

The only exception is an initial reconstructive surgery necessary to restore function or appearance after a disfiguring accident, or following a **Surgical Procedure** for an **Eligible Medical Condition** if the accident or surgery occurs during **Your** membership.

5.6 Contamination

We do not pay for the **Treatment** of any conditions, or for any claim arising directly or indirectly from chemical or biological contamination, however caused, or from contamination by radioactivity from any nuclear material whatsoever, or asbestosis, including expenses in any way caused by or contributed to by an act of war or terrorism.

5.7 Chronic Conditions

You do not have cover for costs relating to the maintenance of Chronic Conditions unless out-patient charges **Benefits** are shown on **Your Certificate of Insurance**. **We** will pay such **Eligible** costs under **Benefit 19 - Out-Patient** Charges.

5.8 Coma or Vegetative State

We will not pay for any **Treatment** costs incurred by an **Insured Person** after being in a coma or in a vegetative state for more than 12 months.

We will, however, pay for any active **Treatment** costs of an **Eligible Medical Condition** incurred within the first 12 months of the coma or the vegetative state.

5.9 Deductible, Out-Patient Per Visit Excess or Co-Insurance

You are not covered for the amount of the **Deductible** or **Co-Insurance** that is shown on **Your Certificate of Insurance**. **We** will treat any arrangement with or any offer by a provider to charge **Us** a higher fee to cover the amount of the **Deductible** or **Co-Insurance** as fraud and **We** will take legal action.

5.10 Dental care

You are not covered for any dental care unless these **Benefits** are included on **Your Certificate of Insurance**. However **We** will pay for **Emergency In-Patient** dental **Treatment** following an **Accident** as detailed in the **Benefit Schedule**. **We** will not pay for any telephone or travelling expenses incurred in seeking dental advice or **Treatment**, damage to dentures unless being worn at the time of the **Accident**, or the cost of **Treatment** made necessary by an accidental dental injury if:

- The injury was caused by eating or drinking anything, even if it contains a foreign body
- The damage was caused by normal wear and tear
- The injury was caused when boxing or playing rugby (except school rugby) unless appropriate mouth protection was worn
- The injury was caused by any means other than extra-oral impact
- The damage was caused by tooth brushing or any other oral hygiene procedure
- The damage is not apparent within 10 days of the impact which caused the injury
- The costs are incurred more than 18 months after the date of the injury which made the **Treatment** necessary

5.11 Developmental disorders

You are not covered for **Treatment** of developmental, behavioural or learning problems such as attention deficit hyperactivity syndrome, speech disorders or dyslexia and physical developmental problems.

5.12 Dietary supplements, vitamins or minerals and Cosmetic Products

We do not pay for products classified as vitamins or minerals (except during pregnancy or to treat diagnosed, clinically significant vitamin deficiency syndromes), nutritional or dietary consultations and supplements, including, but not limited to, special infant formula and cosmetic products including but not limited to moisturizers, cleansers, lotions, soaps, shampoos, sunscreen, mouth wash, antiseptic lozenges, even if medically recommended or prescribed or acknowledged as having therapeutic effects.

5.13 Eating disorders

You are not covered for costs relating to **Treatment** of eating disorders such as, but not limited to, anorexia nervosa and bulimia.

5.14 Experimental Treatment and drugs

You are not covered for **Treatment** or drugs which have not been established as being effective or which are experimental. For drugs this means they must be licensed for use by the European Medicines Agency or the Medicines and Healthcare products Regulatory Agency and be used within the terms of that licence. For established **Treatment**, this means procedures and practices that have undergone appropriate clinical trial and assessment, sufficiently evidenced and published medical journals and/or been approved by the National Institute for Health and Clinical Excellence for specific purposes to be considered proven safe and effective therapies.

5.15 Eyesight tests or vision correction, hearing tests, hearing or visual aids

You are not covered for routine eyesight or hearing tests or the cost of eyeglasses, contact lenses, hearing aids or cochlear implants. **We** do not pay for eye surgery to correct vision, however eye surgery to correct an **Eligible Medical Condition** is covered.

5.16 External Prosthesis

You are not covered for any costs relating to providing, maintaining and fitting of any external prosthesis or appliance or other equipment, medical or otherwise except as is specified under the **Hospital Charges**, **Medical Practitioner** and **Specialists** fees **Benefit**.

5.17 Failure to follow medical advice

We do not pay for **Treatment** arising from or related to **Your** unreasonable failure to seek or follow medical advice and/or prescribed **Treatment**, or **Your** unreasonable delay in seeking or following such medical advice and/or prescribed **Treatment**. **We** do not pay for complications arising from ignoring such advice.

5.18 Foetal surgery

We do not cover the costs of surgery on a child while in its mother's womb except as part of the maternity **Benefits** detailed in **Your Certificate of Insurance**.

5.19 Genetic testing

We do not cover the cost of genetic tests, when those tests are undertaken to establish whether or not **You** may be genetically disposed to the development of a **Medical Condition**, **You** have a **Medical Condition** when **You** have no symptoms or if there is a genetic risk of **You** passing on a **Medical Condition**.

5.20 Hazardous sports and pursuits

We do not cover **Treatment** of injuries sustained from base jumping, cliff diving, flying in an unlicensed aircraft or as a learner, martial arts, free climbing, mountaineering with or without ropes, scuba diving to a depth of more than 10 metres, trekking to a height of over 2,500 metres, bungee jumping, canyoning, hang-gliding, paragliding or microlighting, parachuting, potholing, skiing off piste or any other winter sports activity carried out off piste.

5.21 HIV, AIDS or sexually transmitted disease

You are not covered for **Treatment** for Acquired Immune Deficiency Syndrome (AIDS), AIDS-related Complex Syndrome (ARCS) and all diseases caused by or related to Human Immunodeficiency Virus (HIV) (or both) and sexually transmitted disease.

5.22 Hormone Replacement Therapy

You are not covered for the costs of **Treatment** for Hormone Replacement Therapy (HRT). **We** will cover **Medical Practitioner's** fees including consultations, the cost of implants, patches or tablets which are **Medically Necessary** as a direct result of medical intervention, up to a maximum of 18 months from the date of medical intervention.

5.23 Morbid obesity

You are not covered for the costs of **Treatment** for, or related to, morbid obesity. **You** are not covered for costs arising from or related to removing fat or surplus healthy tissue from any part of the body.

5.24 Nursing homes, convalescence homes, health hydros, and nature cure clinics

You are not covered for **Treatment** received in nursing homes, convalescence homes, health hydros, nature cure clinics or similar establishments. **You** are not covered for convalescence or where **You** are in **Hospital** for the purpose of supervision. **You** are not covered for extended nursing care if the reason for the extended nursing care is due to age related infirmity and/or if the **Hospital** has effectively become **Your** home.

5.25 Palliative and Hospice Care

On diagnosis of a **Terminal** illness by a **Medical Practitioner** or **Specialist**, **We** do not cover the costs of **Hospital** or Hospice accommodation or costs of any other **Treatment** for the purpose of offering temporary relief of symptoms.

5.26 Pregnancy or maternity

You are not covered for costs relating to **Pregnancy** or childbirth unless maternity **Benefits** are shown on **Your Certificate of Insurance**. This includes but not limited to costs arising from:

- normal **Pregnancy** or childbirth
- **Emergency** or voluntary caesarean section
- **Pregnancy** or childbirth **Medical Conditions**. This includes **Medical Conditions** that arises during the antenatal stage, childbirth, or postpartum period

5.27 Pre-Existing Medical Conditions (not applicable for MHD Groups)

Your Group Plan does not cover **You** for **Treatment** of **Pre-Existing Medical Conditions** and related conditions unless accepted by **Us** in writing.

A **Pre-Existing Medical Condition** means any disease, injury or illness for which:

1. **You** have received **Treatment**, tests or investigations for, been diagnosed with or been hospitalised for; or
2. **You** have suffered from or experienced symptoms; whether the **Medical Condition** has been diagnosed or not, at any time before your **Start Date/Entry Date** into the **Group Plan**.

5.28 Professional sports

You are not covered for any costs resulting from injuries or illness arising from **You** taking part in any form of professional sport. By professional sport, **We** mean where **You** are being paid to take part.

5.29 Psychiatric or Psychological Treatment

You are not covered for **Treatment** costs related to psychiatric illness or any psychological conditions.

5.30 Reproductive medicine

You are not covered for costs relating to investigations into or **Treatment** of infertility and fertility, sterilisation (or its reversal) or assisted conception. **You** are not covered for the costs in connection with contraception.

5.31 Routine examinations, health screening, and Vaccinations

You are not covered for routine medical examinations including issuing medical certificates, health screening examinations or tests to rule out the existence of a condition for which **You** do not have any symptoms. **You** are not covered for any type of **Vaccination** costs.

However, **We** will pay for wellness and **Vaccination** costs according to the **Benefit Schedule** if these **Benefits** are shown on **Your Certificate of Insurance**.

5.32 Second opinions

We do not cover the costs of any second or subsequent medical opinions from a **Medical Practitioner** or **Specialist** for the same **Medical Condition** other than stated in **Your Certificate of Insurance**, unless authorised by **Us**.

5.33 Self-inflicted injuries or attempted suicide

You are not covered for any costs for **Treatment** resulting directly or indirectly from self-inflicted injury, suicide or attempted suicide.

5.34 Sexual problems and gender re-assignment

You are not covered for **Treatment** costs relating to sexual problems including sexual dysfunction, or gender re-assignment operations or any other surgical or medical **Treatment** including psychotherapy or similar services which arise from, or are directly or indirectly associated with gender re-assignment. **You** are not covered for the costs of treating sexually transmitted infections.

5.35 Sleep disorders

You are not covered for **Treatment** costs related to snoring, insomnia, jet-lag, fatigue, or sleep apnoea including sleep studies or corrective surgery.

5.36 Travel/accommodation costs

You are not covered for transport or accommodation costs **You** incur during trips made specifically to get medical **Treatment** unless these costs are for an **Emergency** medical **Evacuation** that **We** pre-authorise. **You** are not covered for any costs of **Emergency** medical **Evacuation** or repatriating **Your** body that **We** did not pre-authorise and arrange.

5.37 Travelling against medical advice

You are not covered for medical or other costs **You** incur if **You** travel against the advice given by **Your** treating **Medical Practitioner**.

5.38 Treatment in high cost medical facilities

You are not covered for costs of **Treatment** incurred in any medical provider that is listed on **Our High Cost Providers List**.

5.39 Treatment by a family member

You are not covered for the costs of **Treatment** by a family member or for self-therapy.

5.40 Treatment charges outside of Our reasonable and customary range

We will not pay **Treatment** charges when they are above the **Reasonable and Customary Charges** level.

6. Group Plan administration

6.1 The contract

The group agreement between **Us** and **Your** company/employer, the group application form, the group employee application form (if applicable) and any supporting documents, the **Certificate of Insurance**, **Benefit Schedule** and this handbook incorporating the **Group Plan** terms and conditions make up the contract between the **Planholder** and **Us**.

6.2 Premium payment

In most cases **Your** company/employer is responsible for payment of premiums. At the start of each **Group Plan** year, **We** will calculate **Your** new premium and let the **Plan Administrator** know how much it is. The **Plan Administrator** must pay **Your** premium when it is due. **We** must receive premiums before the **Start Date**, the due date or within 30 days of **Our** written acceptance at the latest, if a cover note is issued.

If the **Plan Administrator** does not, **We** will cancel **Your Benefits** and will not pay for any **Treatment** or **Benefit** entitlement arising after the date that the premium became due.

6.3 Eligibility

6.3.1 Entry Date

Cover starts on the **Start Date/Entry Date** shown on **Your Certificate of Insurance** provided **We** have received **Your** premium payment. Depending on the preferred premium payment method, a cover note may be issued and premiums will be due within 30 days of **Our** written acceptance.

6.3.2 Actively at Work

Actively at Work shall mean **You** are employed by the **Planholder** on a full time permanent basis and **You** are performing all **Your** regular duties according to **Your** employment terms on a customary manner and on a full time basis.

If **You** are an employee, **You** need to be Actively at Work on the day you become **Eligible** to join the **Group Plan**. If **You** are not Actively at Work on the day **You** become **Eligible**, **Your** cover will only begin on the day **You** return to work on an Actively at Work basis. **You** can only add **Your Dependents** when **You** return to work.

You are considered NOT being Actively at Work if:

- **You** are working less than 80% of the required work hours or being paid less than 80% of the usual pay as stipulated in **Your** employment terms
- **You** have a **Medical Condition** that necessitates absence from **Your** usual work place for more than 60 days
- **You** are on paid or unpaid leave for more than 30 days due to a **Medical Condition**
- **You** are on paid or unpaid leave for an extended period of more than 60 days, with the exception of maternity/paternity leaves as allowed by the local regulations

6.3.3 Local legislation

Membership may depend on local insurance licensing legislation in **Your Country of Residence**. **You** are obliged to meet local legislation requirements in **Your Country of Residence** at any time before and while **You** are a member of this **Group Plan**.

6.3.4 Non-Eligible residency

If **You** permanently reside in a country that is not covered by this **Group Plan** and which **We** have advised at **Renewal Date**, **You** are not **Eligible** for this **Group Plan**. For details of the **Excluded Countries** please contact **Our** Customer Service team on + 44 (0) 1276 602110.

6.4 Adding a new Dependant

Subject to the terms and conditions of **Your Group Plan**, if subsequently **You** wish to add **Your** spouse, partner or child to **Your Group Plan**, the **Plan Administrator** must either use their online secure portfolio area at www.now-health.com or arrange for **You** to complete a new application form, if applicable. Cover will not start until **Your** application has been accepted by **Us** for that **Dependant** and **We** have received premium payment.

6.5 Adding New Borns

You can apply to add **New Born** babies (who are born to the **Planholder** or the **Planholder's** spouse) to the **Plan** from their date of birth. This can normally be done without filling out details of their medical history, provided the **Plan Administrator** add them within 30 days of their date of birth. **You** can do this by applying via **Your** online secure portfolio area at www.now-health.com.

However, **We** will require details of the baby's medical history if the baby has been adopted, or was born as the result of any method of assisted conception or following any type of fertility **Treatment**, including but not limited to fertility drug **Treatment**.

In such circumstances **We** reserve the right to apply particular restrictions to the cover **We** will offer, and **We** will notify **You** of those terms as soon as reasonably possible. This may limit **Your** baby's cover for existing **Medical Conditions**. This would mean that **Your** baby will not be covered for **Treatment** carried out for **Medical Conditions** which existed prior to joining, such as **Treatment** in a Special Care Baby Unit and **You** will be liable for these costs.

6.6 Changing Your cover

Subsequent changes in cover can only be made at renewal.

7. Making a complaint

7.1 Not happy with our service?

We hope you never need to raise concerns about our service or any aspect of your plan. However, if you do, please contact us and we will do our best to resolve things for you. Your complaint will be acknowledged on receipt. If having contacted us you feel we have not put things right, please contact:

The Managing Director
Now Health International (Europe) Limited
Suite G3/4, Building Three
Watchmoor Park
Camberley
Surrey, GU15 3YL, United Kingdom
Tel: +44(0) 1276 602110
Fax: +44(0) 1276 602130
Email: EuropeService@now-health.com

The Managing Director is responsible for Now Health's UK Complaint Handling Policy and he will ensure that your complaint is investigated thoroughly and a full response is sent to you as soon as possible.

To allow us to investigate your complaint, the Financial Conduct Authority (FCA) gives us up to eight weeks to get back to you, from the date you first raised your complaint with us, however, you can go immediately to the Financial Ombudsman (FOS) to review your complaint, as referenced below. We will respond sooner than this if we are able.

If following our investigation, you remain dissatisfied or we are unable to provide a response within the eight weeks permitted by the FCA, you may ask the Financial Ombudsman Service to review your complaint. The address you need to write to is:

The Financial Ombudsman Service,
Exchange Tower,
Harbour Exchange Square,
London, E14 9SR, United Kingdom
Telephone: 0800 023 4 567 (fixed line)
Telephone: 0300 123 9 123
Telephone: +44 20 7964 0500 (abroad)
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

None of these procedures affect your legal rights.

7.2 What regulatory protection do I have?

7.2.1 The Financial Conduct Authority (FCA)

Now Health International (Europe) Limited, whose Financial Conduct Authority (FCA) registration number is 523267, is authorised and regulated by the FCA.

The FCA was established by the United Kingdom government to regulate financial services. The FCA is committed to securing the appropriate degree of protection for consumers and promoting public understanding of the financial system. The FCA has set out rules to regulate the sale and administration of general insurance, which **We** must follow when dealing with **You**. This information can be checked by referring to the FCA Register which can be found at: www.fsa.gov.uk/register, or by contacting the FCA by phone. The number is 0800 111 6768 within the UK and Channel Islands and +44 (0) 20 7066 1000 if **You** are calling from outside the UK and Channel Islands.

We can only give information on products **We** provide. If **You** would like further details on any other products **We** provide please contact **Us**.

7.2.2 The Financial Services Compensation Scheme (FSCS)

We and the **Underwriters** are covered by the FSCS. **You** may be entitled to compensation from the scheme if **We** cannot meet **Our** obligations to **You**. **Eligibility** will depend on the type of business and the circumstances of the claim. The maximum level of compensation for claims against **Us** is 90% of the claim with no upper limit. The scheme is governed by FCA rules. It may act if it decides that a company is in such serious financial difficulties that it may not be able to honour its contracts of insurance.

The scheme may assist by providing financial assistance to the company concerned, by transferring policies or by paying compensation to **Eligible Planholders**.

Further information about the operation of the scheme is available on the FSCS Website: www.fscs.org.uk.

7.3 What we do with your personal data

Please ensure that **You** show the following information to others covered as part of **Your** membership of Your employer's **Group Plan** or make them aware of its contents so that they are informed about the way in which **We** use their personal information.

This section of the handbook provides a summary of the key ways in which **We** use personal information and should be read in conjunction with **Our** full privacy notice.

We and the **Underwriters** take data protection compliance very seriously and are committed to dealing with all personal information supplied in connection with Your membership of Your employer's **Group Plan** in accordance with all applicable data protection laws.

We and the **Underwriters** will collect and hold certain information about **You** and any family members covered under **Your** membership of **Your** employer's **Group Plan**. This information will be processed, in particular, for the purposes of meeting **Our** legal and regulatory obligations, administering **Your** membership of **Your** employer's **Group Plan** and administering any claims **You** or **Your** family members make under the **Group Plan**.

The information **We** collect about **You** and **Your** family members includes details such as names and addresses as well as more sensitive details such as health information and is obtained from a number of different sources.

The way **Your** employer's **Group Plan** works means **Your** and **Your** family members' information may be shared with and used by a number of third parties, including **Underwriters**, **Medical Practitioners**, Medical Assistance Companies and Claims Administrators – but only in connection with **Your** membership of **Your** employer's **Group Plan**.

When **You** provide information about family members, **We** will take this as confirmation that **You** have their consent to do so. As the legal holder of the insurance **Group Plan** all correspondence about the **Group Plan**, including claims correspondence, will be sent to the **Insured Person**. **We** will send most correspondence about the **Group Plan** to the **Plan Administrator**. **We** take both data protection and medical confidentiality very seriously and aim, where possible, to correspond with each **Group Plan** member about their claim. This may mean a **Dependant** under the age of 18 may make a claim without the knowledge of the **Planholder**, parent or carer, for example, where the healthcare provider has determined the member is competent to consent to the medical **Treatment**. If any person that **You** intend to insure under the **Group Plan** does not want this to happen, **You** should not include them as a family member under **Your Group Plan**.

In certain circumstances, we may share information with law enforcement agencies and other organisations in order to help detect and prevent fraudulent claims and other crimes. Additionally, the General Medical Council or other relevant regulatory body will be notified about any issue where there is reason to believe a **Medical Practitioner's** fitness to practise may be impaired.

We would also like to use **Your** contact details in order to keep **You** informed of other products and services **We** think may be of interest to **You**.

We need **Your** consent to use **Your** contact details for this purpose, which **We** will ask for before **We** start sending **You** any marketing communications. **You** do not have to give **Your** consent and **You** may withdraw **your** consent at any time.

You have rights in relation to the information **We** hold about **You**, including the right to access **Your** information. Please contact **Us** at hello@now-health.com if **You** wish to exercise **Your** rights, discuss how **We** use **Your** information or request a copy of **Our** full privacy notice.

For more information about how **We** use **Your** and **Your** family members' personal information please see **Our** full privacy notice, a copy of which is available online at www.now-health.com or on request.

8. Rights and responsibilities

The group agreement between **Us** and **Your** company/employer, the group application form, the group employee application form (if applicable) and any supporting documents, the **Certificate of Insurance**, **Benefit Schedule** and this handbook incorporating the **Group Plan** terms and conditions make up the contract between the **Planholder** and **Us**, with the purpose of providing **You** with **Benefit** when **You** need medical **Treatment**.

8.1 Your rights and responsibilities

- 8.1.1** **You** must make sure that whenever **You** are required to give **Us** any information, all the information **You** give **Us** is sufficiently true, accurate and complete so as to give **Us** a fair presentation of the risk **We** are taking on. (these are **Your** representations to **Us**) If **We** discover later it is not, and that **Your** representations were deliberate, reckless or careless then **We** may void **Your** cover under the **Group Plan** (including not returning the **Group Plan** premium) or apply different terms of cover in line with the terms **We** would have applied had the information been presented to **Us** fairly in the first place. These terms may increase the **Group Plan** premium and reduce **Your** claim(s).
- 8.1.2** Apart from certain countries where **We** have explicitly agreed to cover local nationals, this **Group Plan** is available only to people living outside their **Country of Nationality** so **You** must tell **Us** immediately via the **Plan Administrator** if **You** or any family member has gone to live in **Your Country of Nationality** – which means they will be in that country for more than six months in the year. **You** must tell **Us** if **You** change **Your** principal **Country of Residence**. If **You** don't tell **Us** **We** can refuse to pay **Benefits** claimed for.
- 8.1.3** Only **We** and the **Planholder** have legal rights under this **Group Plan** and it is not intended that any clause or term of this **Group Plan** should be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person including any family member.
- 8.1.4** This **Group Plan** shall be governed by and construed in accordance with the Laws of England and Wales and the parties agree to submit to the jurisdiction of the English courts.

8.2 Our rights and responsibilities

- 8.2.1** **We** will tell the **Planholder** in writing the date the **Group Plan** starts and any special terms which apply to it. **We** can refuse to give cover and will tell the **Planholder** if **We** do.
- 8.2.2** If for whatever reason there is a break in **Your** cover, **We** may reinstate the cover if the premium is subsequently paid, though terms of cover may be subject to variation. Any acceptance by **Us** is subject to **Our** written consent and the **Planholder's** acceptance.
- 8.2.3** **We** can refuse to add a family member to the **Group Plan** and **We** will tell the **Planholder** if **We** do.
- 8.2.4** **We** will pay for **Eligible** costs incurred during a period for which the premium has been paid.
- 8.2.5** If **You** break any of the terms of the **Group Plan** which **We** reasonably consider to be fundamental, **We** may (subject to 8.2.8) do one or more of the following:
- Refuse to make any benefit payment or, if **We** have already paid **Benefits**, **We** can recover from **You** or the **Planholder** any loss to **Us** caused by the break
 - Refuse to renew **Your Benefits** under the **Group Plan**
 - Impose different terms to any cover **We** are prepared to provide
 - End **Your Group Plan** and all cover under it immediately

8.2.6 Break in cover

Where there is a break in cover, for whatever reason, **We** reserve the right to reapply exclusion 5.27 in respect of pre-existing **Medical Conditions**.

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- 8.2.7** Waiver by **Us** of any breach of any term or condition of this **Group Plan** shall not prevent the subsequent enforcement of that term or condition and shall not be deemed to be a waiver of any subsequent breach.
- 8.2.8** If **You** (or anyone acting on **Your** behalf) make a claim under **Your Group Plan** knowing it to be false or fraudulent (i.e. **You** make a misrepresentation), **We** can refuse to make benefit payments for that claim and may declare **Your Benefits** void, as if it never existed. If **We** have already paid the benefit **We** can recover those sums from **You** or the **Planholder**. Where **We** have paid a claim later found to be fraudulent (whether in whole, or in part), **We** will be able to recover those sums from **You**.
- 8.2.9** **We** retain all rights of subrogation. **You** have no right to admit liability for any event or give any undertaking, which is binding upon **You**, **Your Dependants** or any other person named in the **Certificate of Insurance** without **Our** prior written consent.
- 8.2.10** **We** may alter the handbook terms or **Benefit Schedule** from time to time, but no alteration shall take effect until the next annual **Renewal Date**. **We** shall notify such changes to the **Plan Administrator**. **We** reserve the right to revise or discontinue the **Group Plan** with effect from any **Renewal Date**. No variation or alteration will be admitted unless it is in writing and signed on behalf of **Us** by an authorised employee.
- 8.2.11** This **Group Plan** is written in English and all other information and communications to **You** relating to this **Group Plan** will also be in English unless **We** have agreed otherwise in writing.

8.2.12 Transfer of Your Group Plan when the United Kingdom leaves the European Union

Your Group Plan is underwritten by AXA PPP Healthcare Limited, a UK based insurer. This means that if the country where **You** normally live is outside the UK in a Member State of the European Union (EU) it may not be possible for **Us** to continue to legally meet **Our** obligations under **Your Group Plan** when the United Kingdom leaves the EU; without a provision in **Our Agreement** with **You** to allow **Us** to automatically transfer **Your Group Plan** to an alternative insurance partner of the Now Health International Group as the underwriter of **Your Group Plan**.

By entering into this **Group Plan** **You** agree that, if **We** believe it may not be possible for **Us** to legally meet **Our** obligations under **Your Group Plan**, **We** have the right to formally provide **You** notice that **We** plan to transfer all **Our** rights and obligations under this **Group Plan** to another insurance partner of the Now Health International Group. This insurer will be licensed to carry on insurance business in **Your** Member State of the EU. This transfer will take place either on the date that the UK formally leaves the EU or an earlier date which **We** will specify (the transfer date).

If **We** write to **You** to give **You** reasonable notice of the transfer described above, **We** will:

- confirm the identity of the Now Health International Group insurance partner that will assume the rights and obligations under **Your Group Plan** and that it is meeting its regulatory capital requirements
- provide the authorisation and regulation details of the Now Health International Group insurance partner
- explain the process and any changes to **Your Group Plan**
- give **You** an option to cancel **Your Group Plan**, explaining the processes for cancellation (including what **You** need to do to choose to exercise the cancellation option as well as the terms and conditions governing any refund amounts due under **Your Group Plan**).

If **We** use this transfer right (and **You** do not choose to cancel **Your Group Plan**), then, on the transfer date, AXA PPP Healthcare Limited will be replaced by the new Now Health International Group insurance partner as the underwriter of **Your Group Plan**. The following will apply from the transfer date:

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- the new Now Health International Group insurance partner will do everything that AXA PPP Healthcare Limited has agreed to do under **Your Group Plan** (except anything that AXA PPP Healthcare Limited have already done by the transfer date and except for any changes that may be required by law or regulation) as if the Now Health International Group insurance partner was named from the inception of **Your Group Plan**
 - the Now Health International Group insurance partner will have all the rights that AXA PPP Healthcare Limited has under **Your Group Plan** as if they were named in this **Group Plan** from inception, including rights to receive payment of any outstanding or regular premiums due and/or payment of "excess" amounts in relation to claims
 - AXA PPP Healthcare Limited will have no further obligations towards **You** (including in relation to activities they had agreed to do before the transfer date) and will not have any rights at all against **You** or any other interest in this **Group Plan**
 - all authorisations and instructions for the payment of premiums and/or excess to **Us** will take effect as providing for authorisation and instruction for the payment of premiums and/or excess to the new Now Health International Group insurance partner
 - use of '**We**', '**Us**', or '**Our**' in this **Group Plan** will mean Now Health International Group
 - **Your Group Plan** renewal date will remain the same.

This section 'Transfer of **Your Group Plan** when the United Kingdom leaves the European Union' will take precedence over any other part of this **Group Plan** that is inconsistent with it (including any part of any application form that **You** filled in, any statement of fact sent to **You**, this handbook or **Your** membership certificate)

