



International Healthcare Cover

Applicable to individual and family policies that are new* or renewing with effect from the 1st June 2012 (*Received on application form version 06/12).

This policy summary does not contain full details and conditions of your insurance, these are located in your policy wording.

The GlobalSelect International Healthcare Plan is insured and fully underwritten by Sirius International Insurance Corporation who are regulated by the Financial Conduct Authority in the United Kingdom. As the Plan Manager for GlobalSelect, IMG Europe Ltd acts as the authorised agent for and on behalf of Sirius International.

TYPE OF INSURANCE COVER

This policy meets the general demands and needs of individuals and families who require International Medical Cover. Please refer to your insurance certificate, any applicable endorsements and your policy wording for your selected cover and to check the product meets your own specific demands and needs.

FEATURES AND BENEFITS

Subject to the Terms of Your Plan and if no other limitations or exclusions apply, after deduction of any Excesses and Coinsurance, we will pay Eligible Charges up to the overall aggregate maximum sum insured per Insured Person, per Period of Insurance. Eligible Charges for certain benefits under your plan are payable only up to a Sub-Limit per Insured Person or per Period of Insurance and/or only up to a Lifetime Limit per Insured Person, as shown in the Schedule of Cover and Excess relevant to your chosen Sub-Plan. The currency in which you pay your premium being £Sterling, US\$ or €Euros is the currency that applies to your plan for the purposes of benefit limits and excesses shown in the schedule of benefits table below, you cannot change currency at renewal. Alphabetical and numeric headings in the Schedule of Cover and Excesses refer to the similarly designated sections of the Policy Wording.

PRE-CERTIFICATION FOR MEDICAL NECESSITY

For many of the benefits under your Plan you are required to notify us so that we can verify medical necessity prior to incurring any cost or undertaking any treatment and before being admitted to Hospital (except in an emergency situation in which event we should be informed within 48 hours or as soon as reasonably possible) -See Pre-Certification Section of the Policy Wording for full list and details. Pre-Certification is a general determination of medical necessity and all such determinations are made by us in reliance based upon the completeness and accuracy of the information provided by you or on your behalf at the time of the Pre-Certification. Whilst a Guarantee of Payment (subject to Policy terms and Conditions) may be subsequently issued to a medical provider, Pre-Certification in itself is not a guarantee of payment, assurance, authorisation, verification of coverage, or a verification of benefits.

Subject to all Policy Wording terms, if you comply with the Pre-Certification requirements under your Plan, we will pay eligible charges for the costs or treatment which is Pre-Certified as medically necessary. Failure to comply with Pre-Certification requirements may jeopardise your claim or cover.

	Global Select ®	HeadStart	Basic	Standard	Executive
	Overall aggregate maximum sum insured per period of insurance per insured person	£1,000,000 \$1,750,000 €1,200,000	£1,000,000 \$1,750,000 €1,200,000	£1,500,000 \$2,625,000 €1,800,000	£5,000,000 \$8,750,000 €6,000,000
Α	In-Patient & Day-Patient Treatment				
1	Hospital Accommodation & Theatre				
2	Accidents, Emergencies, Intensive Care inc. Surgical Care, Second Surgical Opinion, Anaesthetics, Medical Practitioner charges for Surgery, Treatment, Services and Supplies routinely provided	Full Cover	ull Cover Full Cover	Full Cover	Full Cover
3	Surgeons, Consultants, Anaesthetists, Nurses and Ancillary Charges				
4	Medical Practitioners				
5	Prescribed Drugs, Dressings and Durable Medical Equipment				
6	Reconstructive Surgery-following an accident or following surgery for an eligible condition				
7	Diagnostic Tests and Procedures, X-rays, Pathology, & MRI/CT Scans				
8	Cancer Tests, Drugs, Treatment and Consultants, including cover for Chemotherapy and Radiotherapy				
9	Physiotherapy				
10	Parental Hospital Accommodation				
11	Post Hospitalisation Treatment Received within 90 days of being discharged from hospital				

	Global Select ®	HeadStart	Basic	Standard	Executive
Α	In-Patient & Day-Patient Treatment (continuation)				
12	Hospital Cash Benefit	£100/\$175/ €120/night 60 nights	£150/\$263/ €180/night 60 nights	£200/\$350/ €240/night 60 nights	£300/\$525/ €360/night 60 nights
13	Organ Transplant (major covered organs)	No Cover	£100,000/ \$175,000/ €120,000 Lifetime Limit	£100,000/ \$175,000/ €120,000 Lifetime Limit	£200,000/ \$350,000/ €240,000 Lifetime Limit\
14	Prosthetic Devices	No Cover	No Cover	Full Cover	Full Cover
15	Psychiatric Treatment • After 12 months continuous cover under the Policy	Full Cover, to a maximum of 30 days	Full Cover, to a maximum of 30 days	Full Cover, to a maximum of 30 days	Full Cover, to a maximum of 30 days
	Global Select ®	HeadStart	Basic	Standard	Executive
В	Out-Patient Treatment and Wellness Benefits	_			
1	Family Doctor, Treatment & Referrals	No Cover	Up to £300/\$525/ €360 per Period of Insurance		
2	Specialists and Consultants (fees for consultations) *Coverage is NOT dependent upon admission	Up to £400/ \$700/€480 per condition prior to admission*, then up to £1,000/ \$1,750/ €1,200 following out- patient surgery or in-patient/ day-patient treatment	Up to £1,500/ \$2,625/ €1,800 per condition for pre and post hospital treatment	Up to £5,000/ \$8,750/ €6,000*	Full Cover*
3	X-rays, Pathology, Diagnostic Tests and Procedures *Coverage is NOT dependent upon admission	Up to £200/\$350 /€240 per con- dition prior to admission* and following out-pa- tient surgery or in-patient/ day-patient treatment	per condition for pre and post hospital	As part of £5,000/ \$8,750/ €6,000*	Full Cover*
4	Prescribed Drugs, Medicines, Dressings and Durable Medical Equipment	No Cover	treatment limit		
5	Out-Patient Surgery				
6	MRI and CT Scans	Full Cover	Full Cover	Full Cover	
7	Cancer Tests, Drugs, Treatment and Consultants Physiotherapy, Homeopathic and Osteopathic Therapy	No Cover	Maximum 10 vis- its as part of the £1,500/ \$2,625/ €1,800 limit	Maximum 15 vis- its as part of the £5,000/ \$8,750/ €6,000 limit	Up to £2,500/ \$4,375/ €3,000 for up to 20 visits
9	Complementary Medical Treatment: Acupuncture, Aroma Therapy, Chiropractic Therapy, Herbal Therapy, Magnetic Therapy, Massage Therapy, Vitamin Therapy, Traditional Chinese Medicine when referred by a Doctor, General Medical Practitioner (GP)	No Cover	No Cover	Up to £500/ \$875/ €600	Up to £2,500/ \$4,375/ €3,000
10	AIDS/HIV Treatment	No Cover	No Cover	Up to £8,750/ \$15,000/ €10,285, with a Lifetime Limit of £28,570/ \$50,000/ €34,285	Up to £8,750/ \$15,000/ €10,285, with a Lifetime Limit of £57,140/ \$100,000/ €68,570
11	Hormone Replacement Therapy-Early Onset			Full Cover 18 Month Lifetime Limit	Full Cover 18 Month Lifetime Limit
12	Home Nursing Care Primary care services of a registered nurse in the Insured Person's home immediately after, or instead of, In-Patient/Day-Patient Treatment	Up to £75/\$132/ €90/visit to a maximum of 15 visits	Up to £75/\$132/ €90/visit to a maximum of 30 visits	Up to £75/\$132/ €90/visit to a maximum of 45 visits	Up to £75/\$132/ €90/visit to a maximum of 60 visits
13 14 15	Rehabilitation Extended Care Facility Hospice Care	No Cover	Full Cover Up to 30 Days Full Cover Up to 6 Months	Full Cover Up to 90 Days Full Cover Up to 6 Months	Full Cover Up to 180 Days Full Cover Up to 6 Months

	Global Select ®	HeadStart	Basic	Standard	Executive
В	Out-Patient Treatment and Wellness Benefits (continuation)				
16	 Adult Wellness and Health Check Medical check-up including, cervical smear, mammogram, cancer screening, cardiovascular examinations, neurological examinations, vital sign tests (e.g. blood pressure, cholesterol checks) Hearing Test, Sight Test and Vaccinations/Inoculations After 12 months continuous cover under the Policy 	No Cover	No Cover	Up to £400/\$700/ €480 (Nil Excess)	Up to £500/\$875/ €600 (Nil Excess)
17	Child Wellness and Health Check • Hearing Test, Sight Test and Vaccinations/Inoculations • After 12 months continuous cover under the Policy	No cover	No Cover	Up to £400/\$700/ €480 (Nil Excess)	Up to £500/\$875/ €600 (Nil Excess)
18	Psychiatric Treatment After 12 months continuous cover under the Policy 			Up to £2,500/ \$4,375/ €3,000	Up to £2,500/ \$4,375/ €3,000
	Global Select ®	HeadStart	Basic	Standard	Executive
С	Travel, Transportation and Out of Area Benefits				
1	Emergency Local Ambulance	Full Cover	Full Cover	Full Cover	Full Cover
2	Emergency Medical Evacuation and Transportation	Full Cover To nearest medi- cal facility within Your Area of Cover	Full Cover To nearest medical facility, Home Country, or country of choice within Your Area of Cover	Full Cover To nearest medical facility, Home Country, or country of choice within Your Area of Cover	
3	Accompanying Relative, Travel and Accommodation	No Cover	Full Cover	Full Cover	Full Cover
4	Cremation/Burial or Repatriation of Remains	Up to £5,715/ \$10,000/ €6,860	Up to £5,715/ \$10,000/ €6,860	Up to £8,570/ \$15,000/ €10,285	Up to £14,285/ \$20.000/ €17.140
5	Compassionate Visit After 12 months continuous cover under the Policy 	No Cover	Up to £1,428/ \$2,500/ €1,715	Up to £3,000/ \$5,250/ €3,600	Up to £3,000/ \$5,250/ €3,600
6	USA Elective Treatment within Provider Network Excludes non-emergency travel & accommodation (Applicable to Insureds who have not selected Area 3 - Worldwide Cover)	No Cover	No Cover	Up to £500,000/ \$875,000/ €600,000 with 20% Co-Insurance (<i>Nil Excess</i>)	Up to £500,000/ \$875,000/ €600,000 with 20% Co-Insurance (Nil Excess)
7	Worldwide Accident and Emergency Out of Area Cover	-	30 Days Maximum, up to £15,000/ \$26,250/ €18,000	45 Days Maximum, up to £20,000/ \$35,000/ €24,000	60 Days Maximum, up to £20,000/ \$35,000/ €24,000
	Global Select ®	HeadStart	Basic	Standard	Executive
D	Cover in respect of Pre-Existing Medical Conditions and Chronic Condi	tions		•	
1a or	 Pre-Existing Conditions – Underwriting/Cover Options Full Medical Underwriting Option* After 24 months continuous cover under the Policy (unless excluded or terms applied as indicated otherwise in writing) 	No Cover	Up to £1,500/ \$2,625/ €1,800 with a Lifetime Limit of £15,000/ \$26,250/ €18,000	Up to £2,000/ \$3,500/ €2,400 with a Lifetime Limit of £20,000/ \$35,000/ €24,000	Up to £3,000/ \$5,250/ €3,600 with a Lifetime Limit of £30,000/ \$52,500/ €36,000
1b	 Moratorium Enrolment & Underwriting Option* After 24 months continuous cover: subject to 24 months without treatment, symptoms, medication or consultation (refer to page 18 for further details)* 		Full Cover	Full Cover	Full Cover
*Cc	ver in respect of Pre-Existing Conditions is as selected at time of application and identified on your Certii er to page 18 for further details and Policy Wording for full Policy definitions, terms, conditions and restr				
2	Chronic Conditions and Palliative Care	No Cover	No Cover	Up to £2,000/\$3,500/ €2,400 with a Lifetime Limit of £20,000/ \$35,000/ €24,000	Up to £3,000/\$5,250/ €3,600 with a Lifetime Limit of £30,000/ \$52,500/ €36,000
3	Stabilisation of Acute Chronic Episode	No Cover	Up to £5,000/ \$8,750/€6,000	Full Cover	Full Cover

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	Global Select ®	HeadStart	Basic	Standard	Executive
E	Dental Treatment				
1	Emergency Dental Treatment (In-Patient or Day-Patient)		Full Cover	Full Cover	
2	Accidental Dental Damage caused to sound natural teeth lost or damaged in an accident. Out-patient Treatment/Dental Surgery must be received within 5 days from the date of the accident occurring	No Cover	er No Cover	Up to £250/ \$438/€300	Full Cover
3	 Emergency Dental Treatment (Out-Patient/Dental Surgery) For the immediate relief of severe pain, being treatment of an abscess, cracked or broken tooth rebuild or temporary filling within 24 hours from the onset of pain and no more than 5 days from the event 			No Cover	Up To £250/\$438/ €300 in aggregate- subject to 25% Co-Insurance (Ni/ Excess)
4	Routine Dental Treatment (Out-Patient)*** for the restoration of natural teeth a) examinations, check-up and x-rays b) tooth cleaning and polishing c) normal compound fillings, simple or non-surgical extractions ****incurred after 180 days from the Effective Date. Major Restorative Dental Treatment**** • Removal of impacted, buried or unerrupted teeth, removal of roots, removal of solid odontomes, apicetomy, new or repair of bridgework, new or repair	No Cover	No Cover	No Cover	Up To£400/ $\$700/ \le 480$ in aggregate a) £50/ $\$88/ \le 60$ visit, maximum two visits each Period of Insurance b) £50/ $\$88/ \le 60$ /visit, maximum two visits each Period of Insurance c) £50/ $\$88/$ ≤ 60 each tooth (£80/ $\$140/$ $\le 96/wisdom$ tooth) Subject to 25% Co-Insurance (Nii/ <u>Excess</u>) Up To £750/ $\$1,313/$ ≤ 900 in
5	of crowns (not precious metal), root canal treatment, new or repair of upper or lower dentures **** incurred after 12 months from the Effective Date.				aggregate, subject to 50% Co-Insurance (Nil Excess)
	Global Select	HeadStart	Basic	Standard	Executive
F	Non-Medical Insured Covers and Benefits			Up to £5,000/	Up to £10,000/
1	Out of Country Legal Expenses			\$8,750/ €6,000	\$17,500/ €12,000 (£350/ \$613/ €420 Excess)
2	Vision Contribution Due to Accident Benefit				£200/\$350/ €240 subject to 50% <u>Co- Insurance</u> Up to £10,000/
3	Security & Political Evacuation & Repatriation				\$17,500/ €12,000 Lifetime Limit
4	Identity Theft Cover & Assistance	No Cover	r No Cover	Up to £250/ \$438/€300 £500/\$875/	Up to £500/ \$875/€600 £1,000/\$1,750/
5	Out of Country Criminal Assault Benefit • When admitted to hospital for 48 hours or more			€600 per admitted night to a maximum of £2,500/ \$4,375/ €3,000 Up to £150/	€1,200 per admitted night to a maximum of £5,000/ \$8,750/ €6,000 Up to £250/
6	Natural Disaster Evacuation & Accommodation			\$263/ €180 per 24 hours for up to 5 days	\$438/ €300 per 24 hours for up to 5 days
	Global Select ®	HeadStart	Basic	Standard	Executive
G	Other Services and Benefits				
1	24 Hour Emergency Helpline	Included	Included	Included	
2	USA Medical Concierge Service For eligible treatment in the USA Medical Information Service** – Access to	menudeu	inciudea		Included
3	board-certified physicians, licensed psychologists, and pharmacists to assist with any routine health related questions	Not Applicable	Not Applicable		

**Service provided by third party and membership issued under separate documentation included within the IMG GlobalSelect fulfillment pack.

	Global Select ®	HeadStart	Basic	Standard	Executive	
Н	H Maternity Cover (OPTIONAL) - after 10 months continuous coverage					
On *A	ptional Add-On Maternity Coverage Available With All Sub-Plans – Additional Prevallable to Female Insureds – after 10 months of continuous coverage. Il benefits reduced by 50% for births occurring in the 11 th or 12 th month of continus ust be applied for upon initial Application, as it cannot be added or changed at re	uous coverage.	e.			
Maternity Cover – Optional Levels of Cover		Level 1: Es	sentials	Level 2: Premier		
1	Pregnancy Complications Including Medically Required C-Section	Full Co	over	Full Cover		
2	Normal Pregnancy and Delivery Including Premature Birth Treatment, Pre, Post and Routine Natal Care	*Up to £5,000/\$8,750/€6,000 subject to 20% Co-Insurance		*Up to £5,000/\$8,750/€6,000 subject to 20% Co-Insurance		
3	Newborn Hospital Accommodation (**only when accompanied by Newborn Examination within 24 hours of delivery)	Up to £143/\$250/€172** Up to 14 Day			14 Days	
4	Newborn Examination & Wellness • Not subject to Excess or Co-Insurance • For the first 12 months of life	Up to Up to £100/\$175/€120 £150/\$263/€180				
5	New Baby Benefit				75/€120 (xcess)	
6	Cover for Newborns including non-hereditary birth defects and congenital abnormalities			Up to *£25,000/\$43,750/€30,000 must enrol with parents in 31 days		

CONDITIONS

- Your Policy Wording contains Conditions within some sections as well as a General Conditions Section. Failure to comply with Policy Conditions may jeopardise your claim or cover.
- It is essential that you refer to the 'insurance conditions relating to health' section in the Policy Wording as failure to comply with these conditions may jeopardise your claim or cover. If your health changes after you have applied for your Policy and prior to your effective date, you must telephone IMG Office in the UK +44 1737 306 710 to make sure that your cover is not affected.

SIGNIFICANT LIMITATIONS ON ELIGIBILITY FOR THIS COVER

Non-US citizens must comply with at least one of the following conditions – see General Conditions section of the Policy Wording:

- i. You must not be residing in the USA at the time of the Effective Date (or on the Renewal Date); or
- ii. You must plan to be located outside of the USA for at least 180 days during each Period of Insurance. But if you are located inside the USA as at the Effective Date (or on Renewal Date), you must plan to be located outside of the USA for at least 180 days during each Period of Insurance; or
- iii. If you are located inside the USA at the Effective Date (or on the Renewal Date): You must not be eligible for any other medical insurance which is available to persons similarly situated and located within the USA and you must provide us with an Affidavit of Eligibility.

UNITED STATES CITIZENS i) must be located outside of the USA as of the Effective Date (or Renewal Date); and ii) must arrange to reside outside of the USA for at least 180 days during each Period of Insurance (12 months) – see General Conditions section of the Policy Wording.

If you are a citizen of the USA, who has purchased Area 3 Worldwide as your Geographic Area of Cover, and you return to the USA, cover under your Plan will be terminated automatically when the time you spent in the USA during any one Period of Insurance (12 months) exceeds 180 days.

If you are no longer respectively eligible under the above Eligibility section as either a Non-US Citizen or US Citizen, then your plan will automatically terminate.

SIGNIFICANT OR UNUSUAL EXCLUSIONS

The plan does not cover certain conditions which manifest themselves or involve procedures which take place or are recommended during the first 90 days of coverage, beginning on the effective date. These are: acne, allergies, asthma, any condition of the breast or prostate; tonsillectomy; adenoidectomy; haemorrhoids or haemorrhoidectomy; any disorder of the reproductive system; diverticulitis; hysterectomy; hernia; intervertebral disc disease; gall bladder disease or gall stones; or kidney stones – see exclusion 5 of policy wording (*Page 19*).

General exclusions and limitations				
War risks, military action, terrorism – see exclusion 4 of policy wording	Any treatment which is not medically necessary – see exclusion 9 (iv), of policy wording			
Pre-existing conditions in the first 24 months – see exclusion 1 of policy wording	Any treatment which is not administered or ordered by a Medical Practioner – see exclusion 9 (iii) of policy wording			
Any charges in excess of what is Usual, Reasonable and Customary – see exclusion 9 (vi), of policy wording	Eye surgery, where the primary purpose is to correct nearsightedness, farsightedness or astigmatism – see exclusion 39of policy wording			
Illness or injury which is self-inflicted, or sustained whilst under the influence of alcohol or non-prescribed drugs – see exclusions 23,24 & 27 of policy wording	Injury or illness sustained whilst taking part in hazardous pursuits – see exclusion 20 of policy wording			

See the Exclusions Section of policy wording for the complete list of exclusions and Definitions Sections of policy wording for definition of pre-existing conditions. All other limitations, terms and conditions of the plan are contained within the policy wording.

DURATION : This is an annually renewable policy – please refer to your certificate of insurance for your selected cover and Sub-Plan.

GEOGRAPHICAL AREA OF COVER :

Area 1) Europe.

Area 2) Worldwide excluding US, Canada, China, Hong Kong, Macau, Japan, Singapore and Taiwan.

Area 3) Worldwide - please refer to your Certificate of Insurance for your selected area of cover.

CANCELLATION PERIOD: You may return policy documents within 30 days after receipt for a full refund of premium, provided no claim has been made.

CLAIMS NOTIFICATION (SEE HOW TO MAKE A CLAIM SECTION OF THE POLICY WORDING):

To make a claim, send completed claim form and accompanying invoices to:

Global Response Ltd., IMGE Claims Department PO Box 1114 Cardiff CF11 1UL United Kingdom

NO CLAIMS DISCOUNT: Premiums are age related and will increase as you get older. Your premiums will also increase with medical inflation. While your plan remains claims-free at each renewal the following no claims discounts will be applied:

NO CLAIMS DISCOUNT:** If you have not claimed on your policy between your last renewal invitation date until this renewal invitation date, then you will be eligible for a 15% discount off of your new GlobalSelect base renewal premium. If you are not eligible for the No Claims Discount, you may still be eligible for one of the following Low Claims Discounts.

LOW CLAIMS DISCOUNT*** : Level 1 - If you are not eligible for a No Claims Discount but have paid claims totalling £140/\$250/€210 or less*** between your last renewal invitation date until this renewal invitation date, then you will be eligible to receive a 15% discount off of your new GlobalSelect base renewal premium. If you are not eligible for a Level 1 Low Claims Discount, you may still be eligible for the following a Level 2 Low Claims Discount.

Level 2 - GlobalSelect Renewal Insureds who are not eligible for a No Claims Discount or a Level 1 Low Claims Discount, but have paid claims totalling £1400/\$2500/€2100 or less*** between your last renewal invitation date until this renewal invitation date, then you will be eligible to receive a 10% discount off of your new GlobalSelect base renewal premium.

The No Claims or Low Claims Discount applies only to your GlobalSelect medical plan and not to Optional Add-On Covers you may have selected (e.g. Global Personal Accident Plan and/or Global Daily Indemnity – Hospital Income Plan and/or Maternity Coverage).

** If the only claims you have submitted are paid under the Wellness Benefit, you qualify for the No Claims Discount

*** If you have claims IN ADDITION to Wellness Benefit Claims, then the Low Claims thresholds INCLUDES both Wellness and Non-Wellness Claims.

COMPLAINTS PROCEDURE (SEE MAKING A COMPLAINT SECTION OF POLICY WORDING FOR FULL PROCEDURE)

Any complaint you may have should be addressed to one of our customer service advisors at the Plan Manager in the first instance at IMG Europe Ltd. They will try and resolve *Your* complaint.

please contact us ... in writing to

International Medical Group[®] (IMG[®]) Kingsgate, High Street, Redhill, Surrey RH1 1SH. United Kingdom

...by phone

+44 1737 306 710

If You are unhappy with the response, You are advised to write explaining the nature of your complaint to the General Manager at Sirius International Insurance Corporation.

We or Our Plan Manager will resolve, or issue a final response to Your complaint within 8 weeks of receiving the complaint.

If You are still not satisfied you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). Referral to the Financial Ombudsman Service will not affect your right to take legal action.

Full details of addresses and contact numbers can be found on the back page of the Policy Wording.

IMG Europe Ltd and Sirius International Insurance are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if either firm cannot meet its obligations. This depends on the type of insurance transacted and the circumstances of your claim for compensation. Further details about compensation scheme arrangements are available from the FSCS.

International Medical Group[®] (IMG)[®] is a trading name of IMG Europe Ltd, which is authorised and regulated by the Financial Conduct Authority.

e-mail: <u>info@imgeurope.co.uk</u> website: <u>www.imgeurope.co.uk</u>