



**GENERAL CONDITIONS**  
*Covid-19 International Assistance*

	<i>Cov-Silver</i>	<i>Cov-Gold</i>	<i>Cov-Platinum</i>
<b>Geographical Coverage</b>	<i>Europe, MENA (including Lebanon), Africa, &amp; Asia (excluding Japan)</i>	<i>Worldwide excluding USA, Canada, Australia, &amp; Japan</i>	<i>Worldwide</i>
<b>Total Medical Services &amp; Benefits up to</b>	<b>Up to</b>		
Medical expenses incurred during hospitalization	\$70,000	\$100,000	\$150,000
Covid19, up to	50% of Med. Exp.	50% of Med. Exp.	50% of Med. Exp.
Emergency medical evacuation	\$1,000,000	\$1,000,000	\$1,000,000
Emergency medical repatriation	\$1,000,000	\$1,000,000	\$1,000,000
Transportation of mortal remains	\$1,000,000	\$1,000,000	\$1,000,000
Compassionate visit	\$10,000	\$10,000	\$10,000
Return of minor children	\$10,000	\$10,000	\$10,000
Convalescence expenses	\$1,000	\$1,000	\$1,000
Dental emergency due to accident	\$500	\$500	\$500
Sea & Mountain Rescue	\$25,000	\$25,000	\$25,000
Quarantine Expenses (per day up to max. 14 days)	\$50	\$60	\$70
<b>Medical Assistance</b>	<b>Free service</b>		
Telephone medical advice			
Arrangement of hospital admission			
Monitoring of medical condition during and after hospitalization			
Medical translation service			
Delivery of essential medicine			
<b>Travel Assistance</b>			
Loss of passport	\$100	\$300	\$500
Luggage Delay	\$250	\$300	\$500
Luggage Loss/kg up to 40 Kg	\$15	\$20	\$25
Flight Delay (up to 4 hrs)	\$100	\$150	\$250
Trip Cancellation (up to 70 years)	\$2,000	\$4,000	\$5,000
Trip Curtailment	\$150	\$300	\$400
Changes in ticket/ postponed flight		\$100	
Emergency traveling service assistance			
Emergency interpreting assistance			
Emergency document delivery			
<b>Personal Accident Common Carrier</b>			
Death due to accident	\$25,000	\$50,000	\$75,000

**PRELIMINARY**

This contract governs the general and the particular conditions of Visa International Assistance program issued by Dubai National Insurance Company.

**PART 1. DEFINITION**

**Pre-Existing Condition** means any medical condition in respect of which the User has a chronic pathology which developed over the time without being hospitalized or even diagnosed or any medical condition that has been diagnosed or treated by a medical practitioner including prescribed drugs prior to the first day the user is included in the program.

**Serious Medical Condition** means a condition, which in the opinion of the servicing company constitutes a serious medical emergency requiring urgent remedial treatment to avoid death or serious impairment to the User's immediate or long-term health prospects. The seriousness of the medical condition will be judged within the context of the User's geographical location, the nature of the medical emergency and the local availability of appropriate medical care or facilities.

**Insurance Company** means Dubai National Insurance Company.

**Servicing Company** means April Assistance

**Services** means the medical and travel assistance to be provided by the servicing company.

**Usual Country of Residence** means Country of the User permanent home address, as stated in the policy.

**User** means an individual who is covered under an insurance policy issued by Dubai National Insurance Company.

**Common Carrier:** Refers to different means of public transportation methods used such as: plane, train, taxi, bus.

**General Conditions for Covid-19 cover:**

This policy will cover the user for reasonable usual and customary (UCR) medical costs and expenses which may be incurred consequent to the user's becoming infected with an agent of an epidemic/pandemic disease, while

this policy is in force, but only in respect of In-hospital confinement provided that:

1. For the purpose of this clause, Epidemic/Pandemic disease shall be defined as a general and widespread sudden outbreak of an acute and severe infectious disease caused by a Defined infectious disease pathogen (including all types of viruses, bacteria,...), that affects simultaneously numerous individuals all over the territory of destination country and that is officially declared as a new, sudden and acute epidemic/pandemic disease exclusively by the World Health Organization.

2. Usual, reasonable and customary (UCR) is defined as treatment consistent with generally accepted standards of medical practice, procedures, and surgeries in the destination country, in accordance with the Ministry of Health and the National Social Security guidelines for normal, usual & customary procedure and/or standard health sector practice.

3. In Hospital confinement refers to any treatment that cannot be undergone under the Out-of-Hospital services and is recommended by a recognized treating physician. Such confinement must be medically indicated by the treating Physician to diagnose or treat an Epidemic/Pandemic disease covered under this Policy.

4. ICU/Severe: these cases need admission to ICU with intubation and respirator, and the average length of stay is 25 days.

5. Step Down/Moderate Cases: these cases need admission to intensive care with isolation, but no intubation and no respirator. Usually it needs 14 days average length of stay.

6. Ward/ Mild cases: if admitted to hospital, needs isolation with an average length of stay of 2 days for any

new policies issued by the Insurance Company for the new Policyholder and/or Insured

The "medical expenses" benefits provided under our plan can be claimed if COVID-19 is suspected or detected. In this particular context, "experimental" treatments, meaning medically-prescribed treatments being tested by doctors to treat this disease, will of course be covered as no cure has yet been found. This also applies to enforced quarantine in hospital.

The cover is granted:

- if the person got infected by corona virus during his stay at the stated country
- The person should present PCR negative test upon arrival to the airport.

**PART 2. GEOGRAPHICAL SCOPE OF SERVICES**

2.1. The geographical scope of services and coverage is limited only to outside the Usual Country of Residence; all treatments for a covered case are not covered in the user's Usual Country of Residence. After the policy expires, all follow up treatments and investigations related to a covered case, are not covered during the user's stay outside or inside his Usual Country of Residence.

2.2. The Services provided by the servicing company under this Agreement are rendered worldwide. The servicing company shall use its best endeavors to provide the Services but any help and intervention depends upon, and is subject to local availability and has to remain within the scope of national and international law and regulations and intervention depends on the servicing company obtaining the necessary authorizations issued by the various authorities concerned.

The servicing company shall not be required to provide Services to the User/s, who in the sole opinion of the servicing company is located in areas which represent war risks, political or other conditions such as to make such Services impossible or reasonably impracticable.



### PART 3. SCOPE OF SERVICES

- The servicing company shall make available operation coordinators answering in different languages for the Users by telephone at its fully-manned **non free call alarm centre** in France 24 hours a day, 7 days a week.
- When the servicing company has the information immediately available, the servicing company shall provide the Services, as appropriate, to the User while the User is on the telephone. In all other cases, the servicing company will provide the information to the User by the quickest possible means.
- The servicing company shall, subject to the terms and conditions as defined hereunder, provide the following Services to a User calling the servicing company:

#### A- Medical Services & Benefits

##### i. Guarantee of medical expenses incurred during hospitalization

In the event of sudden illness or injury of the adherent occurring outside the usual country of residence, user has to call the assistance party prior to his admission, The Servicing Company will guarantee the direct payment subject to any deductible if any for cases not due to preexisting conditions as per the usual reasonable and customary charges and if cases are within the scope of policy general condition and not excluded as per policy general exclusions up to the maximum limit stated in the schedule of benefits for the treatment of an injury or sickness sustained by the adherent while this policy is in effect for all plans except Family Plan.

##### a. Inpatient care

An inpatient is defined as a patient who is confined to a hospital and remains hospitalized for over 23 hours.

##### b. Emergency care

An Emergency is a treatment which may not be delayed due to sudden covered sickness or accident and which requires confinement to a hospital emergency room considering the admission is not due to a preexisting condition.

*Deductible:*

Age bracket	Cov- Silver/Gold	Cov- Platinum
0 - 60 years	Nil	\$300
61 - 70 years	\$300	\$450
71 - 80 years	\$3,000	\$4,000
81- 85 years	\$4,000	\$6,000

*\* The deductible may be waived with the addition of an extra premium for users up to 70 years only and cannot be waived under any circumstances for above this age.*

##### ii. Arrangement and payment of emergency medical evacuation

The servicing company will arrange for the air and/or surface transportation and communication for moving the User when in a Serious Medical Condition to the nearest hospital where appropriate medical care is available. The servicing company Underwriters shall pay for the medically necessary expenses of such transportation and communications and all usual and customary ancillary charges incurred in such services arranged by The Servicing Company.

The servicing company retains the absolute right to decide whether the User's medical condition is sufficiently serious to warrant emergency medical evacuation. The servicing company further reserves the right to decide the place to which the User shall be evacuated and the means or method by which such evacuation will be carried out.

##### iii. Arrangement and payment of emergency medical repatriation

The servicing company will arrange for the return of the User to the Home Country or Usual Country of Residence by air and/or surface transportation following an emergency medical evacuation where the User is evacuated to a place outside the Home Country or Usual Country of Residence for in-hospital treatment. The servicing company Underwriters shall pay for the expenses necessarily and unavoidably incurred in the services so arranged by The Servicing Company.

The servicing company reserves the right to decide the means or method by which such repatriation will be carried out having regard to all the assessed facts and

circumstances of which the servicing company is aware at the relevant time.

##### iv. Arrangement and payment of transportation of mortal remains

The servicing company will arrange for transporting the User's mortal remains from the place of death to the Home Country and the servicing company Underwriters will pay for all expenses reasonably and unavoidably incurred in the air and/or surface transportation so arranged by the servicing company or alternatively pay the cost of burial at the place of death as approved by The Servicing Company.

##### v. Arrangement and payment of compassionate visit

Upon request from the User, the servicing company will arrange and the servicing company Underwriters will pay for one economy class return airfare for a relative or a friend of the User to join the User who, when traveling alone, is hospitalized outside the Home Country or Usual Country of Residence for a period in excess of 7 consecutive days, subject to The Servicing Company's prior approval and only when judged necessary by the servicing company on medical and compassionate grounds.

*Limits of this cover: One economy class return air fare - For any user.*

##### vi. Arrangement and payment of return of minor children

Upon request from the User, the servicing company will arrange and the servicing company Underwriters will pay for one-way airfares for the return of minor children (not yet 19 years old, unmarried and in school) to the Home Country or Usual Country of Residence if they are left unattended as a result of the accompanying User's illness, accident or emergency medical evacuation. An escort will be provided, when requested.

*Limits of this cover: One economy class one-way airfare - For any user.*

##### vii. Arrangement and payment of convalescence expenses

Upon request from the User, the servicing company will arrange and the servicing company Underwriters will pay for the additional hotel accommodation expenses necessarily and unavoidably incurred by the User related to an incident requiring emergency medical evacuation, emergency medical repatriation or hospitalization. The Servicing Company's prior approval, subject to its determination on medical grounds, is required in respect of such payment.

*Limits of this cover: For any user, subject to a sub-limit of US\$ 250 per day.*

##### viii. Dental emergency due to accident

The Insurance Company shall pay for medical treatment for the emergency relief of pain due to accident if treatment is required within 48h of accident.

##### ix. Sea & Mountain Rescue

The servicing company will arrange for transporting the User when in a serious medical condition to the nearest hospital where appropriate medical care is available. The servicing company Underwriters shall pay for the medically necessary expenses of such transportation and communications and all usual and customary ancillary charges incurred in such services arranged by The Servicing Company.

##### x. Quarantine Expenses

If the insured, after a positive PCR test, was sent to compulsory quarantine while the policy is in force, a fixed amount of cash will be provided to the insured as stated in the schedule of benefits for each complete 24 hours of quarantine up to a maximum of 14 days. The amount is paid on top of any of the insured's existing medical benefits. It is totally up to the insured to decide how to best spend the amount.

No benefits will be paid once the insured has left the quarantine outside his usual country of residence and if the treatment of the illness is not a direct or indirect consequence of Covid-19 disease.

#### B- Medical Assistance

##### i. Telephone medical advice

The servicing company will arrange for the provision of medical advice to the User over the telephone.

##### ii. Arrangement of hospital admission

If the medical condition of the User is of such gravity as to require hospitalization, the servicing company will assist such User in the hospital admission.

##### iii. Monitoring of medical condition during and after hospitalization

The servicing company will monitor the User's medical condition during and after hospitalization, subject to any and all obligations in respect of confidentiality and relevant authorization.

##### iv. Medical translation service

The servicing company will arrange for the provision of medical translation to the User over the telephone. Where the servicing company uses an external service provider to provide the translation service, the quality of the translator cannot be guaranteed. The Servicing Company will however exercise reasonable care and diligence in selecting such service providers.

##### v. Delivery of essential medicine

Upon request from the User, the servicing company will arrange to deliver to the User essential medicine, drugs and medical supplies that are necessary for a User's care and/or treatment but which are not available at the User's location. The servicing company will not pay for the costs of such medicine, drugs or medical supplies and any delivery costs thereof.

#### C- Travel Assistance

##### i. Loss of Passport

The Insurance Company will reimburse the insured for the replacement cost of the country of residence' passport (of citizenship country) following the accidental and unintentional loss or damage during the insured's trip.

The insurance company extends to reimburse for the additional travelling and/or accommodation expenses incurred to the insured, in the event of the accidental loss of passport (of citizenship country) during the insured trip in such case the travelling class and /or room type for the accommodation shall not be better than the original class and/or room type already reserved.

##### Exclusion Applicable:

- Any loss not reported to the local police, embassy, consulate, issuing authority, and/ or public common carrier within twenty four (24) hours from the occurrence of the incident.
- Any fine or penalties incurred due to non-replacement or late replacement of the passport by the insured.
- Passport renewal.
- Loss or damage due to delay, confiscation or detention by customs or other authorities.
- Any unexplained loss or mysterious disappearing.
- Any loss not substantiated by a written confirmation from the police, local embassy, consulate, issuing authority and/ or public common carrier.
- The claim of both temporary and permanent version of the same passport; In the event of such loss, the insured may claim either one (1) version.

##### ii. Luggage Delay

In case your registered luggage is temporarily lost during your trip and if not delivered within the next 12 hours of your destination arrival and you had to buy essential items (clothes, toothbrush, etc...) the Insurance Company will reimburse the essential items bought, upon presentation of the invoices.

A written formal document should be obtained from the aviation company confirming the number of hours in respect of luggage delay

##### Exclusion Applicable To This Section:

- Losses or deterioration due to delay
- if legal authorities detained the luggage.
- Trip scheduled to an unstable country if war is declared or not.
- Delay occurring while the user is in the return trip to the home country of residence.

##### iii. Luggage Loss

The guarantees relating to luggage and personal possessions that belong to the users will be provided according to the conditions set out below.

The Insurance Company will supplement the com-



penation for which the carrier is liable, the collection of luggage and possessions checked in by each user; in the event of loss during the carriage by air performed by the carrier company, as well as the settlement of the compensation payment by the carrier. Compensation payment for loss will be calculated according to the procedures recommended by international carriage by air organization.

The minimum period of time that must elapse for the luggage to be considered been lost once and for all will be that stipulated by the carrier company, with a minimum of 21 days.

**In all cases, the original certificate of the carrier or complaint, reporting the occurrence of the loss/accident must be presented.**

**Money, jewelry, debit and credit cards, any type of document are excluded from this guarantee.**

#### iv. Flight Delay

The insurance company will compensate for the paid expenses if any such as meal, accommodation, essentials..., if the user's regular common carrier is delayed, for at least 4 hours, as per the scheduled departure due to:

- Unforeseen strike,
- Unforeseen major social event,
- Bad weather,
- Mechanical or technical "hazard" of the common carrier

The insurance company will indemnify the user in case:

- The user has registered as per the itinerary already provided,
- The user has got an official written confirmation from the common carrier in respect of numbers of hours of the delayed trip and the reason for this delay,
- The user has to abide by the travel agency General Conditions

#### Exclusion Applicable To This Section:

Compensation resulting from:

- Delay already communicated by the airport controllers or publicly announced the time the user has made the reservation.
- Scheduled strike or social uprising.
- Delay occurring while the user is in the return trip to the home country of residence.

#### v. Trip Cancellation

The Insurance Company shall indemnify the user (up to 60 years old) in respect of any irrecoverable (from any other sources) and unused travel fare, accommodation expenses and/or other pre-paid charges which have been paid in advance or contracted to be paid and for which the user is legally liable, in the event, the user has to necessarily and unavoidably cancel the User trip before the commencement date of the User trip as a result of any of the following:

1. Death, sudden admission to the hospital of the User person, or his close family members (Parents, Spouse, Children and siblings) due to a non preexisting condition which necessitates hospital stay for at least 2 nights.
2. Witness summons, jury service or compulsory quarantine of the user.
3. Accidental and serious damage to the User person's place of residence or business in the country of residence arising from fire, flood or burglary within seventy two (72) hours before the departure date of the planned User trip which requires the User person's presence in the country of residence on the departure date of the user's trip for the purpose of police investigation.

In case User aged between 61-70 years, The Insurance Company will indemnify for trip cancellation upon receiving a medical questionnaire before issuing the policy, considering a \$250 deductible is applicable.

The User person is liable to provide a proof for non-travelling in addition to all supportive Original documents (medical report, hospital invoices, and any other related document that might be requested from the insurance company). The insurance company shall indemnify after assessment, the balance of the total amount paid for the journey (ticket cost and accommodation) less the amount refunded.

Travel cancellation limit in the aggregate, known

accumulation:

- a- for a user and the family members he is travelling with:
  - up to US\$ 4,500
- b- for a Group and/or Charter travelling together on the same flight:
  - up to US\$ 10,000

#### vi. Trip Curtailment

The Insurance Company shall indemnify the user, in the event; the user has to necessarily and unavoidably cut his User trip short as a result of any of the following:

1. Death, sudden admission to the hospital of the User person, or his close family members (Parents, Spouse, Children and siblings) due to a non preexisting condition which necessitates hospital stay for at least 2 nights.
2. Witness summons, jury service or compulsory quarantine of the user.
3. Accidental and serious damage to the User person's place of residence or business in the country of residence arising from fire, flood or burglary within seventy two (72) hours after the departure date of the planned User trip which requires the User person's presence in the country of residence after the departure date of the user trip for the purpose of police investigation.
4. If the person with a negative PCR test got rejected entry/boarding should the airlines company finds Covid19 symptoms.

#### The following exclusions apply to Trip Cancellation and Trip Curtailment:

Any loss directly or indirectly arising from:

1. Any circumstances leading to the cancellation or curtailment of the User trip which is existing, or announced before the insurance period.
2. If the purpose of the User trip is to obtain medical treatment or the User trip is undertaken against the medical practitioner's recommendation.
3. Any medical condition or other circumstances known to have existed before the insurance period.
4. Government's regulations control or act, bankruptcy, liquidation, error, omission or default of any travel agency, tour operator, public common carrier and/or other provider of any service forming part of the booked itinerary.
5. Failure to notify the travel agency, tour operator, public common carrier and/or other provider of any service forming part of the booked itinerary of the need to cancel or curtail the travel arrangement immediately when it is found necessary to do so.
6. Any loss in relation to cancellations or curtailments to schedules that is not verified by the airline, travel agency or other relevant organizations.
7. Any loss which will be paid or refunded by any existing insurance scheme, government program, public common carrier, travel agent or any other provider of transportation and/or accommodation.
8. Any expenses incurred for services provided by another party for which the User person is not liable to pay and/or any expenses already included in the cost of a scheduled User trip.
9. Any loss if the User person refuses to follow the recommendation of a medical practitioner to return to the country of residence, or refuses to continue the User trip whilst the User person's physical condition at the time of recommendation is fit for travel (applicable to curtailment of trip only.)
10. The User person's unwillingness to travel.
11. The User person not checking in on time unless due to adverse weather conditions at the country of residence.
12. Compensation for frequent flyer points or similar loyalty schemes.
13. Known or unknown pregnancy of the User person.
14. Failure to obtain the required passport, visa or necessary travel documentation.
15. Any loss not substantiated by a written medical report from the medical practitioner.
16. Any loss not substantiated by a written confirmation or cancellation invoice from the Public common carrier and/or accommodation and lodging provider

and/or unused travel ticket.

17. Any loss not substantiated by a written confirmation from a suitable authority confirming the need to curtail the User trip due to being summoned as a witness in a court of law, or your place of dwelling being flooded or robbed.

#### vii. Change in Ticket/postponed flight

This coverage provides reimbursement for flight change/ postponing fees in the event of the insured being quarantined or confined to a hospital in consequence of Covid-19 infection

#### viii. Emergency traveling service assistance

The servicing company shall assist the User in making reservations for air ticket or hotel accommodation on an emergency basis when traveling overseas.

#### ix. Emergency interpreting assistance

The servicing company will arrange for the provision of interpreting assistance to the User over the telephone on an emergency basis.

#### x. Emergency document delivery

The servicing company shall assist the User to arrange for emergency document(s) to be delivered to the User's friend, relative or business associate, upon the User's request to do so.

The above assistance Services are purely on referral or arrangement basis. The servicing company shall not be responsible for any third party expenses, which shall be solely the User's responsibility.

#### D- Personal Accident Common Carrier

In case the user (between 18 and 70 years old) dies following covered accident in a common carrier, the sum specified in the scope of plan benefits as per applicable plans shall be paid to the legal heirs.

Payment shall be effected as per legal jurisdiction.

#### PART 4. EXCLUSIONS

4.1. The following treatment, items, conditions, activities and their related or consequential expenses are excluded unless the servicing company has given its prior written approval and the User has paid the appropriate fees:

- a) Any expenses incurred as a result of a Pre-existing Condition.
- b) More than one emergency evacuation and/or repatriation for any single medical condition of a User during the term of the Agreement, subject to a maximum of one year.
- c) Any costs or expenses not expressly covered by the servicing company Program and not approved in advance and in writing by the servicing company and/or not arranged by The Servicing Company. This exception shall not apply to emergency medical evacuation from remote or undeveloped areas when the servicing company cannot be contacted in advance and delay might reasonably be expected in loss of life or harm to the User.
- d) Any event occurring when the User is within the territory of his/her Home Country or Usual Country of Residence.
- e) Any expenses for rest and recuperation following any prior accident, illness or Pre-existing Condition.
- f) Any expenses for medical evacuation or repatriation if the User is not suffering from a Serious Medical Condition, and/or in the opinion of the servicing company physician, the User can be adequately treated locally, or treatment can be reasonably delayed until the User returns to his/her Home Country or Usual Country of Residence.
- g) Any expenses for medical evacuation or repatriation where the User, in the opinion of the servicing company physician, can travel as an ordinary passenger without a medical escort.
- h) Any treatment or expenses related to childbirth, miscarriage or pregnancy.
- i) The practice of high risk sports such as parachuting, acrobatics races, scrambling, high wire, ski jumping, sky flying and surfing, bungee jumping, hand gliding, scuba diving (above 30m), shooting, free falling, boxing, motor racing, rugby, ATV riding as well as professional extreme competition sports like martial arts are not covered.



- j) Any expenses incurred for emotional, mental or psychiatric illness and Panic Attacks.
- k) Any expenses incurred as a result of a self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, sexually transmitted diseases.
- l) Any expenses incurred as a result of Acquired Immune Deficiency Syndrome (AIDS) or any AIDS related condition or disease.
- m) Any expenses related to the User engaging in any form of aerial flight except as a passenger on a scheduled airline flight or licensed charter aircraft over an established route.
- n) Any expenses related to the User engaging in the commission of, or the attempt to commit, an unlawful act.
- o) Any expenses related to treatment performed or ordered by a non-registered practitioner not in accordance with the standard medical practice as defined in the country of treatment.
- p) Any expenses incurred as a result of the User engaging in active service in the armed forces or police of any nation; active participation in war (whether declared or not), invasion, act of foreign enemy, hostilities, civil war, rebellion, riot, revolution or insurrection.
- q) Any hospital admission required for a diagnostic reason or for investigation.
- r) Any consultation for medical assessment or treatment not requiring hospitalization.
- s) Any expenses in respect of the User being more than 85 years old at the date of intervention.
- t) Any expense which is a direct result of nuclear reaction or radiation, regardless of any contributory causes, involving the use of or release or the threat thereof of any nuclear weapon or device or chemical or biological agent, including but not limited to expenses in any way caused or contributed to by an Act of Terrorism or

- war.
- u) Teeth and gum treatment or surgery.
- v) Any ambulance expenses unless accepted by the servicing company.
- w) Any expenses or cost of all kind of materials, prosthesis and/or orthosis replacing any functional or missing part of the human body.
- x) Cost of any walking or mobility aids.

#### **PART 5. ELIGIBILITY**

- 5.1. The concerned User is eligible for the servicing company Program following calling The Servicing Company alarm center prior to hospital admission or Medical Assistance, cases shall be rejected if requested on reimbursement basis. In case user applies for reimbursement, and after assessment of claim, The Insurance Company may accept on exceptional basis the claim, and will pay after audit up to 75% of the accepted invoices. The Insurance Company will reject any claim on reimbursement basis presented after 6 (six) months from the date of the incident mentioned in the claim, and after 2 (two) months from the date of return of the user to the home country of residence (for yearly policies)
- 5.2. The maximum age of enrolment is 85 unless otherwise advised in writing by The Insurance Company.
- 5.3. The User shall be eligible for Services when he/she travels outside the Home Country of Usual Country of Residence for periods not exceeding 92 consecutive days per trip.

#### **PART 6. CANCELLATION**

The contract can be cancelled:

- 6.1. By The Insurance Company immediately, if any claim or declaration shall in any way respect be false or fraudulent means or devices are used by the user or

anyone acting on his/her behalf to assert rights to benefit. All benefit and premium shall in such case be forfeited.

- 6.2. By the user in case of cancellation of his/her trip abroad, provided the user has notified the travel cover agent before the effective date specified in the application form or on the amendment, and has received confirmation of cancellation from the later.
- 6.3. No refund is authorized if cancellation is required after the inception date.

#### **PART 7. EXAMINATIONS**

The servicing company shall have the right and opportunity through its medical representative to examine the User whenever and as often as may reasonably require.

#### **PART 8. ARBITRATION IN RESPECT OF MEDICAL OPINION**

Any difference in respect of medical opinion in connection with the result of an accident or illness will be settled between two medical experts, one appointed by the user and one appointed by the issuing company.

Any difference in opinion between the two medical experts shall be referred to the French syndicate of physicians who shall be appointed in writing by the two medical experts.

#### **PART 9. COMPETENT JURISDICTION AND GOVERNING LAW**

In case of dispute between the user and the issuing company, parties are obliged to refer to the courts of the UAE.

This contract shall be governed and construed in accordance with the laws of the UAE.



### Claims Procedure

In case of a claim, the user should contact the assistance company Alarm Center on the following numbers:

- World Wide +33 1 41 61 19 36
- Lebanon 01/480999 – 03/404047

في حال وقوع أي حادث، يجب على المؤمن الإتصال بشركة المساعدة الطبية Alarm Center على الأرقام التالية:

- جميع انحاء العالم +33 1 41 61 19 36
- لبنان 01/480999 – 03/404047

and providing the following:

وإبلاغهم بالحادث وتزويدهم بالمعلومات التالية:

- 1- Company reference: **ISA**.
- 2- Full name.
- 3- Policy number and expiry date.
- 4- Reason for hospital admission.

- 1- الشركة المرجع: **ISA**.
- 2- الإسم الكامل.
- 3- رقم بوليصة التأمين.
- 4- معلومات عن الإصابة / الحالة الصحية.

In case diagnosis is covered as per policy terms and conditions, the assistance company will guarantee directly the payment for admission.

إذا كانت الحالة مغطاة ضمن شروط التأمين، فسوف تقوم شركة المساعدة الطبية بضمان الدفع مباشرة للمستشفى.

In case, for a good reason, the user could not contact the assistance company and in case of Direct claim the below documents are required:

في حال عدم قدرة المؤمن على الإتصال بشركة المساعدة الطبية لسبب وجيه، وفي حال المطالبة المباشرة الرجاء تزويدنا بالوثائق التالية:

- 1- Full detailed medical report, past medical history
- 2- Original Invoices from the Service providers.
- 3- Copy of the travel insurance policy.
- 4- Copy of the passport showing entry date to the foreign country.

- 1- تقرير طبي كامل ومفصل.
- 2- وصل بالمبلغ المدفوع للمستشفى.
- 3- الفواتير الأصلية من المستشفى.
- 4- نسخة عن بوليصة التأمين.
- 5- نسخة عن جواز السفر مبيناً تاريخ الدخول إلى البلد الأجنبي.

All documents must be delivered to the travel agent in any country where ISA operates. All documents will be verified and, if the case is covered, the amount covered will be refunded under the terms of the document

ينبغي تسليم جميع الوثائق إلى وكيل السفر في أي من البلاد حيث تعمل ISA. وسوف يتم التحقق من جميع الوثائق، وإذا كانت الحالة مغطاة فسوف يتم استرداد المبلغ المغطى بحسب شروط الوثيقة.

**Other Documents may be required if relevant to the Case.**

من الممكن طلب وثائق أخرى بحسب صلتها بالمطالبة.

### DECLARATION:

I hereby declare the beneficiary (ies) of the travel certificate, that all declarations are true and after reviewing the conditions I agree and confirm its contents. Furthermore I confirm my (our) declaration that all preexisting cases are not covered by this certificate and coverage is valid only outside my (our) country of residence and my (our) certificate is not by any mean a prerogative to seek treatment abroad. I (we) agree that this certificate cannot be cancelled or amended after its inception.

Name & Signature: .....

Date: ...../...../.....

### إعلان:

أصرح بموجبه المستفيد (المستفيدين) من شهادة السفر أن جميع التصريحات صحيحة وبعد مراجعة الشروط التي أوافق عليها وأؤكد محتوياتها. وعلاوة على ذلك أؤكد بأن جميع الحالات السابقة غير مشمولة بهذه الشهادة والتغطية صالحة فقط خارج بلد إقامتي (بلدنا) وشهادتي (الخاصة بنا) ليست بأي شكل من الأشكال امتيازاً لطلب العلاج في الخارج. أنا (نحن) نوافق على أنه لا يمكن إلغاء هذه الشهادة أو تعديلها بعد إنشائها.

التاريخ: ..... \ ..... \ .....

الإسم والتوقيع: .....