



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

Geographic Coverage	UAE
<b>Medical Services &amp; Benefits</b>	<b>Limits in AED</b>
Medical expenses incurred during hospitalization	<b>200,000</b>
Covid19, up to	<b>100% of Med. Exp.</b>
Repatriation	<b>7,500</b>
Repatriation for the Deceased	<b>10,000</b>
<b>Travel Assistance</b>	
Loss of Passport	<b>400</b>
<b>Medical Assistance</b>	
Telephone medical advice	<b>Free service</b>
Arrangement of hospital admission	
Monitoring of medical condition during and after hospitalization	
Medical translation service	
Delivery of essential medicine	

**PRELIMINARY**

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

**Cover dates:** Starts the first day the user enters the UAE as stamped on the passport, subject to informing the Insurance Company, and run for the same duration as the originally policy period.

**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 before and 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	Deductible Amount
Up to 12	Nil
Age 13 to 65	Nil
Age 66 to 70	\$300
Age 71 to 75	\$1,500
Age 76 to 86	\$3,000

*\* 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 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.

**iii. 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.

#### **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. 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.

##### **iii. Emergency interpreting assistance**

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

##### **iv. 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.

#### **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 orthesis 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

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

Providing the following:

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

إبلاغهم بالحادث وتزويدهم بالمعلومات التالية:

- 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 a 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.

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

نسخة عن جواز السفر مبيناً تاريخ الدخول إلى البلد الأجنبي.

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

### 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: ..... \..... \.....

الاسم والتوقيع: .....