

AccidentCare MEGA Policy



This Policy comes into force when the Insured Person, through a proposal, application or other information has applied to FWD General Insurance Company Limited (“The Company”) and has paid or agreed to pay the premium for consideration for the insurance provided by this Policy.

If, during the Period of Insurance and within the Territorial Limit, an Event occurs to the Insured Person which causes a Result within one year of that Event, the Company will, subject to the terms, conditions and exclusions of this Policy, pay to the Insured Person or his or her authorized representative the Compensation specified in the Result and Compensation Table for the Result.

IMPORTANT

1. Please examine this Policy carefully. For enquiry, please contact our servicing staff or your insurance consultant immediately.
2. According to the Condition of this Policy, the Insured must immediately notify the Company in writing of any change in the Insured Person’s employment, occupation, duties or other pursuits.
3. Pursuant to the Cancellation Condition of this Policy, the Company will charge a minimum premium of HK\$500 if the Policy is terminated at the request of the Insured.

注意

1. 請貴保戶詳細查閱此保單之內容，如有任何查詢，請從速與本公司或閣下之保險經紀/代理人聯絡。
2. 根據保單條款，若被保人之職業或工作性質有任何改變，投保人須立刻以書面通知本公司。
3. 根據取消保險單條款，若投保人終止保單，本公司將收取不少於港幣五百元正保費。

FWD General Insurance Company Limited

富衛保險有限公司

24-hour Worldwide Emergency Assistance Service

24 小時全球緊急支援服務

HOTLINE 香港熱線：(852) 3122 – 2900

(Hong Kong)

Emergency Assistance Benefits apply to travelling outside Hong Kong or Home Country for a period not exceeding 90 consecutive days.

全球緊急支援服務適用於香港或原居地以外地區連續不超過九十日的旅程。

Policy No.

保單號碼

Insured

被保人

24-hour Worldwide Emergency Assistance Service

24 小時全球緊急支援服務

Provided by International SOS Assistance (HK) Limited

由國際思奧思援助(香港)有限公司提供

Services Included 服務包括:

- Emergency Medical Evacuation 緊急醫療撤離
- Emergency Medical Repatriation 緊急醫療遣返
- Guarantee of Hospital Admission Deposit 入院按金保證
- Return of Minor Children 安排未成年子女返回香港
- Compassionate Visit 親友探望
- Repatriation of Mortal Remains 運送遺體/骨灰返回香港
- Other Assistance 其他援助

1. DEFINITIONS

The following definitions apply for this Policy:

- 1.1. **Act of Terrorism** means an act, including but not limited to the use of force or violence and/or the threat or force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or ethnic or similar purposes or reasons including the intention to influence any government, and/or to put the public, or any section of the public, in fear.
- 1.3 **Event** means bodily injury caused solely and exclusively by violent accidental external and visible means and which injury shall independently of any other cause be the sole and exclusive cause of any of the Results.
- 1.5 **Hong Kong** means Hong Kong Special Administrative Region.
- 1.6 **Insured** means the person in whose name this Policy is issued and who is specified in the Schedule as the Insured.
- 1.7 **Insured Person** means the person whose name is specified in the Schedule as an Insured Person. For the purposes of this Policy, **Insured** and **Insured Person** will be the same person.
- 1.9 **Period of Insurance** means the period stated in the Schedule and any subsequent period for which the Insured Person has paid and the Company has accepted a renewal premium.
- 1.10 **Policy** means the entire policy contract between the Insured Person and the Company, including this policy document, any application, proposal, declaration and/or beneficiary designation form submitted or made by the Insured Person or his or her authorized representative, the Table of Benefits, Policy Schedule and any endorsements to these documents.
- 1.11 **Schedule** means the pages attached to this Policy specifying the terms and details of this insurance contract.
- 1.12 **Territorial Limit** means worldwide unless otherwise specified in the Schedule.

2. RESULTS AND COMPENSATION TABLE

RESULTS	COMPENSATION LIMITS Per Insured Person
A. Death B. Permanent loss or disablement as specified in the table below.	A. The Compensation specified in the Schedule. B. A sum equal to a percentage of the Compensation specified in the Schedule. The percentage payable will be in accordance with the Compensation Percentage set out in the Result B table below as specified in the Schedule but not exceeding in all 100% up to the maximum limits of the plan selection.

RESULT B TABLE

When Result B is insured, the compensation payable will be the appropriate percentage for that Result as stated below but not exceeding 100% in total for all Results and all Events in a Period of Insurance.	
RESULTS	COMPENSATION PERCENTAGE
1. Total and permanent disablement from engaging in or attending to employment or occupations of any and every kind*	100%
2. Total and permanent loss of all sight in one or both eyes	100%
3. Total loss by physical severance or total and permanent loss of use of	
(a) one or two limbs	100%
(b) one or both hands	100%
(c) arm above the elbow	100%
(d) arm at or below the elbow	100%
(e) leg above the knee	100%
(f) leg at or below the knee	100%
4. Total and permanent loss of	
(a) sight in one eye except perception of light	50%
(b) lens of one eye	50%
5. Total loss by physical severance or total and permanent loss of use of	
(a) thumb and four fingers of one hand	50%
(b) four fingers of one hand	40%
(c) thumb (both phalanges)	25%
(d) thumb (one phalanx)	10%
(e) index finger (three phalanges)	15%
(f) index finger (two phalanges)	8%
(g) index finger (one phalanx)	4%
(h) middle finger (three phalanges)	10%
(i) middle finger (two phalanges)	4%
(j) middle finger (one phalanx)	2%
(k) ring finger (three phalanges)	8%
(l) ring finger (two phalanges)	4%
(m) ring finger (one phalanx)	2%
(n) little finger (three phalanges)	6%
(o) little finger (two phalanges)	3%
(p) little finger (one phalanx)	2%
(q) all toes of one foot	17%
(r) great toe (two phalanges)	5%
(s) great toe (one phalanx)	2%
(t) any other toe	3%
6. Total and permanent loss of	
(a) hearing in both ears	75%
(b) hearing in one ear	15%
(c) speech	50%
7. Third Degree Burns which cover more than	
(a) 30% of the entire body surface or	40%
(b) 15% of the entire body surface, as the case may be	30%
8. Any permanent partial disablement not specified above other than loss of sense of taste or smell, whether total or partial	See Below

RESULT B8

The percentage to be assessed by the Company which, in the absolute and conclusive opinion of the Company's own appointed or designated medical advisers, is consistent with the percentages specified in the table above applying to item 1 to 7 of Result B, without regard to the Insured Person's employment or occupation.

*Irrespective of whether the Insured Person was employed or engaged in an occupation at the time of the Event.

3. LIMIT

3.1. The following limits apply to the payment of Compensation for Results:

- 3.1.1 no more than 100% of the total Compensation is payable during a Period of Insurance, regardless of the number of Results or Events suffered by the Insured Person;
- 3.1.2 Compensation will not be paid for more than one of Results A, B2 or B3(a) to B3(f) inclusive and, when payable for one of those Results, is not payable for any or all of Results B1, B4, B5, B6, B7 and B8 caused by the same Event;
- 3.1.3 Compensation will not be paid for any Results caused by any subsequent Event if any one of Results A, B2 or B3(a) to (f) has been paid for an Event,
- 3.1.4 no Compensation will be paid for any specific Result where greater compensation is payable for a Result which includes such specific Result
- 3.1.5 any amount of Compensation payable for Result B1 will only be payable after 12 months has passed from the date of the Event giving rise to the Result.

3.2 Compensation payable in respect of Result 7(a) and (b) shall only be alternative and not in addition to each other, so that if compensation under Result 7(a) is payable, compensation under Result 7(b) is not payable (and vice versa).

4. EXTRA BENEFITS**4.1 Hospital Confinement Allowance**

In the event of the Insured Person being confined in Hospital for more than 3 consecutive days for treatment of an injury arising out of an Event, a cash allowance of HK\$1,000 per day is payable for such period of confinement commencing from the 4th day of such confinement. The Company shall not pay for the first 3 days of such confinement and the maximum amount payable under this extension shall not exceed HK\$100,000 during each Period of Insurance.. For the purpose of this Extra Benefit, Hospital means an establishment duly registered as a hospital in Hong Kong for the care and treatment of sick and injured persons as bed paying patients and which

- 4.1.a has facilities for diagnosis and surgery;
- 4.1.b provides 24 hours a day nursing services by registered nurses;

- 4.1.c is under the supervision of a physician;
4.1.d is not primarily a clinic, a place for alcoholics or drug addicts, a nursing, rest or convalescent home; a home for the aged or similar establishment.

4.2 **Emergency Assistance Services and Benefits**

If the Event occurs to the Insured Person during the Period of Insurance while the Insured Person is outside Hong Kong, the Company will make available to the Insured Person the Emergency Assistance Benefits under section 7 below. The Benefits as per the Emergency Assistance Benefits Agreement under section 7 below are deemed to have been incorporated into this Policy as if they were specifically stated and repeated in this Policy as part of the terms and conditions of this Policy.

5. **EXCLUSIONS**

This insurance shall not apply to any Event consequent upon:

- 5.1 (a) war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power; or
(b) any Act of Terrorism;
This Exclusion also excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any action taken in controlling, preventing, suppressing or in any way relating to (a) and/or (b) above.
If the Company considers that, by reason of this Exclusion, any loss, damage, cost or expense is not covered by this Policy, the burden of proving the contrary shall be upon the Insured.
- 5.2 (a) biological or chemical contamination; or
(b) missiles, bombs, grenades, explosives
due to any Act of Terrorism;
For the purpose of (a) above, "contamination" means the contamination, poisoning, or prevention and/or limitation of the use of objects due to the effects of chemical and/or biological substances. If the Company considers that, by reason of this exclusion, any loss, damage, cost or expense is not covered by this Policy, the burden of proving the contrary shall be upon the Insured.
- 5.3 riot or strike, except where the Insured Person was not an active participant in such riot or strike
- 5.4 suicide or intentional self-injury;
- 5.5 air travel except the Insured Person being a fare-paying passenger on a recognized airline operating on regular scheduled air routes and air travel by any charter aircraft duly licensed as a recognized air carrier and flown by professional crews between properly established and maintained airports;
- 5.6 the Insured Person engaged in motor cycling (as driver or passenger), winter sports (other than skating), mountaineering or rock climbing necessitating the use of ropes or guides, parachuting, hang-gliding, underwater activities that require the use of breathing apparatus, any kind of racing other than on foot or swimming, trial of speed or reliability or any sports in a professional capacity;
- 5.7 the Insured Person being affected (temporarily or otherwise) by alcohol or a drug;
- 5.8 the Insured Person being aircrew or shipcrew at the time of the Event;
- 5.9 the Insured Person's engagement in the services with the armed forces of any country;
- 5.10 pregnancy or childbirth or pre-existing physical or mental defect or infirmity.
- 5.11 The age limit for persons(s) insured under this Policy shall be from a minimum age of 18 to a maximum age of 65 years, subject to automatic renewal under clause 6.10 below
- 5.12 directly or indirectly caused by, resulting from or in connection with nuclear energy or radioactivity of any kind including but not limited to any of the following regardless of any other cause or Event contributing to the loss:
(a) ionising radiation from, or contamination by, radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
(b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or component of any installation, reactor or assembly;
(c) any weapon or other device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- 5.13 **Sanction Exclusion**
Notwithstanding anything to the contrary in the Policy the following shall apply:
If, by virtue of any law or regulation which is applicable to the Company at the inception of this Policy or becomes applicable at any time thereafter, providing coverage to the Insured Person is or would be unlawful because it breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United States of America or The People's Republic of China/Hong Kong SAR, that the Company shall provide no coverage or benefit or have no liability whatsoever to the Insured Person, to the extent that it would be in breach of such law or regulation.
- 5.14 **COVID-19/Pandemic Exclusion**
(applicable to policy commencement date on/after 1 January 2021)
Notwithstanding any provision to the contrary, this insurance excludes any loss, damage, liability, expense, fines, penalties or any other amount directly or indirectly caused by, in connection with, or in any way involving or arising out of any of the following – including any fear or threat thereof, whether actual or perceived :
• Coronavirus (COVID-19) including any mutation or variation thereof; or
• Pandemic or epidemic, as declared as such by the World Health Organization or any governmental authority

6. **CONDITIONS**

6.1 **Identification**

This Policy and the Schedule shall be read together as one contract and any word or expression to which a specific meaning has attached in any part of this Policy or of the Schedule shall bear its specific meaning wherever it may appear.

6.2 **Change of circumstances affecting insurance**

The Insured Person must give immediate written notice to the Company as soon as he or she is aware of any change or possible change in his or her business, employment, occupation, duties or pursuits and pay any additional premium that may be required by the Company. Before each renewal of the insurance the Insured Person must give written notice to the Company of any injury, disease, physical or mental defect or infirmity with which he or she has been or is affected or is or will be likely to be affected.

6.3 **Notice of Claim**

Written notice of any claim made under this Policy must be given to the Company as soon as possible but in any case within 30 days of the happening of any Event. Time shall be of essence in this Policy.

6.4 **Evidence of Claim**

6.4.1 All certificates, information and evidence which the Company requires to support a claim will be furnished at the expense of the Insured Person or the person making the claim, and in such form and of such nature as the Company may in its sole and absolute discretion prescribe. The Insured Person as often as required shall submit to medical examinations on behalf of the Company at its own expense.

6.4.2 In the case of the death of the Insured Person, the Company is entitled to have a post-mortem examination at its own expense or to require a post-mortem examination report from the person making a claim for any compensation payable or both.

6.5 Unpaid Premium Deduction on Death Claims

If the premium is paid on a monthly rather than annual basis, the Company will deduct from any compensation for death payable an amount equivalent to the remainder of the premium due for that Period of Insurance.

6.6 Multiple Policies

If the Insured Person is covered by more than one AccidentCare MEGA policy issued by the Company for the same Event, the maximum the Company will pay for that Event will be based on the policy of insurance which provides the highest amount of benefit for that Event.

6.7 Exposure and Disappearance

Death, loss or disablement caused by exposure directly resulting from a mishap to an aircraft or vessel in which the Insured Person is travelling under such circumstances as would otherwise be covered by this Policy will be deemed to be the Event for the purpose of this Policy. If the body of the Insured Person has not been found within one year after the date of the disappearance, sinking or wrecking of the aircraft or other conveyance either on the ground or at sea in which the Insured Person was travelling and under such circumstances as would otherwise be covered by this Policy, it will be presumed that the Insured Person suffered death as a result of the Event covered by this Policy at the time of such disappearance, sinking or wrecking.

6.8 Non-Assignment

The Company shall not be bound to notice or be affected in any way by any notice of trust charge or alienation relating to this Policy and the receipt of the Insured Person or his legal personal representatives of any benefits payable under this Policy shall in all cases including those cases whereby the Company had actual or constructive notice of any trust charge or alienation as aforesaid effectively fully and finally discharge the Company.

6.9 Compensation payable to named beneficiary

In the event of the death of the Insured Person in circumstances giving rise to a valid claim under this Policy, Compensation may be payable to the Beneficiary if any, named in the Schedule whose discharge to the Company in respect of such payment shall be a full and binding discharge to the Company.

6.10 Automatic Renewal

This Policy will be renewed automatically on an annual basis. Unless written notice from the Insured Person is received by the Company at least 14 days before the expiry of the current Period of Insurance, the Policy will be renewed on the same terms or with any changes as specified in the renewal notice. If there are any changes included in the renewal notice, the Policy will be renewed with those changes upon payment of the premium specified in the renewal notice. The Policy will be subject to review or revision at the end of the Period of Insurance during which the Insured Person attains 70 years of age. The Company retains the right not to renew this Policy without giving any reason.

6.11 Cancellation

6.11.1 The Company may cancel this Policy at any time during the Period of Insurance by sending at least 7 days' prior notice by way of written Notice of Cancellation to the Insured Person at his/her last known address. The Insured Person will be entitled to a pro-rata refund of the premium corresponding to the unexpired portion of the Period of Insurance.

6.11.2 The Insured Person may cancel this Policy by sending written notice to the Company. Provided no claim has been made during the current Period of Insurance, the Insured Person shall be entitled to a return of premium, less the premium calculated at the Company's short period rates, as per table specified below for the period the Policy has been in force, and subject to a minimum premium of HK\$500 being retained by the Company.

<u>Period of Insurance already covered</u>	<u>Refund Premium</u>
Not Exceeding 1 month	90% of premium paid
2 months	80% of premium paid
3 months	70% of premium paid
4 months	60% of premium paid
5 months	50% of premium paid
6 months	40% of premium paid
7 months	30% of premium paid
8 months	20% of premium paid
9 months	10% of premium paid
Over 9 months	No refund

6.12 Arbitration

All differences arising out of this Policy shall be determined by arbitration in accordance with the prevailing Arbitration Ordinance. If the parties fail to agree upon the choice of arbitrators or umpires, then the choice shall be referred to the Chairman for the time being of the Hong Kong International Arbitration Centre. It is expressly stipulated that it shall be a condition precedent to any right of action or suit upon this Policy that an arbitration award shall be first obtained. If the Company shall disclaim liability to the Insured Person for any claim under this Policy and such claim shall not within twelve calendar months from the date of such disclaimer have been referred to arbitration under this clause then the claim shall for all purposes be deemed to have been abandoned and shall not be recoverable in the future.

6.13 Governing Laws

This Policy is subject to the exclusive jurisdiction of Hong Kong and to be construed according to the laws of Hong Kong Special Administrative Region.

6.14 Observance of Conditions

It is a condition precedent to any liability of the Company to make any payment under this Policy that the Insured Person or other claimant comply with all of the conditions and endorsements of this Policy, and that all information provided in any proposal, declaration or other document is true and correct.

6.15 Notice

Any demand or notice by the Company under this Policy shall, without prejudice to any other effective mode of giving or making the same, be deemed to have been sufficiently given or made on the Insured Person if posted to or left at the registered office or last known business or residential address of the Insured Person in Hong Kong and shall be conclusively deemed to have reached the Insured Person within 24 hours of posting or upon actually being left at such address, and in proving such service it shall be sufficient to prove that the notice or demand was properly addressed and posted or properly left as the case may be.

6.16 Contracts (Rights of Third Parties) Ordinance

The Contracts (Rights of Third Parties) Ordinance (Cap 623 of the Laws of Hong Kong) does not apply to this Policy, and the only parties who may enforce the terms of the Policy are the Insured Person and the Company (or their authorised representatives)

7. EMERGENCY ASSISTANCE BENEFITS AGREEMENT

These Emergency Assistance Services are provided by International SOS Assistance (HK) Limited (Intl.SOS) to the Insured Person.

7.1 DEFINITIONS

For the purpose of this Emergency Assistance Services Agreement (“this Agreement”):-

- 7.1.1 “Insured Member” refers to the Insured Person under the Policy whose name is specified in the Schedule or in an endorsement issued by the Company, and who is provided with the emergency assistance services as specified in the Schedule.
- 7.1.2 “Act of Terrorism” refers to an act, including but not limited to the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.
- 7.1.3 “Close Relative” refers to the Insured Member’s spouse, father, mother, his/her child(ren), brother(s) or sister(s).
- 7.1.4 “Home Country” refers to country of citizenship.
- 7.1.5 “Limit of Indemnity” refers to the maximum amount of third party expenses for which Intl.SOS shall be responsible in the provision of a Service to the Insured Member during any one event, subject to the terms and conditions as defined below.
- 7.1.6 “Pre-Existing Condition” refers to any medical condition in respect of which the Insured Member has been hospitalised during the 12-month period immediately prior to the first day the Insured Member is included in the Intl.SOS programme; or any medical condition that has been diagnosed or treated by a medical practitioner including prescribed drugs within the 6-month period immediately prior to the first day the Insured Member is included in the Intl.SOS programme.
- 7.1.7 “Services” refers to the assistance services to be provided by Intl.SOS as set out in article 7.4.4 of this Agreement.
- 7.1.8 “Serious Medical Condition” refers to a condition which in the opinion of Intl.SOS constitutes a serious medical emergency requiring urgent remedial treatment to avoid death or serious impairment to the Insured Member’s immediate or long-term health prospects. The seriousness of the medical condition will be judged within the context of the Insured Member’s geographical location, the nature of the medical emergency and the local availability of appropriate medical care or facilities.
- 7.1.9 “Usual Country of Residence” refers to Hong Kong unless it is agreed otherwise by the Company under the Policy.

7.2 GEOGRAPHICAL SCOPE OF SERVICES

- 7.2.1 The Services provided by Intl.SOS under article 7.4.4 of this Agreement are rendered on a worldwide basis. Intl.SOS shall endeavour on a best effort basis to provide the Services by any assistance service and intervention depends upon, and is subject to local and/or international resource availability and must remain within the scope of national and international law and regulations. Intervention may depend on Intl.SOS being able to attain the necessary authorizations issued by the various authorities concerned which is outside of the control or influence of Intl.SOS.
- 7.2.2 Intl.SOS shall not be required to provide Services to the Insured Member(s), who in the sole opinion of Intl.SOS are located in areas which represent conditions such as to make such Services impossible, reasonably impracticable or unsafe, including but not limited to geographical remoteness, war risks or political unrest.

7.3 LIMITS OF INDEMNITY

- 7.3.1 The Limit of Indemnity for any Insured Member during any one event shall be as follows:

Emergency Medical Evacuation, Emergency Medical Repatriation and Repatriation of Mortal Remains	- Up to US\$1,000,000
Compassionate Visit and Hotel Accommodation	- One Economy Class Return Airfare and Hotel Accommodation of US\$1,000 subject to a sub-limit of US\$250 per day
Return of Minor Children	- One Economy Class One Way Airfare
Convalescence Expenses US\$250 per day	- US\$1,000 subject to a sub-limit of
Return of Insured Member to Original Work Site	- One Economy Class One Way Airfare
Unexpected Return to Home Country Or Usual Country of Residence	- One Economy Class Return Airfare

7.4 SCOPE OF SERVICES

- 7.4.1 Intl.SOS shall maintain verified and updated information regarding service providers at all times. Intl.SOS shall review and update regularly its information regarding names, addresses, specialties, office hours and language proficiency. Intl.SOS shall instruct its agents to report newly obtained relevant information promptly upon its receipt, including information about the quality of services provided, new listings and updates of addresses and telephone numbers. In response to inquiries, Insured Members will be provided with the latest updated information on service providers and their services.
- 7.4.2 Intl.SOS shall provide Insured Members with 24 hours a day, 7 days a week access to Cantonese, Mandarin and English speaking Operations Coordinators via a fully-manned Assistance Centre in Hong Kong.
- 7.4.3 When immediately available, Intl.SOS shall provide the Services to the Insured Member whilst the Insured Member is on the telephone. In all other cases, Intl.SOS will provide the information by the quickest possible means.
- 7.4.4 Intl.SOS shall, subject to the terms and conditions as defined hereunder, provide the following Services to any Insured Member calling Intl.SOS when he/she travels outside the Home Country or Usual Country of Residence for periods not exceeding 90 consecutive days per trip:

(a) **Medical Assistance**

- (i) **Telephone Medical Advice**
Intl.SOS will arrange for the provision of medical advice to the Insured Member over the telephone.
- (ii) **Arrangement of Hospital Admission and Guarantee of Hospital Admission Deposit**
If the medical condition of the Insured Member is of such gravity as to require hospitalisation, Intl.SOS will assist such Insured Member in the hospital admission. In case of hospital admission duly approved by Intl. SOS and the Insured Member is without means of payment of the required hospital admission deposit, Intl.SOS will on behalf of the Insured Member guarantee or provide such payment up to US\$5,000. The provision of such guarantee by Intl.SOS is subject to Intl.SOS first securing payment from the Insured Member through the Insured Member's credit card or from the funds from the Insured Member's family. Intl.SOS shall not be responsible for any third party expenses which shall be solely the Insured Member's responsibility.
- (iii) **Delivery of Essential Medicine**
Intl.SOS will arrange to deliver to the Insured Member essential medicine, drugs and medical supplies that are necessary for an Insured Member's care and/or treatment but which are not available at the Insured Member's location. The delivery of such medicine, drugs and medical supplies will be subject to the laws and regulations applicable locally. Intl.SOS will not pay for the costs of such medicine, drugs or medical supplies and any delivery costs thereof.
- (iv) **Arrangement and Payment of Emergency Medical Evacuation**
Intl.SOS will arrange for the air and/or surface transportation and communication for moving the Insured Member when in a Serious Medical Condition to the nearest hospital where appropriate medical care is available. Intl.SOS 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 Intl.SOS.
Intl.SOS retains the absolute right to decide whether the Insured Member's medical condition is sufficiently serious to warrant Emergency Medical Evacuation. Intl.SOS further reserves the right to decide the place to which the Insured Member shall be evacuated and the means or method by which such evacuation will be carried out having regard to all the assessed facts and circumstances of which Intl.SOS is aware at the relevant time.
- (v) **Arrangement and Payment of Emergency Medical Repatriation**
Intl.SOS will arrange for the return of the Insured Member to the Home Country or Usual Country of Residence by air and/or surface transportation following an Emergency Medical Evacuation where the Insured Member is evacuated to a place outside the Home Country or Usual Country of Residence for in-hospital treatment. Intl.SOS shall pay for the expenses necessarily and unavoidably incurred in the services so arranged by Intl.SOS.
Intl.SOS 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 Intl.SOS is aware at the relevant time.
- (vi) **Arrangement and Payment of Transportation of Mortal Remains**
Intl.SOS will arrange for transporting the Insured Member's mortal remains from the place of death to the Home Country or Usual Country of Residence and pay for all expenses reasonably and unavoidably incurred in the air and/or surface transportation so arranged by Intl.SOS or alternatively pay the cost of burial at the place of death as approved by Intl.SOS, subject to any governmental regulations.
- (vii) **Arrangement and Payment of Compassionate Visit and Hotel Accommodation**
Intl.SOS will arrange and pay for one economy class return airfare and hotel accommodations for a relative or a friend of the Insured Member to join the Insured Member who, when travelling alone, is hospitalised outside the Home Country or Usual Country of Residence for a period in excess of seven (7) consecutive days, subject to Intl.SOS' prior approval and only when judged necessary by Intl.SOS on medical and compassionate grounds.
- (viii) **Arrangement and Payment of Return of Minor Children**
Intl.SOS will arrange and pay for the economy class one-way airfare for the return of minor children [aged 18 years old and below, unmarried] to the Home Country or Usual Country of Residence if they are left unattended as a result of the accompanying Insured Member's illness, accident or Emergency Medical Evacuation. Escort will be provided, when required, at no charge.
- (ix) **Arrangement and Payment of Convalescence Expenses**
Intl.SOS will arrange and pay for the additional hotel accommodation expenses necessarily and unavoidably incurred by the Insured Member related to an incident requiring Emergency Medical Evacuation, Emergency Medical Repatriation or hospitalisation. Intl.SOS's prior approval, subject to its determination on medical grounds, is required in respect of such payment.
- (x) **Arrangement and Payment of Unexpected Return to the Home Country or Usual Country of Residence**
In the event of the death of the Insured Member's close relative in his/her Home Country or Usual Country of Residence while the Insured Member is travelling overseas (save for in the case of migration) and necessitating an unexpected return to his Home Country or Usual Country of Residence, Intl.SOS will arrange and pay for one economy class return airfare for the return of the Insured Member to his/her Home Country or Usual Country of Residence.
- (xi) **Arrangement and Payment of Return of Insured Member to Original Work Site**
Following the Insured Member's Emergency Medical Evacuation or Emergency Medical Repatriation and within one (1) month period, Intl.SOS will, upon the Insured Member's request, arrange and pay for a one-way economy class airfare to return the Insured Member to the original work location.

The above Service [item (i)] is purely on referral or arrangement basis. Intl.SOS shall not be responsible for any third party expenses which shall be solely the Insured Member's responsibility.

The above Services [items (ii) & (iii)] are charged on a case by case basis. The provision of financial guarantees by Intl.SOS is subject to Intl.SOS first securing payment from the Insured Member through the Insured Member's credit card or from the funds from the Insured Member's family. Intl.SOS shall not be responsible for any third party expenses which shall be solely the Insured Member's responsibility.

The above Services [items (iv) to (xi)] are subjected to the customary exclusions listed in article 7 5.

(b) **Travel Assistance**

- (i) **Inoculation and Visa Requirement Information**

Intl.SOS shall provide information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the most current edition of World Health Organization Publication "Vaccination Certificates Requirements and Health Advice for International Travel" (for inoculations) and the "ABC Guide to International Travel Information" (for visas). This information will be provided to the Insured Member at any time, whether or not the Insured Member is travelling or an emergency has occurred. Intl.SOS shall inform the Insured Member requesting such information that Intl.SOS is simply communicating the requirements set forth in a document and Intl.SOS shall name the document.

(ii) **Lost Luggage Assistance**

Intl.SOS will assist the Insured Member who has lost his/her luggage while travelling outside the Home Country or Usual Country of Residence by referring the Insured Member to the appropriate authorities involved.

(iii) **Lost Passport Assistance**

Intl.SOS will assist the Insured Member who has lost his/her passport while travelling outside the Home Country or Usual Country of Residence by referring the Insured Member to the appropriate authorities involved.

(iv) **Legal Referral**

Intl.SOS will provide the Insured Member with the name, address, telephone numbers, if requested by the Insured Member and if available, office hours for referred lawyers and legal practitioners. Intl.SOS will not give any legal advice to the Insured Member.

Although Intl.SOS shall make such referrals, it cannot guarantee the quality of the service provider and the final selection of a service provider shall be the decision of the Insured Member. Intl.SOS, however, will exercise care and diligence in selecting the service providers.

(v) **Emergency Travel Service Assistance**

Intl.SOS shall assist the Insured Member in making reservations for air ticket or hotel accommodation on an emergency basis when travelling overseas.

The above Services [items (i) to (v)] are purely on referral or arrangement basis. Intl.SOS shall not be responsible for any third party expenses which shall be solely the Insured Member's responsibility.

7.5 EXCLUSIONS

The following treatment, items, conditions, activities and their related or consequential expenses are excluded:-

- 7.5.1 Any expenses incurred as a result of a Pre-Existing Condition unless such Pre-Existing Condition is covered under the relevant insurance Policy.
- 7.5.2 More than one emergency evacuation and/or repatriation for any single medical condition of the Insured Member during the term of this Agreement, subject to a maximum of one year.
- 7.5.3 Any costs or expenses not expressly covered by the Intl.SOS program and not approved in advance and in writing by Intl.SOS and/or not arranged by Intl.SOS. This exception shall not apply to Emergency Medical Evacuation from remote or primitive areas when Intl.SOS cannot be contacted in advance and delay might reasonably be expected in loss of life or harm to the Insured Member.
- 7.5.4 Any event occurring when the Insured Member is within the territory of his/her Home Country and Usual Country of Residence.
- 7.5.5 Any expenses for Insured Members who are travelling outside their Home Country or Usual Country of Residence contrary to the advice of a medical practitioner, or for the purpose of obtaining medical treatment or for rest and recuperation following any prior accident, illness or Pre-existing Condition.
- 7.5.6 Any expenses for medical evacuation or repatriation if the Insured Member is not suffering from a Serious Medical Condition, and/or in the opinion of the Intl.SOS physician, the Insured Member can be adequately treated locally, or treatment can be reasonably delayed until the Insured Member returns to his/her Home Country or Usual Country of Residence.
- 7.5.7 Any expenses for medical evacuation or repatriation where the Insured Member, in the opinion of the Intl.SOS physician, can travel as an ordinary passenger without a medical escort.
- 7.5.8 Any treatment or expenses related to childbirth, miscarriage or pregnancy. This exception shall not apply to any abnormal pregnancy or vital complication of pregnancy which endangers the life of the mother and/or unborn child during the first twenty-four (24) weeks of pregnancy.
- 7.5.9 Any expenses related to accident or injury occurring while the Insured Member is engaged in caving, mountaineering or rock climbing necessitating the use of guides or ropes, potholing, skydiving, parachuting, hang gliding, deep sea diving utilizing hard helmet with air hose attachments, rallying, racing of any kind other than on foot, and any organized sports undertaken on a professional or sponsored basis.
- 7.5.10 Any expenses incurred for emotional, mental or psychiatric illness.
- 7.5.11 Any expenses incurred as a result of a self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, sexually transmitted diseases.
- 7.5.12 Any expenses incurred as a result of Acquired Immune Deficiency Syndrome (AIDS) or any AIDS related condition or disease.
- 7.5.13 Any expenses related to the Insured Member engaging in any form of aerial flight except as a passenger on a scheduled airline flight or licensed charter aircraft over an established route.
- 7.5.14 Any expenses related to the Insured Member engaging in the commission of, or the attempt to commit, an unlawful act.
- 7.5.15 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.
- 7.5.16 Any expenses incurred as a result of the Insured Member 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.
- 7.5.17 Any expense, regardless of any contributory cause(s), 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.
- 7.5.18 Any expenses incurred for or as a result of any activity required from an off-shore location.
- 7.5.19 Any expenses in respect of the Insured Member more than 75 years old at the date of intervention.
- 7.5.20 Any expenses which is a direct result of nuclear reaction or radiation.

7.6 REASONABLE PRECAUTIONS

The Insured Member shall take all reasonable precautions to prevent and minimise any accident, injury, death or expenses.

7.7 REQUEST FOR ASSISTANCE

In case of any request for assistance, and prior to taking personal action where reasonable, the Insured Member or his representative shall call Intl.SOS's Assistance Centre whose contact number is listed below:

HONG KONG: (852) 3122 2900

and should state:

- The Insured Member's name, Policy number and I.D. card or passport number and,
- The name of the place and the telephone number where Intl.SOS can reach the Insured Member or his representative and,
- A brief description of the accident and the nature of help required.

7.8 EXAMINATIONS

Intl.SOS shall have the right and opportunity through its medical representative to examine the Insured Member whenever and as often as may reasonably require.

7.9 UNDERTAKINGS

7.9.1 Intl.SOS undertakes to exercise due care and diligence in the appointment and/or referral of any service provider to assist the Insured Member. Intl.SOS assumes no responsibility for any advice given by any service provider and the Insured Member shall not have any recourse against Intl.SOS by reason of its referral of or contact with a service provider or other determination resulting therefrom.

7.9.2 The Insured Member undertakes not to have any recourse against Intl.SOS or the Company for any indirect or consequential loss suffered by the Insured Member arising from the Services.

7.10 FORCE MAJEURE

Intl.SOS shall not be liable for failure to provide Services and/or delays caused by acts of God, strikes, or other conditions beyond its control, including but not limited to, flight conditions or situations where the rendering of Services is prohibited or delayed by local laws, regulators or regulatory agencies.

7.11 CONTRACT

Notwithstanding any other provisions in the Policy, it is hereby declared by Intl.SOS that the above Services are made available to the Insured Member by the Company on behalf of Intl.SOS who is the principal party in providing the Services to the Insured Member under this Agreement. There is no privity of contract between the Company and the Insured Member in this Agreement and the Company shall assume no liability in any default of the provision of the Services or for any indirect or consequential loss suffered by the Insured Member arising from the Services.

7.12 TERMINATION

This Agreement shall cease when the Policy is terminated.