



WorldTrips®



InterMedical

Description of Coverage

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Important Notice and Disclaimer Concerning the United States Patient Protection and Affordable Care Act

This insurance is not subject to, and does not provide certain insurance benefits required by the United States' Patient Protection and Affordable Care Act ("PPACA"). PPACA requires certain US citizens or US residents to obtain PPACA compliant health insurance, or "minimum essential coverage." PPACA also requires certain employers to offer PPACA compliant insurance coverage to their employees. Tax penalties may be imposed on U.S. residents or citizens who do not maintain minimum essential coverage, and on certain employers who do not offer PPACA compliant insurance coverage to their employees. In some cases, certain individuals may be deemed to have minimum essential coverage under PPACA even if their insurance coverage does not provide all of the benefits required by PPACA. **You** should consult **your** attorney or tax professional to determine whether this policy meets any obligations **you** may have under PPACA.

Description of Coverage Summary

This Description of Coverage is a summary of the provisions contained in Master Policy No. CI25-IM-1. For a complete copy of the Master Policy, please contact WorldTrips.

This Description is to help **you** understand the insurance that **your** certificate provides. It details the key features, benefits, limitations, exclusions, definitions, Schedule of Benefits and Limits, and any endorsements, applying to **your** certificate.

The levels of coverage which apply to **your** coverage are detailed in the Schedule of Benefits and Limits.

Important Features Of Your Travel Insurance

Cancellation

We hope **you** are happy with the cover this policy provides. However, if after reading it, this insurance does not meet with **your** requirements, please notify **us** of **your** wish to cancel and **we** will refund **your** premium.

Premiums will be refunded in full if a cancellation request is received prior to the **certificate effective date**.

Premiums may be refunded after the **certificate effective date** subject to the following provisions:

- A \$25 USD cancellation fee will apply for administrative costs incurred by **us**; and
- Only the prorated portion of the premium will be refunded; and
- You** cannot have filed any claims to be eligible for a premium refund.

U.S. Preferred Provider Organization (PPO)

This insurance policy offers the option of a PPO network for medical treatment received in the United States. If **you** choose to seek treatment from a PPO provider, billed charges for eligible expenses may be reduced and **we** will remit payment directly to the provider. Additionally, **we** will apply the in-network **coinsurance** applicable to the expenses.

You may review a listing of **hospitals**, **physicians** and other medical service providers included in the PPO Network for the area where **you** will be receiving treatment by accessing the Internet website for WorldTrips: www.worldtrips.com. For assistance locating a provider, contact us at 1-800-605-2282.

Claims

This insurance policy has in it a Claims Procedure which tells **you** what steps **you** must take to file a claim, and explains **our** obligations to **you**. Beginning on the last day of **your certificate period**, **you** shall have sixty (60) days to provide us **proof of claim**.

Appeals and Complaints

This insurance policy has in it an Appeal and Complaints Procedure which tells **you** what steps **you** can take if **you** wish to make an appeal or complaint. The written appeal must be submitted within ninety (90) days from the later of the date the claim was denied or the termination date of the policy.

Definitions

This insurance policy has defined terms, indicated by bolded words (excluding headers). The defined terms may be found in the relevant benefit section or in the general definitions.

Pre-Existing Conditions

This insurance policy excludes coverage for pre-existing conditions, except as provided for under the Acute Onset of Pre-existing Conditions benefit. This policy defines a pre-existing condition and provides the description of the Acute Onset of Pre-Existing Conditions benefit.

Notice

Any notice to **you** shall be placed in the United States' mail, postage prepaid, and addressed to **your** mailing address on file as of the date the notice is mailed.

You may contact us at the below for cancellation or to update your information.

Online: <http://service.worldtrips.com/>

Postal Mail: WorldTrips
P.O. Box 240358
Apple Valley, MN 55124
USA

Data Protection

We respect individual privacy and value **your** confidence. **We** restrict access to personal information to employees/partners who need to know that information in order to perform their jobs. Any employee that **we** determine is in violation of this policy will be subject to disciplinary action, up to and including termination and criminal prosecution.

We will not disclose **your** personal information to third parties outside Tokio Marine HCC and **our** partners unless there is a legal basis for us to do so, including where we have your consent, where the processing is necessary for performance of our contracted services, is necessary for us to comply with the law of the countries in which **we** do business or when complying with the legal process, or where the data is processed for our legitimate interests. You may review the WorldTrips privacy policy here: <https://www.worldtrips.com/about-worldtrips/privacy-policy>

Rights of Third Parties

You may assign benefits under this insurance to a **hospital**, **physician** or other provider. Any assignment shall not confer upon such **hospital**, **physician** or other provider, any right or privilege granted to **you** under this insurance except for the right to receive benefits, if any, which are determined to be due and payable hereunder. No **hospital**, **physician** or other provider shall have any direct or indirect claim or right of action against **us**.

Law and Jurisdiction

No action of law or equity may be brought to recover benefits under this insurance until 60 days after written proof of claim has been provided to **us**. No such action to recover benefits under this insurance may be brought after the end of three (3) years after the time written proof of claim is required to be furnished. This does not impact **your** general rights under law to pursue a legal action against **us**. The validity, interpretation, and performance of this agreement shall be governed by and construed in accordance with the laws of Cayman Islands.

Arbitration

EXCEPT FOR CERTAIN TYPES OF DISPUTES DESCRIBED IN THE “ARBITRATION AND CLASS ACTION WAIVER”, AND IF YOU DO NOT OPT-OUT AS SET FORTH IN THAT SAME SECTION, YOU AGREE THAT DISPUTES BETWEEN YOU AND WORLDTRIPS AND/OR THE INSURERS WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AND YOU WAIVE YOUR RIGHT TO BRING OR RESOLVE ANY DISPUTE AS, OR PARTICIPATE IN, A CLASS, CONSOLIDATED, REPRESENTATIVE, COLLECTIVE, OR PRIVATE ATTORNEY GENERAL ACTION OR ARBITRATION.

WorldTrips

WorldTrips is a subsidiary of HCC Insurance Holdings, Inc., d/b/a Tokio Marine HCC. The master policy has been issued by TMHCC (CI) Insurance SPC Ltd. acting on behalf of and for the account of TMHCC (CI) – Travel SP 1, a Cayman Islands incorporated company licensed with the Cayman Islands Monetary Authority as a Class B(iii) insurer, to Conyers Trust Company (Cayman) Limited, a Cayman Islands incorporated company licensed with the Cayman Islands Monetary Authority to conduct trust business (Licence No. 94030) in its capacity as trustee of the TMHCC(CI) – Travel Trust, a Cayman Islands law governed trust.

Member Eligibility

U.S. Citizens and Non-U.S. Citizens who are at least fourteen (14) days of age and are traveling outside of their home countries but not to the U.S. or U.S. territories. U.S. Citizens and residents are not eligible for coverage within the U.S, except as provided under an eligible benefit period. Individuals age sixty-five (65) to seventy-nine (79) as of the certificate effective date are subject to a \$100,000 USD overall maximum limit. Individuals age eighty (80) and over as of the certificate effective date are subject to a \$10,000 USD overall maximum limit.

Certificate Effective & Termination Dates

Certificate Effective Date

Insurance hereunder is effective on the later of:

- The moment **we** receive an application and correct premium if the application and payment is made online or by fax;
- 12:01am U.S. Eastern Time on the date we receive an application and correct premium if the application and payment is made by mail;
- The moment **you** depart from **your home country**; or
- 12:01am U.S. Eastern Time on the date requested on the application if correct premium is received.

Certificate Termination Date

Insurance hereunder terminates on the earlier of:

- 11:59pm U.S. Eastern Time on the last day of the period for which premium has been paid; or
- 11:59pm U.S. Eastern Time on the date requested on the application; or
- The moment of arrival upon **your** return to **your home country** (unless **you** have started an eligible benefit period).

Benefit Period

While the **certificate** is in effect, the benefit period does not apply. Upon termination of the **certificate**, in accordance with this provision, **we** will pay eligible medical expenses for up to ninety (90) days beginning on the first day of diagnosis or treatment of a covered **injury** or **illness** while **you** are outside **your home country**. The benefit period applies only to eligible medical expenses related to the **injury** or **illness** that began while the **certificate** was in effect.

In the event **you** begin a benefit period while the **certificate** is in effect, and the **certificate** terminates because **you** return to **your home country**, **we** will pay eligible medical expenses which are incurred in **your home country** during the benefit period. Coverage within the **home country** applies only to eligible medical expenses related to the **injury** or **illness** that began while the **certificate** was in effect.

Except for a benefit period, coverage provided under this Master Policy is for a maximum duration of three hundred sixty-four (364) days.

Notwithstanding the foregoing, coverage under all plans shall terminate on the date **we**, at **our** sole option, elect to cancel all **members** of the same sex, age, class or geographic location, provided **we** give no less than thirty (30) days advance written notice by mail to **your** last known address.

Schedule of Benefits and Limits

Plan Details	
Overall Maximum Limit	Age 80 or older \$10,000. Age 65 to 79: \$50,000 or \$100,000. All others: \$50,000, \$100,000, or \$150,000.
Maximum per Injury / Illness	Age 80 or older \$10,000. Age 65 to 79: \$50,000 or \$100,000. All others: \$50,000, \$100,000, or \$150,000.
Deductibles	\$0, \$250, \$500, or \$1,000 per certificate period
Coinsurance – Claims incurred outside U.S.	We will pay 100% of eligible expenses after the deductible up to the overall maximum limit.
Coinsurance – Claims incurred in U.S.	
In-Network Payment	Within the PPO: We will pay 100% of eligible expenses, after the deductible, to the overall maximum limit.
Out-of-Network Payment	Outside the PPO: Usual, reasonable, and customary. You may be responsible for any charges exceeding the payable amount.

Eligible expenses are subject to **deductible**, **coinsurance**, overall maximum limit, and are per **certificate period** unless specifically indicated otherwise.

Benefit	Limit
Hospital Room and Board	Average semi-private room rate, including nursing services
Intensive Care Unit	Up to the overall maximum limit
Local Ambulance	Usual, reasonable and customary charges for covered illness or injury . Illness must result in hospitalization as inpatient.
Emergency Room Co-payment	<u>Claims incurred outside the U.S.</u> No co-payment <u>Claims incurred in U.S.</u> You shall be responsible for a \$250 co-payment for the emergency room

	facility fee for each use of emergency room for an illness unless you are admitted to the hospital . There will be no co-payment for emergency room treatment of an injury .
Urgent Care Center Co-payment	<u>Claims incurred outside the U.S.</u> No co-payment <u>Claims incurred in U.S.</u> For each visit, you shall be responsible for a \$50 co-payment, after which coinsurance will apply. – Co-payment is waived for members with a \$0 deductible. – not subject to deductible
Outpatient Physical Therapy and Chiropractic Care	Usual, reasonable and customary charges. Must be ordered in advance by a physician .
Emergency Dental Treatment due to Accident	Up to \$2,000
Emergency Dental (<i>Acute Onset of Pain</i>)	Up to \$250 - <i>not subject to deductible or coinsurance</i>
Acute Onset of Pre-existing Condition (<i>excludes chronic and congenital conditions</i>)	Age 80 or older: \$5,000 Ages 60 to 79: \$20,000 Under age 60: Up to the overall maximum limit Up to \$25,000 lifetime maximum for Emergency Medical Evacuation
Terrorism	Up to \$50,000 lifetime maximum, eligible medical expenses only
Optional Hazardous Activities Rider	Up to the overall maximum limit
Optional Intercollegiate or Interscholastic Sports Rider	Up to \$50,000
All Other Eligible Medical Expenses	Up to the overall maximum limit
Emergency Travel Benefits	Limit
Emergency Medical Evacuation	Up to \$500,000 lifetime maximum - <i>not subject to deductible, coinsurance, or overall maximum limit</i>
Repatriation of Remains	Up to \$50,000 - <i>not subject to deductible, coinsurance, or overall maximum limit</i>
Emergency Reunion	Up to \$20,000, subject to a maximum of 15 days - <i>not subject to deductible or coinsurance</i>
Return of Minor Children	Up to \$50,000 - <i>not subject to deductible or coinsurance</i>
Political Evacuation	Up to \$50,000 lifetime maximum - <i>not subject to deductible or coinsurance</i>
Trip Interruption	Up to \$5,000 - <i>not subject to deductible or coinsurance</i>

Accidental Death & Dismemberment	
Ages 18 through 69	Lifetime Maximum - \$50,000 Death - \$50,000 Loss of 2 Limbs - \$50,000 Loss of 1 Limb - \$25,000
Under age 18	Lifetime Maximum - \$5,000 Death - \$5,000 Loss of 2 Limbs - \$5,000 Loss of 1 Limb - \$2,500
Ages 70 through 74	Lifetime Maximum - \$20,000 Death - \$20,000 Loss of 2 Limbs - \$20,000 Loss of 1 Limb - \$10,000
Ages 75 and older	Lifetime Maximum - \$10,000 Death - \$10,000 Loss of 2 Limbs - \$10,000 Loss of 1 Limb - \$5,000 \$250,000 maximum benefit any one family or group. <i>- not subject to deductible, coinsurance, or overall maximum limit</i>
Optional Enhanced Accidental Death & Dismemberment Rider (only available to members under age 70)	Lifetime Maximum - \$100,000 Death - \$100,000 Loss of 2 Limbs - \$100,000 Loss of 1 Limb - \$50,000 <i>- not subject to deductible, coinsurance, or overall maximum limit</i>
Lost Checked Luggage	Up to \$500 - <i>not subject to deductible or coinsurance</i>
Lost or Stolen Passport/Travel Visa	Up to \$100 - <i>not subject to deductible or coinsurance</i>
Natural Disaster - Replacement Accommodations	Up to \$100 a day for 5 days - <i>not subject to deductible or coinsurance</i>
Hospital Indemnity	\$100 per day for 5 days for inpatient hospitalization - <i>not subject to deductible or coinsurance</i>

Certificate Period means the period of time beginning on the date and time of the **certificate effective date** and ending on the date and time of the **certificate termination date**.

Coinsurance means **your** payment of eligible expenses as specified in the Schedule of Benefits and Limits.

Deductible means the dollar amount of eligible expenses, specified in the Schedule of Benefits and Limits that **you** must pay per **certificate period** before eligible expenses are paid.

Usual, Reasonable and Customary means the lesser of the following:

1. One and a half times (150%) of the charges payable under the United States Medicare program, for claims incurred outside the PPO network within the U.S., or
2. Most common charge for similar services, medicines or supplies within the area in which the charge is incurred, so long as those charges are reasonable. What is defined as **usual, reasonable and customary** charges will be determined by **us**. In determining whether a charge is **usual, reasonable and customary**, **we** may consider one or more of the following factors: the level of skill, extent of training, and experience required to perform the procedure or service; the length of time required to perform the procedure or services as compared to the length of time required to perform other similar services; the severity or nature of the **illness** or **injury** being treated; the amount charged for the same or comparable services, medicines or supplies in the locality; the amount charged for the same or comparable services, medicines or supplies in other parts of the country; the cost to the provider of providing the service, medicine or supply; such other factors **we**, in the reasonable exercise of discretion, determine are appropriate.

U.S. Preferred Provider Organization (PPO) Requirements

Nothing contained in this insurance restricts or interferes with **your** right to select the **hospital, physician** or other medical service provider of **your** choice. Nothing contained in this insurance restricts or interferes with the relationship between **you** and the **hospital, physician** or other providers with respect to treatment or care of any condition, nor **your** right to receive, at **your** own expense, services and/or supplies that are not covered under this insurance.

To comply with the United States Preferred Provider Organization (PPO) requirements, **you** must receive medical treatment from PPO providers while in the United States. If **you** choose to seek treatment from a PPO provider, **we** will remit payment for eligible expenses directly to the provider and **we** will waive the **coinsurance** applicable to the expenses.

You may review a listing of **hospitals, physicians** and other medical service providers included in the PPO Network for the area where **you** will be receiving treatment by accessing the Internet website for WorldTrips at: www.worldtrips.com. For assistance locating a provider, contact **us** at 1-800-605-2282.

Claim Procedures

Claims Notification

All claims and related claim information, including a **proof of claim**, should be submitted to WorldTrips at the contact information below, or online.

Online: <https://worldtrips.my.site.com/MemberPortal>

Postal Mail: WorldTrips
P.O. Box 240358
Apple Valley, MN 55124
USA

Proof of Claim

You must send **proof of claim** for any expenses that **you** are requesting to be paid by **us**. This includes treatment or services for which the medical provider bills **us** directly. No payments will be made by **us** without **you** first submitting a **proof of claim**.

We must receive **proof of claim** for an incident within sixty (60) days of the last day of **your certificate period** (or for claims incurred during a benefit period, sixty (60) days from the date the claim is incurred).

A **proof of claim** must include all of the following:

1. A completed and signed Claimant's Statement and Authorization form, together with any/all required attachments;
2. Itemized bills from **physicians, hospitals**, and other medical providers; and
3. Receipts for any expenses which have already been paid by **you** or on **your** behalf.

Subsequent to receipt of **proof of claim**, **we** may, at **our** sole discretion, request and require additional information, including but not limited to medical records necessary to confirm whether coverage exists for any claim prior to payment thereof.

Claims Cooperation

You shall provide assistance and cooperate with **us** or **our** representatives in obtaining any other records **we** or they feel necessary to evaluate the incident or claim. Following notification of a claim, **you** shall provide, when asked, all authorizations necessary to obtain **your** medical records. If **you** do not cooperate with **us** and/or **our** investigation of the claim, **we** shall not be liable to pay any claim.

Access to Additional Materials

You shall provide **us**, or **our** designated representatives, all information, documentation, medical information that **we** or they may reasonably require during the term of this policy, or until all claims have been resolved, whichever is later.

Other Insurance

We shall not pay any claim if there is other insurance which would, or would but for the existence of this insurance, pay such claim. This insurance will apply with respect to expenses in excess of the amount paid or payable under such other insurance. **We** shall not pay any claim in respect to care, treatment, services or supplies furnished by any program or agency funded by any government.

Appeal and Complaints Procedure

Appealing a Claim

In the event **we** deny all or part of a claim under this insurance, **you** may file a written appeal with **us**. The written appeal must be submitted within ninety (90) days from the later of the date the claim was denied or the termination date of the policy. The appeal must include sufficient information to identify the claim under appeal and must specify the reason(s) for the appeal with supporting documentation, if applicable.

Please submit **your** written appeal online, by email, or by postal mail at the following:

Online:	https://worldtrips.my.site.com/MemberPortal
Email:	appeals@worldtrips.com
Postal	WorldTrips Appeals
Mail:	P.O. Box 241778 Apple Valley, MN 55124 USA

When **we** receive the appeal, **we** will review the claim and a written response will be sent to **you**. After **you** receive **our** response to the appeal, **you** may initiate a second appeal. With **our** receipt of the second appeal, medical and/or claims personnel who were not involved in the original claim determination or the initial appeal will review the claim. A final determination will be made and a letter will be sent to **you**.

Arbitration and Class Action Waiver

Excluding claims for injunctive or other equitable relief, or for remedies available in small claims court, ANY DISPUTE OR CONTROVERSY BETWEEN **YOU** AND ANY OF WORLDTRIPS, INSURERS OR THEIR AFFILIATES ARISING OUT OF OR RELATING TO THIS MASTER POLICY, INCLUDING WITHOUT LIMITATION, ANY AND ALL DISPUTES, CLAIMS (WHETHER IN TORT, CONTRACT, STATUTORY OR OTHERWISE) OR DISAGREEMENTS CONCERNING THE EXISTENCE, BREACH, INTERPRETATION, APPLICATION OR TERMINATION OF THIS MASTER POLICY, SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION PURSUANT to the Federal Arbitration Act and in accordance with the JAMS Inc. Comprehensive Arbitration Rules & Procedures then in effect, inclusive of the JAMS Inc. Consumer Arbitration Minimum Standards to the extent applicable (collectively, "JAMS Rules"), and inclusive of provisions in the JAMS Rules allowing for the discovery or exchange of non-privileged information relevant to the dispute. Such claims shall be arbitrated on an individual basis only and the parties waive any right or authority for any claims to be resolved in a class, consolidated, representative, collective or private attorney general action or arbitration.

Instructions regarding how to commence an arbitration are available on the JAMS website, located at <https://www.jamsadr.com>. If **you** initiate arbitration, **you** will be required to pay to JAMS its case initiation fee then in effect. All other costs of administering the arbitration (*i.e.*, any remaining fees for JAMS administrative services or the arbitrator's services), shall be borne by WorldTrips. The arbitration shall take place in Houston, Texas or at **your** option in **your** hometown area, virtually or via written submissions alone. The arbitral tribunal shall be composed of one arbitrator, who shall be independent and impartial. If the parties fail to agree on the arbitrator within twenty (20) calendar days after the initiation of an arbitration hereunder, JAMS shall appoint the arbitrator. The arbitration shall be conducted in the English language. The decision of the arbitrator will be final and binding on the parties. Judgment on any award(s) rendered by the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall have the authority to determine arbitrability of any disputes arising out of or relating to this Master Policy. Nothing in this Section shall prevent either party from seeking immediate injunctive relief from any court of competent jurisdiction, and any such request shall not be deemed incompatible with the agreement to arbitrate or a waiver of the right to arbitrate. The parties undertake to keep confidential all awards in their arbitration, together with all confidential information, all materials in the proceedings created for the purpose of the arbitration and all other documents produced by the other party in the proceedings and not otherwise in the public domain, save and to the extent that disclosure may be required of a party by legal duty, to protect or pursue a legal right or to enforce or challenge an award in legal proceedings before a court or other judicial authority. The arbitrator shall award all fees and expenses, including reasonable attorney's fees, to the prevailing party. This agreement to arbitrate does not apply to claims **you** may have for medical malpractice against **your** medical providers.

You may choose to opt out of the agreement to arbitrate by mailing a written opt-out notice ("Notice") to WorldTrips. The Notice must be postmarked no later than sixty (60) days after the last day of **your** certificate period. The Notice must be mailed to: HCC Insurance Holdings, 13403 Northwest Freeway, Houston, Texas 77040, to the attention of the Chief Legal Officer. This procedure is the only mechanism by which **you** can opt out of the agreement to arbitrate. Opting out of the agreement to arbitrate has no effect on any other parts of this Master Policy, or any previous or future arbitration agreements that **you** have entered into with WorldTrips.

Misrepresentation or Fraud

Application

We rely on the statements made by **you** on the application in connection with the making of the application in determining whether or not the individual(s) included on the application meets the eligibility requirements for insurance hereunder. Any determination by **us** of a misstatement or misrepresentation (whether intentional or not), concealment or fraud in the **member's** application, or in relation to any statement or warranty made by the **member** or their authorized representative, whether in writing or otherwise, to **us** or **our** representatives, on or in connection with the application shall immediately render this insurance null and void and all claims hereunder shall be deemed non-payable in addition to any and all other remedies available to **us**.

Claims

We rely on the statements made by the **member** on the claimant's statement and in connection with the submission of any claim hereunder in determining whether or not and to what extent benefits under this insurance may be payable. Any misstatement or misrepresentation (whether intentional or not), concealment or fraud in the making of any claim hereunder shall render this insurance null and void and all claims hereunder shall be deemed non-payable and **we** reserve **our** rights regarding any and all other remedies available to **us**. If any claim under this insurance shall be in any respect fraudulent or if any fraudulent means or devices are used by the **member** or anyone acting on their behalf, this insurance shall be null and void and all claims hereunder shall be deemed non-payable and **we** reserve **our** rights regarding any and all other remedies available to **us**.

Pre-Existing Medical Conditions

This policy does not cover **pre-existing conditions**, except charges resulting directly from an Acute Onset of Pre-existing Condition subject to the limits set forth in the Schedule of Benefits and Limits.

Pre-existing Condition means any

1. Condition for which medical advice, diagnosis, care, or treatment (includes receiving services and supplies, consultations, diagnostic tests or prescription medicines) was recommended or received during the six (6) months immediately preceding the certificate effective date;
2. Condition that had manifested itself in such a manner that would have caused a reasonably prudent person to seek medical advice, diagnosis, care, or treatment (includes receiving services and supplies, consultations, diagnostic tests or prescription medicines) within the six (6) months immediately preceding the certificate effective date; or
3. **Injury, illness**, sickness, disease, or other physical, medical, mental, or nervous conditions, disorder or ailment (whether known or unknown) that, with reasonable medical certainty, existed at the time of application or within the six (6) months immediately preceding the certificate effective date. For the purposes of the Complications of Pregnancy coverage offered hereunder, pregnancy will not be included within the definition of a **pre-existing condition**.

Acute Onset of Pre-Existing Condition

Subject to all other terms, conditions and limitations of this Master Policy, in the event **you** experience an **acute onset of a pre-existing condition** during the **certificate period** for which immediate **treatment** is essential and necessary to stabilize the **pre-existing condition**, this Master Policy will cover **eligible medical expenses** incurred during the **certificate period** with respect to an **acute onset of the pre-existing condition** provided that at the time of the **acute onset of a pre-existing condition**. The benefit will apply only if all of the following conditions are met:

- (a) The **Acute onset of a Pre-Existing Condition** does not directly or indirectly relate to a **chronic condition** or **congenital condition**;
- (b) **Treatment** must be obtained within twenty-four (24) hours of the sudden and **unexpected** outbreak or reoccurrence;
- (c) You must be under seventy (70) years of age;
- (d) You must not be traveling against or in disregard of the recommendations, established **treatment** programs, or medical advice of a physician or other healthcare provider;
- (e) You must not be traveling with the intent or purpose to seek or obtain **treatment** for the **pre-existing condition**;
- (f) You must be traveling outside your Home Country

Such coverage shall be subject to all other policy terms, conditions and exclusions, including the General Exclusions and the limits set forth in Schedule of Benefits and Limits.

Medical & Repatriation Expenses

Subject to the limits set forth in the Schedule of Benefits and Limits, and subject to the conditions and restrictions contained in this provision, **we** will pay the following expenses incurred while this insurance is in effect.

Medical Expenses

YOU ARE COVERED:

- Charges made by a **hospital** for:
 - Daily room and board and nursing services not to exceed the average semi-private room rate; and
 - Daily room and board and nursing services in Intensive Care Unit; and
 - Use of operating, treatment or recovery room; and
 - Services and supplies which are routinely provided by the hospital to persons for use while inpatients; and
 - Emergency treatment of an **injury**, even if **hospital** confinement is not required; and
 - Emergency treatment of an **illness**; subject to emergency room co-pay as outlined in the Schedule of Benefits and Limits. ER co-payment is waived when **you** are directly admitted to the **hospital** as **inpatient** for further treatment of that **illness**.
- Surgery** at an **outpatient** surgical facility, including services and supplies.
- Charges made by a **physician** for professional services, including **virtual physician visits** and **surgery**. Charges for an assistant surgeon are covered up to twenty percent (20%) of the **usual, reasonable and customary** charge of the primary surgeon, but standby availability will not be deemed to be a professional service and therefore is not covered.
- Dressings, sutures, casts or other supplies which are **medically necessary** and administered by or under the supervision of a **physician**, but excluding nebulizers, oxygen tanks, diabetic supplies, other supplies for use or application at home, and all devices or supplies for repeat use at home, except **durable medical equipment**.
- Diagnostic testing using radiology, ultrasonographic or laboratory services (psychometric, intelligence, behavioral and educational testing are not included).
- Artificial limbs, eyes or larynx, breast prosthesis or basic functional artificial limbs, but not the replacement or repair thereof.
- Reconstructive **surgery** when the **surgery** is directly related to **surgery** which is covered.
- Hemodialysis and the charges by the **hospital** for processing and administration of blood or blood components but not the cost of the actual blood or blood components.
- Oxygen and other gasses and their administration by or under the supervision of a **physician**.
- Anesthetics and their administration by a **physician**.
- Drugs which require prescription by a **physician** for treatment of a covered **injury** or **illness**, but not for the replacement of lost, stolen, damaged, expired or otherwise compromised drugs, and for a maximum supply of sixty (60) days per prescription.
- Care in a licensed **extended care facility** upon direct transfer from an acute care **hospital**.
- Home nursing care** in bed by a qualified licensed professional, provided by a **home health care agency** upon direct transfer from an acute care **hospital** and only in lieu of **medically necessary inpatient** hospitalization.
- Emergency local ambulance transport necessarily incurred in connection with **injury** or **illness** resulting in **inpatient** hospitalization.
- Emergency dental treatment and dental **surgery** necessary to restore or replace sound natural teeth lost or damaged in an **accident** which was covered under this insurance.
- Emergency dental treatment necessary to resolve **acute onset of pain**, provided treatment is obtained within twenty-four (24) hours of the **acute onset of pain**.
- Medically necessary** rental of **durable medical equipment** (consisting of a standard basic hospital bed and or a standard basic wheelchair) up to the purchase prices.
- Outpatient physical therapy or chiropractic care for treatment of a covered **injury** or **illness**.
- Injury** or **illness** resulting from participation in sports or athletic activities not otherwise excluded under this insurance.

YOU ARE NOT COVERED IF:

- Expenses arise directly or indirectly from anything in the General Exclusions.

Emergency Medical Evacuation

YOU ARE COVERED:

1. Emergency air transportation to a suitable airport nearest to the **hospital** where **you** will receive treatment; and
2. Emergency ground transportation necessarily preceding emergency air transportation; and from the destination airport to the **hospital** where **you** will receive treatment.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The evacuation is recommended by the attending **physician** who certifies that it is **medically necessary** and that transportation by any other method would result in the loss of **your** life or limb; and
2. The evacuation is agreed upon by **you** or **your relative**; and
3. Travel arrangements, excluding Emergency Local Ambulance, are approved in advance and coordinated by **us**.

YOU ARE NOT COVERED IF:

1. The **illness** or **injury** giving rise to the expense is not covered under this insurance; or
2. **You** are participating in a non-covered sport or activity
3. **Medically necessary** treatment, services and supplies can be provided locally; or
4. If transportation by any other method would not result in the loss of **your** life or limb; or
5. The condition giving rise to the Emergency Medical Evacuation did not occur spontaneously and without advance warning, either in the form of **physician** recommendation or symptoms which would have caused a prudent person to seek medical attention prior to the onset of the emergency; or
6. Expenses are directly or indirectly from anything in the General Exclusions.

We will provide Emergency Medical Evacuation only to the nearest **hospital** that is qualified to provide the **medically necessary** treatment, services and supplies to prevent **your** loss of life or limb.

The timeliness of arrangements can be affected by circumstances which are not within **our** control such as: availability of transportation equipment and staff, delays or restrictions on flights caused by mechanical problems, government officials, telecommunications problems, weather and other acts of God. **We** shall not be held liable for any delays that are not within **our** direct and immediate control.

Notwithstanding the foregoing, and if **you** are visiting the U.S., **we** will pay for expenses to return **you** to **your home country** if the attending **physician** and **our** medical consultant agree that transfer to **your home country** is more appropriate than transfer to the nearest qualified **hospital**.

Trip Interruption

YOU ARE COVERED:

1. The cost of an economy one-way air or ground transportation ticket for **you** to the terminal serving the area of **your** principal residence, and/or
2. The cost of an economy one-way air and/or ground transportation ticket for **you** from the area where **you** were hospitalized following an Emergency Medical Evacuation to the area where **you** were initially evacuated from or to the terminal serving the area of **your** principal residence.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** provide proof of one or more of the following events: destruction, after departure from **home country**, resulting from fire or weather of more than forty percent (40%) of **your** principal residence, or death of a biological or stepparent, biological or step-child/grandchild, current **spouse**, biological or stepsibling, or parent-in-law or sibling-in-law; or
2. Following a covered Emergency Medical Evacuation, the attending **physician** states that it is **medically necessary** for **you** to return to **your home country** or to the area from which **you** were initially evacuated for continued treatment, recuperation and recovery.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Return of Minor Children

YOU ARE COVERED:

1. The cost of a one-way economy air and/or ground transportation ticket for each covered minor child to the terminal serving the area of the principal residence of each minor child.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** are the only person age eighteen (18) or older, traveling with one or more minor children under the age of eighteen (18) who are also covered hereunder; and
2. **You** are hospitalized for treatment of a covered **illness** or **injury**, resulting in the children being left unattended for a period of time expected to exceed thirty-six (36) hours; and
3. The Return of Minor Children benefit must be agreed upon by **you** and/or by an authorized adult **relative** of the affected, covered minor children.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

The timeliness of arrangements can be affected by circumstances which are not within **our** control such as: availability of transportation equipment and staff, delays or restrictions on flights caused by mechanical problems, government officials, telecommunications problems, weather and other acts of God. **We** shall not be held liable for any delays that are not within **our** direct and immediate control.

Political Evacuation

YOU ARE COVERED:

1. The cost of transportation by the most economical means possible for **you** to the nearest country of safety or to **your home country**. **We** will determine to which country **you** will be evacuated.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The U.S. Department of State has issued a level 3 or level 4 travel advisory after **your** arrival in the destination country; and
2. **Your** coverage was effective prior to the advisory being issued; and
3. **You** contact **us** within ten (10) days of the date the travel advisory is issued.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Repatriation of Remains

YOU ARE COVERED:

1. Air or ground transportation of bodily remains or ashes to the airport or ground transportation terminal nearest **your** principal residence; and
2. Reasonable costs of preparation of the remains necessary for transportation.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The **illness** or **injury** giving rise to the expense are covered under this insurance; and
2. Travel arrangements are approved in advance and coordinated by **us**.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

We are held harmless and shall not be held liable for loss of or any damage or other impairment to bodily remains incurred during the repatriation process or otherwise.

The timeliness of arrangements can be affected by circumstances which are not within **our** control such as: availability of transportation equipment and staff, delays or restrictions on flights caused by mechanical problems, government

officials, telecommunications problems, weather and other acts of God. **We** shall not be held liable for any delays that are not within **our** direct and immediate control.

Indemnity Benefit & Visitation Expenses

Hospital Indemnity

YOU ARE COVERED:

1. The Hospital Indemnity benefit for each night **you** spend in the hospital.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** must provide verification of an eligible **inpatient** hospitalization.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Emergency Reunion

YOU ARE COVERED:

1. The cost of an economy round-trip air or ground transportation ticket for one **relative** for transportation to the terminal serving the area where **you** are hospitalized or are to be hospitalized following Emergency Medical Evacuation; and
2. Reasonable expenses for lodging and meals for the **relative**, which are incurred in the area where **you** are hospitalized for a period not to exceed fifteen (15) days.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** have a covered Emergency Medical Evacuation.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.
-

Travel Assistance

Lost Checked Luggage

YOU ARE COVERED:

1. Replacement of clothes and personal hygiene items, not to exceed \$50 USD any one item.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The lost checked luggage must have been checked, in accordance with routine luggage checking procedures, for transportation with **you**, on board a regularly scheduled commercial airline or cruise line, upon which **you** were a fare-paying passenger; and
2. **You** must file a formal claim for lost luggage with the transportation provider, and follow all instructions and take all measures as directed by the transportation provider to locate and retrieve the lost checked luggage; and
3. **You** must provide **us** with copies of all documentation of the claim filed with the transportation provider, and a written statement from the transportation provider confirming that the luggage was checked and after careful search, the luggage remains missing; and
4. The lost checked luggage must be lost as of the date of **our** payment and as of that date, must have been lost for at least ten (10) days.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Lost or Stolen Passport/Travel Visa

YOU ARE COVERED:

1. Reimbursement for reasonable cost in replacing **your** passport or travel visa.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** exercise reasonable care for the safety and supervision of the passport or travel visa; and
2. Loss or theft is reported to the police within twenty-four (24) hours and a written police report is obtained; and
3. **You** provide receipts for the costs associated with the passport or travel visa replacement.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Natural Disaster - Replacement Accommodations

YOU ARE COVERED:

1. Replacement accommodations in the event **you** are **displaced** from planned paid accommodations due to evacuation from forecasted **natural disaster** or following a **natural disaster** strike.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** provide a receipt of proof of payment for 1) the accommodations from which **you** were **displaced** and 2) for **your** replacement accommodations.

YOU ARE NOT COVERED IF:

1. Expenses arise directly or indirectly from anything in the General Exclusions.

Displaced means required to depart a destination due to an evacuation ordered by prevailing authorities.

Natural Disaster means an event of natural cause, including wildfire, earthquake, windborne dust or sand, volcanic eruption, tsunami, snow, rain or wind, that results in widespread and severe damage. **Natural disaster** does not include the direct or indirect effect of rain, wind or water associated with named storms meeting the definition of hurricane or typhoon, except in instances where:

1. The path of the named storm deviates by a distance of greater than two hundred (200) miles within a seventy-two (72) hour period from the path forecast by a nationally recognized meteorological service; or
2. Less than seventy-two (72) hours advance notice of a potential landfall for a named storm exists.

Accidental Death and Dismemberment

YOU ARE COVERED:

1. Death – **we** will pay the amount indicated in the Schedule of Benefits to the **beneficiary**; or
2. Loss of two (2) or more limbs or eyes – **we** will pay **you** the amount indicated in the Schedule of Benefits; or
3. Loss of one (1) limb or eye – **we** will pay **you** the amount indicated in the Schedule of Benefits.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The **accident** giving rise to the Accidental Death or Dismemberment must be covered under this insurance; and
2. Death must occur within thirty (30) days of the sudden, unintentional and unexpected occurrence and not be contributed to by **illness** or disease.

YOU ARE NOT COVERED IF:

1. Accidents or loss caused by or contributed to by any of the following:
 - a. Terrorism, war or act of war, whether declared or undeclared;
 - b. **Your** participation in a riot, insurrection or violent disorder;
 - c. **Your** service in the armed forces of any country;

- d. Suicide or attempted suicide or self-inflicted **injury**, while sane or insane;
 - e. The voluntary use of any chemical compound, poison or drug, unless used according to the directions of a **physician**;
 - f. Committing or attempting to commit a felony;
 - g. Sickness, **mental health disorder**, or pregnancy;
 - h. As the result, directly or indirectly, of: i) intoxication as defined by the laws of the jurisdiction in which the **accident** or **injury** occurred, or ii) intoxication consistent with a .08 Blood Alcohol Content (BAC); whichever is lower, or (iii) an expert's report, such as that of a medical practitioner or forensic expert; (iv) the witness report of a third party; (v) **your** own admission; or (vi) the description of events **you** described to **us** or **you** had described to any treating medical professional (such as a paramedic, nurse, doctor) or attending emergency service member as documented in their records.
 - i. Myocardial infarction or cerebrovascular accident (CVA / Stroke);
 - j. Infection, except infection through a wound caused solely by an **accident**;
 - k. **Injury** while riding, boarding, or alighting from an aircraft if **you** were operating the aircraft, learning to operate the aircraft, serving as a member of the aircraft crew, or if the aircraft was being used for any purpose other than passenger transportation;
 - l. Medical or surgical treatment for any of the above; or
 - m. Any non-covered sports activities.
2. Expenses arise directly or indirectly from anything in the General Exclusions.

In no event will **our** payment under this benefit total more than the principal sum. The maximum liability under Accidental Death and Dismemberment for any group or family is limited to \$250,000 USD.

Accidental Death means a sudden, unintentional and unexpected occurrence caused solely by external, visible means resulting in physical **injury** to **you** and **your** subsequent death. Death must occur within thirty (30) days of the sudden, unintentional and unexpected occurrence and not be contributed to by **illness** or disease.

Accidental Dismemberment means a sudden, unintentional and unexpected occurrence caused solely by external, visible means and resulting in complete severance from the body of one (1) or more limbs or eyes and not contributed to by illness or disease. For purposes of the Accidental Death and Dismemberment benefit, the term "limb" shall mean: the arm when the severance is at or above (toward the elbow) the wrist, or the leg when the severance is at or above (toward the knee) the ankle. Loss of eye(s) shall mean: complete, permanent, irrevocable loss of sight.

Beneficiary means the individual named in **your** application to be the recipient of any Accidental Death benefit. If **you** do not designate a **beneficiary** on the application, the **beneficiary** is automatically as follows:

Members age eighteen (18) or older: 1. Spouse (if any), 2. Children (if any) equally, 3. **Your** estate.

Members under age eighteen (18): 1. Custodial Parent(s) (if any), 2. Siblings (if any) equally, 3. **Your** estate

Sports and Activities

YOU ARE COVERED:

1. **You** are covered for taking part in amateur/non-professional sports and activities, unless it is excluded below. Coverage is for recreational purposes incidental to a trip.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** must ensure the activity is adequately supervised and that appropriate safety equipment (such as protective headwear, life jackets etc.) are worn at all times.

YOU ARE NOT COVERED IF:

1. The activity is organized athletics involving regular or scheduled practice and/or games; or
2. The activity is performed in a professional capacity or for any wage, reward, or profit; or
3. Expenses arise directly or indirectly from anything in the General Exclusions; or
4. Any of the excluded items listed below:

- All-Terrain Vehicles
- American Football
- Aussie Rules Football
- Aviation (except when traveling solely as a passenger in a commercial aircraft)
- Base Jumping
- Big Game Hunting or Safari
- Bobsleigh
- Boxing
- Bungee-Jumping
- Cave Diving
- Cliff Jumping
- Hang-Gliding
- Heli-Skiing
- Hot Air Ballooning as a Pilot
- Ice Hockey
- Jousting
- Kite-Surfing
- Luge
- Martial Arts
- Modern Pentathlon
- Motorized Dirt Bikes
- Mountaineering, trekking or hiking at elevations of four thousand five hundred (4,500) meters or higher
- **Outdoor Endurance Events**
- Parachuting
- Paragliding
- Powerlifting
- Quad Biking
- Racing by any Animal, Motorized Vehicle, or BMX, and Speed Trials and Speedway
- Rugby
- Running with the Bulls
- Skeleton
- Skydiving
- Skysurfing
- Snow Skiing and Snowboarding, except 1) recreational downhill skiing, cross-country snow skiing, and snowboarding and 2) for downhill skiing and snowboarding within the prepared and marked in-bound territories. (No cover provided for any skiing or snowboarding that is against the advice of the local ski school or local authoritative body)
- Snow Mobiles
- Spelunking
- Sub Aqua Pursuits involving underwater breathing apparatus unless 1) accompanied by a certified instructor at depths less than 10 meters, or 2) **you** are PADI/NAUI/SSI certified
- Surfing
- Tractors
- Waterskiing
- Whitewater Rafting
- Windsurfing
- Wrestling

Terrorism

YOU ARE COVERED:

1. Eligible Medical Expenses for treatment of **injuries** and **illnesses** resulting from an Act of Terrorism, up to the limit set forth in the Schedule of Benefits and Limits, provided all of the following conditions are met.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. The **injury** or **illness** does not result from the use of any biological, chemical, **cyber**, radioactive or nuclear agent, material, device or weapon; and
2. **You** have no direct or indirect involvement in the Act of Terrorism; and
3. The Act of Terrorism is not in a country or location where U.S. Department of State has issued a level 3 or level 4 travel advisory that has been in effect within the six (6) months immediately prior to **your** date of arrival; and
4. **You** have not failed to depart a country or location within ten (10) days following the date a level 3 or level 4 travel advisory for that country or location is issued by the United States government.

YOU ARE NOT COVERED IF:

1. Loss, damage, cost or expense directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss, damage, cost or expense:
 - 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. The use of any biological, chemical, **cyber**, radioactive or nuclear agent, material, device or weapon; however, this exclusion shall not apply where **you** are exposed to nuclear radioactive and/or radioactive material for the purpose of medical treatment; or
 - c. Any Act of Terrorism, not specifically covered above; or
 - d. Coverage for 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), (b) or (c) above; or
 - e. Expenses arise directly or indirectly from anything in the General Exclusions.

For the purpose of this insurance, an "Act of Terrorism" means an act, including but not limited to, the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

If **we** allege that by reason of this exclusion, any loss, damage, cost or expense is not covered by this insurance, the burden of proving the contrary shall be upon **you**.

In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

Cyber means the use or operations, as a means for inflicting harm, of any computer, computer software program, malicious code, computer virus or process or any other electronic system.

General Exclusions

Excluded Conditions, Treatments (includes Diagnoses, Tests, and Examinations), Services, Supplies, Acts, Omissions, and/or Events:

1. **Pre-existing Conditions**, except charges resulting directly from an **acute onset of pre-existing condition**, as herein defined, subject to the limits set forth in the Schedule of Benefits and Limits.
2. Birth defects and **congenital** illnesses. Birth defects are deemed to include hereditary conditions.
3. **Mental health disorders**.
4. Pregnancy except as covered under Complications of Pregnancy, as herein defined, termination of pregnancy except in connection with covered Complications of Pregnancy, all charges related to pregnancy after the twenty-sixth (26th) week of pregnancy, routine prenatal care, childbirth, postnatal care, and charges incurred by a child under the age of fourteen (14) days.
5. Impotency or sexual dysfunction.
6. All **sexually transmitted diseases** and conditions except for diagnostic testing related to a covered **injury or illness**.
7. HIV, AIDS, or ARC, and all diseases caused by and/or related to HIV.
8. All forms of cancer / malignant neoplasm.
9. **Substance abuse** or addiction or conditions that may be attributed to **substance abuse** or addictions and direct consequences thereof.
10. Acne, moles, skin tags, skin cysts or skin lesions, diseases of sebaceous glands, seborrhea, sebaceous cyst, hypertrophic and atrophic conditions of skin, nevus.
11. Sleep apnea or other sleep disorders.
12. Obesity or weight modification, including but not limited to wiring of the teeth and all forms of intestinal bypass **surgery**.
13. Intentional self-inflicted **injury or illness** and/or suicide or attempted suicide whether sane or insane.
14. **Injury or illness** sustained that is due wholly or partially to the effects of alcohol, illegal , or drugs not taken in accordance with treatment prescribed by a **physician** and except drugs prescribed for the treatment of substance abuse, or **injury** sustained while under the influence of drugs or alcohol as (i) defined under the law of the jurisdiction, or (ii) with a .08 Blood Alcohol Content (BAC), whichever is lower; or (iii) an expert's report, such as that of a medical practitioner or forensic expert; (iv) the witness report of a third party, or (v) **your** own admission; or (vi) the description of events **you** described to **us** or **you** had described to any treating medical professional (such as a paramedic, nurse, doctor) or attending emergency service member as documented in their records.
15. Routine medical examinations, including but not limited to vaccinations, immunizations, annual check-ups, the issue of medical certificates and attestations, and examinations as to the suitability of employment or travel.
16. Dental treatment and treatment of the temporomandibular joint, except for emergency dental treatment necessary to replace sound natural teeth lost or damaged in an **accident** covered hereunder or for the emergency relief of **acute onset of pain**.
17. Promotion or prevention of conception including but not limited to: artificial insemination, treatment for infertility, sterilization or reversal of sterilization.
18. Organ or tissue transplants or related services.
19. Eye **surgery**, such as corrective refractory **surgery**, when the primary purpose is to correct nearsightedness, farsightedness or astigmatism.
20. Corrective devices and medical appliances, including eyeglasses, contact lenses, hearing aids, hearing implants, eye refraction, visual therapy, and any examination or fitting related to these devices, dentures or dental appliances, and all vision and hearing tests and examinations.
21. Orthoptics and visual eye training.
22. Orthopedic shoes, orthopedic prescription devices to be attached to or placed in shoes, treatment of weak, strained, flat, unstable or unbalanced feet, metatarsalgia or bunions, and treatment of corns, calluses or toenails.
23. Hair loss including wigs, hair transplants or any drug that promises hair growth, whether or not prescribed, unless prescribed due to loss resulting from a covered **injury or illness**.

24. Speech, vocational, occupational, biofeedback, acupuncture, recreational, sleep or music therapy, holistic care of any nature, massage and kinesiotherapy.
25. Psychometric, intelligence, competency, behavioral and educational testing.
26. Cosmetic or aesthetic reasons, except for reconstructive **surgery** when such **surgery** is directly related to and follows a **surgery** which was covered hereunder.
27. Modifications of the physical body intended to improve the psychological, mental or emotional well-being, including but not limited to sex-change **surgery**.
28. Exercise programs, whether or not prescribed or recommended by a **physician**.
29. Incurred as a result of exposure to non-medical nuclear radiation and/or radioactive material(s).
30. Cryo preservation and implantation or re-implantation of living cells.
31. Genetic or predictive testing.
32. **Investigational, experimental or for research** purposes.
33. While confined primarily to receive **custodial care, educational or rehabilitative care**, or any medical treatment in any establishment for the care of the aged, except rehabilitative care received upon direct transfer from an acute care **hospital**.
34. Not **medically necessary**.
35. Not administered by or under the supervision of a **physician**, and products that can be purchased without a doctor's prescription.
36. Provided by a **relative**, family member or any person who ordinarily resides with **you**.
37. Provided at no cost to **you**.
38. Failure to keep a scheduled appointment.
39. Payable under any government system, including the Australian Medicare system.
40. Payable under Workers' Compensation or Employer's Liability Laws, or by any coverage provided or required by law.
41. Charges exceeding **usual, reasonable and customary**.
42. Charges resulting from or occurring during the commission of a violation of law, including without limitation, the engaging in an illegal occupation or act, but excluding minor traffic violations.
43. Any illness or injury incurred as a result of epidemics, pandemics, public health emergencies, natural disasters, or other disease outbreak conditions that may affect a person's health when, prior to your effective date, any of the following were issued:
 - a. The United States Centers for Disease Control & Prevention had issued a Warning/Alert Level 3 or higher for a location or destination, including common carriers; or
 - b. The United States Centers for Disease Control & Prevention had issued a Global or Worldwide Warning/Alert Level 3 or higher.

This exclusion is applicable when 1) any of the above were in effect within six (6) months immediately prior to **your** effective date or 2) within ten (10) days following the date the alert/warning is issued **you** have failed to depart the country or location. This exclusion does not apply to charges resulting from COVID-19/SARS-CoV-2.
44. War, military action or while on duty as a member of a police or military force unit.
45. Travel or accommodations, except as provided for in the Local Ambulance, Emergency Medical Evacuation, Repatriation of Remains, Emergency Reunion, Natural Disaster, Return of Minor Children, Political Evacuation, and Trip Interruption sections of this insurance.
46. Incurred outside **your certificate period**.
47. Submitted to **us** for payment more than sixty (60) days after the last day of the **certificate period**.
48. When departure from the **home country** is to obtain treatment in the destination country/countries.
49. Complications or consequences of a treatment or condition not covered hereunder.
50. Not included as Eligible Expenses as described herein.

Definitions

Accident means a sudden, unintentional and unexpected occurrence caused by external, visible means and resulting in physical **injury** to **you**. The cause or one of the causes of such **accident** is external to **your** own body and occurs beyond **your** control.

Accidental Death means a sudden, unintentional and unexpected occurrence caused solely by external, visible means resulting in physical **injury** to **you** and **your** subsequent death. Death must occur within thirty (30) days of the sudden, unintentional and unexpected occurrence and not be contributed to by **illness** or disease.

Accidental Dismemberment means a sudden, unintentional and unexpected occurrence caused solely by external, visible means and resulting in complete severance from the body of one or more limbs or eyes and not contributed to by illness or disease. For purposes of the Accidental Death and Dismemberment benefit, the term “limb” shall mean: the arm when the severance is at or above (toward the elbow) the wrist, or the leg when the severance is at or above (toward the knee) the ankle. Loss of eye(s) shall mean: complete, permanent, irrevocable loss of sight.

Acute Onset of Pain (Emergency Dental) means a sudden and unexpected occurrence of pain which occurs spontaneously and without advance warning, either in the form of **physician** or dentist recommendation or symptoms, including pain, which would have caused a prudent person to seek medical or dental attention prior to the onset of pain. Treatment must be obtained within twenty-four (24) hours of the sudden and unexpected occurrence of pain.

Acute Onset of Pre-existing Condition means a sudden and unexpected outbreak or recurrence of a **pre-existing condition(s)** which occurs spontaneously and without advance warning either in the form of **physician** recommendations or symptoms, is of short duration, is rapidly progressive, and requires urgent care. The Acute Onset of a Pre-existing Condition(s) must occur after the certificate effective date. Treatment must be obtained within twenty-four (24) hours of the sudden and unexpected outbreak or recurrence. A **pre-existing condition** that is a chronic or congenital condition, or a complication or consequence of a chronic or congenital condition, or a condition that gradually becomes worse over time will not be considered Acute Onset. This benefit does not include coverage for known, scheduled, required, or expected medical care, drugs or treatments existent or necessary prior to the certificate effective date.

Beneficiary means the individual named in **your** application to be the recipient of any Accidental Death benefit. If **you** do not designate a **beneficiary** on the application, the **beneficiary** is automatically as follows:

Members age eighteen (18) or older: 1. Spouse (if any), 2. Children (if any) equally, 3. **Your** estate.

Members under age eighteen (18): 1. Custodial Parent(s) (if any), 2. Siblings (if any) equally, 3. **Your** estate.

Certificate means the document issued to **you** that provides evidence of benefits payable under the Master Policy and that will confirm the plan type, period of cover, **home country**, certificate number, special terms and/or conditions, **deductible**, chosen benefit list, and geographical area of cover.

Certificate Period means the period of time beginning on the date and time of the **certificate effective date** and ending on the date and time of the **certificate termination date**. The maximum certificate period is three hundred sixty-four (364) days.

Chronic means any condition that usually persists three months or longer. **Coinurance** means **your** payment of eligible expenses at the percentage specified in the Schedule of Benefits and Limits.

Common Carrier means an airplane, bus, train or watercraft operating for commercial purposes and carrying fare-paying passengers on regularly scheduled and published routes.

Complications of Pregnancy means **illnesses** whose diagnoses are distinct from pregnancy, but are adversely affected by pregnancy or caused by pregnancy and not associated with a normal pregnancy. This includes: ectopic pregnancy, spontaneous abortion, hyperemesis gravidarum, pre-eclampsia, eclampsia, missed abortion and conditions of comparable severity. Complications of Pregnancy does not include: false labor, edema, prolonged labor, prescribed rest during the period of pregnancy, morning sickness and conditions of comparable severity associated with management of a difficult pregnancy, and not constituting a medically distinct condition.

Congenital means any medical condition, disorder, abnormality, deformity, **illness**, **injury** present at birth regardless of cause or manifestation, and whether or not previously diagnosed.

Custodial Care means that type of care or service, wherever furnished and by whatever name called, that is designed primarily to assist **you** in performing the activities of daily living. Custodial care also includes non-acute care for the comatose, semi-comatose, paralyzed or mentally incompetent patients.

Cyber means the use or operations, as a means for inflicting harm, of any computer, computer software program, malicious code, computer virus or process or any other electronic system.

Deductible means the dollar amount of eligible expenses, specified in the Schedule of Benefits and Limits that **you** must pay per **certificate period** before eligible expenses are paid.

Displaced means required to depart a destination due to an evacuation ordered by prevailing authorities.

Durable Medical Equipment means a standard basic hospital bed and/or a standard basic wheelchair. Walking boots and crutches are not considered durable medical equipment.

Educational or Rehabilitative Care means care for restoration (by education or training) of one's ability to function in a normal or near normal manner following an **illness** or **injury**. This type of care includes, but is not limited to, vocational or occupational therapy and speech therapy.

Emergency means a medical condition manifesting itself by acute signs or symptoms which could reasonably result in placing **your** life or limb in danger if medical attention is not provided within twenty-four (24) hours.

Extended Care Facility means an institution, or a distinct part of an institution, which is licensed as a **hospital**, **extended care facility** or rehabilitation facility by the state in which it operates; and is regularly engaged in providing twenty-four (24) hour skilled nursing care under the regular supervision of a **physician** and the direct supervision of a registered nurse; and maintains a daily record on each patient; and provides each patient with a planned program of observation prescribed by a **physician**; and provides each patient with active treatment of an **illness** or **injury**. **Extended care facility** does not include a facility primarily for rest, the aged, **substance abuse** treatment, **custodial care**, nursing care or for care of **mental health disorders** or the mentally incompetent.

Home Country means the country where **you** principally reside and receive regular mail. U.S. Citizens and lawful permanent residents are not eligible for coverage within the U.S., except as provided under an eligible benefit period, regardless of the location of **your** principal residence.

Home Health Care Agency means a public or private agency or one of its subdivisions, which operates pursuant to law and is regularly engaged in providing home nursing care under the supervision of a registered nurse, and maintains a daily record on each patient, and provides each patient with a planned program of observation and treatment by a **physician**.

Home Nursing Care means services provided by a **home health care** agency and supervised by a registered nurse, which are directed toward the personal care of a patient, provided always that such care is provided in lieu of **medically necessary inpatient** care in a **hospital**.

Hospital means an institution which operates as a **hospital** pursuant to law, and is licensed by the state or country in which it operates; and operates primarily for the reception, care and treatment of sick or injured persons as **inpatients**; and provides twenty-four (24) hour nursing service by registered nurses on duty or call; and has a staff of one or more **physicians** available at all times; and provides organized facilities and equipment for diagnosis and treatment of acute medical conditions on its premises; and is not primarily a rehabilitation facility, long-term care facility, **extended care facility**, nursing, rest, **custodial care** or convalescent home, a place for the aged, drug addicts, alcoholics or runaways; or similar establishment.

Illness means a sickness, disorder, **illness**, pathology, abnormality, ailment, disease or any other medical, physical or health condition. For purposes of this insurance, **illness** includes Complications of Pregnancy during the first twenty-six (26) weeks of pregnancy. **Illness** does not include learning disabilities, attitudinal disorders or disciplinary problems.

Injury means an unexpected and unforeseen harm to the body caused by an accident that requires medical treatment.

Inpatient means a patient who occupies a hospital bed for more than twenty-four (24) hours for medical treatment and whose admission was recommended by a **physician**, or a patient held for observation in a hospital for at least twelve (12) hours.

Intensive Care Unit means a cardiac care unit or other unit or area of a **hospital** that meets the required standards of the Joint Commission on Accreditation of Hospitals for Special Care Units.

Investigational, Experimental or for Research Purposes means procedures, services or supplies that are by nature or composition, or are used or applied, in a way which deviates from generally accepted standards of current medical practice.

Local Ambulance means transportation from within a metro area to a hospital or other appropriate health care facility. Other than in an emergency, air ambulance may be substituted for ground ambulance if in rural area and unreachable by ground ambulance.

Medically Necessary means a service or supply which is necessary and appropriate for the diagnosis or treatment of an **illness** or **injury** based on generally accepted current medical practice as determined by **us**. A service or supply will not be considered **medically necessary** if it is provided only as a convenience to **you** or the provider, and/or is not appropriate for **your** diagnosis or symptoms, and/or exceeds in scope, duration or intensity that level of care which is needed to provide safe, adequate and appropriate diagnosis or treatment of an **illness** or **injury**.

Member means an individual who is covered under this insurance.

Mental Health Disorder means a mental or emotional disease or disorder which generally denotes a disease of the brain with predominant behavioral symptoms; or a disease of the mind or personality, evidenced by abnormal behavior; or a disorder of conduct evidenced by socially deviant behavior. Mental health disorders include: psychosis, depression, schizophrenia, bipolar affective disorder, and those psychiatric illnesses listed in the current edition of the diagnostic and Statistical Manual for Mental Disorders of the American Psychiatric Association.

Natural Disaster means an event of natural cause, including wildfire, earthquake, windborne dust or sand, volcanic eruption, tsunami, snow, rain or wind, that results in widespread and severe damage. **Natural disaster** does not include the direct or indirect effect of rain, wind or water associated with named storms meeting the definition of hurricane or typhoon, except in instances where:

1. The path of the named storm deviates by a distance of greater than two hundred (200) miles within a seventy-two (72) hour period from the path forecast by a nationally recognized meteorological service
2. Or less than seventy-two (72) hours advance notice of a potential landfall for a named storm exists.

Outdoor Endurance Event means a non-motorized race or course event such as a road race, marathon, trail race, triathlon, obstacle course, bicycle race or challenge, ski race or similar events. Outdoor Endurance Events examples include but are not limited to Iron Man, Spartan Race, and Tough Mudder. **Outpatient** means a **member** who receives **medically necessary** treatment by a **physician** for **injury** or **illness** that does not require overnight stay in a **hospital**.

Physician means a Doctor of Medicine (MD), Doctor of Dental Surgery (DDS), Doctor of Dental Medicine (DDM), Doctor of Podiatry (DPM), Doctor of Osteopathy (DO), Doctor of Chiropractic, a licensed Physical Therapist or Physiotherapist, and a Doctor of Psychiatry (Psy.D) and a Doctor of Psychology (Ph.D.). Physician also includes a Certified Nurse Practitioner (CNP), Certified Registered Nurse Anesthetist (CRNA), Nurse Midwife or a Physician Assistant (PA) under the direction of a medical doctor. A physician must be currently licensed by the jurisdiction in which the services are provided, and the services must be within the scope of that license and covered under this Master Policy.

Relative means biological or stepparent; biological or stepchild; current spouse; biological or stepsiblings; or parent-in-law, children, or sibling-in-law.

Routine Medical Examination means an examination of the physical body by a **physician** for preventative or informative purposes only, including establishing care with a **physician** when there is no objective impairment to normal health, and not for the diagnosis or treatment of any condition. Routine medical examination also includes diagnostic labs, x-rays, and other procedures for screening, preventative, or informative purposes.

Sexually Transmitted Diseases means diseases including but not limited to syphilis, gonorrhea, chlamydiosis, trichomoniasis, genital herpes, and Human Papillomavirus (HPV).

Spouse means **your** legal spouse or domestic partner. Such relationship must have met all requirements of a valid marriage contract, domestic partnership, or civil union in the state or country where the parties' ceremony was performed.

Substance Abuse means alcohol, drug or chemical abuse, overuse or dependency.

Sudden(Iy)/Unexpected(Iy) means quickly with little or no warning, not expected and unforeseen.

Surgery or Surgical Procedure means an invasive diagnostic procedure or the treatment of **illness** or **injury** by manual or instrumental operations performed by a **Physician** while the patient is under general or local anesthesia.

Urgent Care Center means a U.S. medical facility separate from a **hospital** emergency department where ambulatory patients can be treated on a walk-in basis without an appointment and receive immediate, non-routine urgent care for an **injury** or **illness** presented on an episodic basis.

Usual, Reasonable and Customary means the lesser of the following:

1. One and a half times (150%) of the charges payable under the United States Medicare program, for claims incurred outside the PPO network within the U.S., or
2. Most common charge for similar services, medicines or supplies within the area in which the charge is incurred, so long as those charges are reasonable. What is defined as **usual, reasonable and customary** charges will be determined by **us**. In determining whether a charge is **usual, reasonable and customary**, **we** may consider one or more of the following factors: the level of skill, extent of training, and experience required to perform the procedure or service; the length of time required to perform the procedure or services as compared to the length of time required to perform other similar services; the severity or nature of the **illness** or **injury** being treated; the amount charged for the same or comparable services, medicines or supplies in the locality; the amount charged for the same or comparable services, medicines or supplies in other parts of the country; the cost to the provider of providing the service, medicine or supply; such other factors **we**, in the reasonable exercise of discretion, determine are appropriate.

Virtual Physician Visit means a live consultation conducted over the internet or phone between **you** and a **physician**.

You/Your means each insured person named in the **certificate**.

We/Us/Our means WorldTrips.

Optional Enhanced Accidental Death & Dismemberment Benefit Rider

Subject to the Limits set in the Schedule of Benefits and subject to the conditions and restrictions contained in this policy, **we** will pay the following Optional Enhanced Accidental Death and Dismemberment benefit if elected by **you** and subject to the payment of premium and restrictions outlined below.

Optional Accidental Death is defined as: A sudden, unintentional and unexpected occurrence caused solely by external, visible means resulting in **your** physical injury and subsequent death. Death must occur within thirty (30) days of the sudden, unintentional and unexpected occurrence and not be contributed to by **illness** or disease.

Optional Accidental Dismemberment is defined as: A sudden, unintentional and unexpected occurrence caused solely by external, visible means and resulting in complete severance from the body of one or more limbs or eyes and not contributed to by **illness** or disease. For purposes of the Accidental Death and Dismemberment benefit provided by this insurance, the term "limb" shall mean: the arm when the severance is at or above (toward the elbow) the wrist, or the leg when the severance is at or above (toward the knee) the ankle. Loss of eye(s) shall mean: complete, permanent, irrevocable loss of sight.

YOU ARE COVERED:

1. Death – **we** will pay the amount indicated in the Schedule of Benefits to the **beneficiary**.
2. Loss of two (2) or more limbs or eyes – **we** will pay **you** the amount indicated in the Schedule of Benefits.
3. Loss of one (1) limb or eye – **we** will pay **you** the amount indicated in the Schedule of Benefits.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** must be younger than age seventy (70); and
2. The **accident** giving rise to the Optional Accidental Death or Dismemberment must be covered under this insurance; and
3. Death must occur within thirty (30) days of the sudden, unintentional and unexpected occurrence and not be contributed to by **illness** or disease.

YOU ARE NOT COVERED IF:

1. Accidents or loss caused by or contributed to by any of the following:
 - a. Terrorism, war or act of war, whether declared or undeclared.
 - b. **Your** participation in a riot, insurrection or violent disorder.
 - c. **Your** service in the armed forces of any country.
 - d. Suicide or attempted suicide or self-inflicted **injury**, while sane or insane.
 - e. The voluntary use of any chemical compound, poison or drug, unless used according to the directions of a **physician**.
 - f. Committing or attempting to commit a felony.
 - g. Sickness, **mental health disorder**, or pregnancy.
 - h. As the result of intoxication directly or indirectly, of: i) intoxication as defined by the laws of the jurisdiction in which the **accident** or **injury** occurred, or ii) intoxication consistent with a .08 BAC Blood Alcohol Content; whichever is lower, or (iii) an expert's report, such as that of a medical practitioner or forensic expert; (iv) the witness report of a third party; (v) **your** own admission; or (vi) the description of events **you** described to **us** or **you** had described to any treating medical professional (such as a paramedic, nurse, doctor) or attending emergency service member as documented in their records.
 - i. Myocardial infarction or cerebrovascular accident (CVA / Stroke).
 - j. Infection, except infection through a wound caused solely by an **accident**.
 - k. **Injury** while riding, boarding, or alighting from an aircraft if **you** were operating the aircraft, learning to operate the aircraft, serving as a member of the aircraft crew, or if the aircraft was being used for any purpose other than passenger transportation.

- l. Medical or surgical treatment for any of the above.
 - m. Any non-covered sports activities.
- 2. Expenses arise directly or indirectly from anything in the General Exclusions.

In no event will **our** payment under this benefit total more than the principal sum.

All other provisions of the Master Policy remain unchanged.

Optional Hazardous Activities Rider

Subject to the Limits set forth in the Schedule of Benefits and subject to the conditions and restrictions contained in this policy, the Sports and Activities Eligible Expense will be deleted in its entirety and replaced with the following Optional Hazardous Activities Rider, if elected by **you** and subject to the payment of premium and restrictions outlined below.

YOU ARE COVERED:

1. **You** are covered for taking part in amateur/non-professional sports and activities, unless it is excluded below. Coverage is for recreational purposes incidental to a trip.

YOU ARE NOT COVERED unless **you** fulfill the following conditions:

1. **You** must ensure the activity is adequately supervised and that appropriate safety equipment (such as protective headwear, life jackets etc.) are worn at all times.

YOU ARE NOT COVERED IF:

1. The activity is organized athletics involving regular or scheduled practice and/or games; or
2. The activity is performed in a professional capacity or for any wage, reward, or profit; or
3. Expenses arise directly or indirectly from anything in the General Exclusions; or
4. Any of the excluded items listed below:
 - All-Terrain Vehicles
 - Aussie Rules Football
 - Aviation (except when traveling solely as a passenger in a commercial aircraft)
 - Base Jumping
 - Bobsleigh
 - Boxing
 - Cave Diving
 - Cliff Jumping
 - Heli-Skiing
 - Hot Air Ballooning as a Pilot
 - Ice Hockey
 - Jousting
 - Luge
 - Martial Arts
 - Modern Pentathlon
 - Motorized Dirt Bikes
 - Mountaineering, trekking or at elevations of four thousand five hundred (4,500) meters or higher
 - Outdoor Endurance Events
 - Quad Biking
 - Racing by any Animal, Motorized Vehicle, or BMX, and Speed Trials and Speedway
 - Rugby
 - Skeleton
 - Snow Skiing and Snowboarding, except recreational downhill and/or cross country snow skiing or snowboarding (no cover provided while skiing away from prepared and marked in-bound territories and/or against the advice of the local ski school or local authoritative body)
 - Sub Aqua Pursuits involving underwater breathing apparatus unless accompanied by a certified instructor at depths less than ten (10) meters, or PADI/NAUI certified
 - Tractors
 - Wrestling

All other provisions of the Master Policy remain unchanged.

Optional Intercollegiate / Interscholastic Sports Rider

Subject to the Limits set in the Schedule of Benefits and subject to the conditions and restrictions contained in this policy, **we** will pay the following Optional Intercollegiate/Interscholastic Sports Rider benefit if elected by **you** and subject to the payment of premium and restrictions outlined below.

YOU ARE COVERED:

1. New injury or illness sustained while covered under this policy and taking part in the following sports or other athletic activities that are organized and/or sanctioned, involving regular or scheduled practices and/or regular or scheduled games:

- | | |
|-----------------|-----------------|
| • Baseball | • Polo Horse |
| • Cheerleading | • Rugby |
| • Cross Country | • Skiing |
| • Cycling | • Soccer |
| • Diving | • Softball |
| • Equestrian | • Swimming |
| • Field Hockey | • Tennis |
| • Golf | • Track & Field |
| • Gymnastics | • Volleyball |
| • Ice Hockey | • Water Polo |
| • Martial Arts | • Wrestling |

YOU ARE NOT COVERED IF:

1. The activity is performed in a professional capacity or for any wage, reward, or profit; or
2. The injury or illness is sustained while **you** are not actively covered hereunder; or
3. Expenses arise directly or indirectly from anything in the General Exclusions.

All other provisions of the Master Policy remain unchanged.