

# International Private Medical Insurance

## Additional pre-contractual information document for non-life insurance products (Additional IPID Non-Life)



**Company:** Bupa Global Designated Activity Company

**Product:** Lifeline Classic

This Additional IPID Non-Life was drawn up on October 2023 and is the latest available

This document contains additional and complementary information to that contained in the pre-contractual information document for non-life insurance products (DIP Non-Life) in order to help potential policyholders to understand in more detail the characteristics of the product, the contractual obligations and the financial situation of the company.

The policyholder must read the insurance terms and conditions before signing the contract.

Bupa Global Designated Activity Company (Bupa Global DAC) is an insurer and a subsidiary of The British United Provident Association Limited (Bupa). Bupa Global DAC, trading as Bupa Global, is regulated by the Central Bank of Ireland. Bupa Global is authorised to conduct insurance business in Italy under Freedom of Services.

Registered Office: Bupa Global DAC 10 Pembroke Place, Ballsbridge, Dublin 4, D04 V1W6 Tel: +44 1273 208 181  
Website: [www.bupaglobal.com](http://www.bupaglobal.com), Email: [info@bupaglobal.com](mailto:info@bupaglobal.com) Company Registration Number: 623889

With reference to the latest 2022 financial statements (as at the 31 December 2022) drawn up in accordance with the current accounting standards, the following is reported:

- The Solvency Capital Requirement (SCR), equal to €17.8 million euro;
  - The Minimum Capital Requirement (MCR), equal to €5.9 million euro;
  - Own funds eligible to meet the Solvency Capital Requirement (SCR), equal to €56.1 million euro;
  - Own funds eligible to meet the Minimum Capital Requirement (MCR), equal to €56.1 million euro;
- and the value of the Company's solvency ratio, equal to 315%.

Please refer to the 'Bupa Global DAC Solvency and Financial Condition Report 31 December 2022', available on [www.bupa.com/financials/regulatory-reports](http://www.bupa.com/financials/regulatory-reports) for further reference.

This contract is governed by Irish law.



### What is insured?

- Hospital accommodation
- Parent accommodation
- Healthline services
- HIV/AIDS drug therapy including ART (after five years' membership)
- In-patient cash benefit

#### OPTIONS WITH A REDUCTION IN THE PREMIUM

<b>Optional Co-insurance:</b>	Co-insurance on this health plan, is the percentage the policyholder has to pay towards all out-patient day to day care expenses that the policyholder shares with Bupa Global, as shown in the policyholder's membership certificate and membership guide.
<b>Optional Deductible:</b>	Deductible on this health plan, is the amount the policyholder has to pay each year in any policy year before Bupa Global DAC begins to pay for any covered expenses.

#### OPTIONS WITH THE PAYMENT OF AN ADDITIONAL PREMIUM

No options applicable for the reduction in the premium.



### What is NOT insured?

<b>Excluded risks</b>	<ul style="list-style-type: none"><li>- Birth control</li><li>- Congenital conditions</li><li>- Deafness</li><li>- Dental treatment/gum disease</li><li>- Desensitisation and neutralisation</li><li>- Donor organs</li><li>- Drugs and dressings for out-patient or take home use</li></ul>
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## What is NOT insured? (continued)

### Excluded risks

- Eyesight
- Family doctor treatment
- Footcare
- Genetic testing
- Health hydros, nature cure clinics
- Hereditary conditions
- HIV/AIDS
- Persistent vegetative state (PVS) and neurological damage
- Physical aids and devices
- Pre-existing conditions
- Preventive treatment
- Reconstructive or remedial surgery
- Speech disorders
- Stem cells
- Surrogate parenting
- Travel costs for treatment
- U.S. treatment



## Are there coverage limits?

### Limitations under "What is insured" are applied as follows:

- Each membership year - health screening and wellness checks, physiotherapy, osteopathy, and chiropractor treatment, costs for treatment by therapists, complementary medicine practitioners and qualified nurses, consultants' fees, psychologists' and psychotherapists' fees for mental health treatment, pathology, x-rays and diagnostic tests, consultants' fees for consultations, HIV/AIDS drug therapy including ART (after five years' membership), home nursing after in-patient treatment, hospice and palliative care, in-patient cash benefit, maternity cover (after 10 months' membership), newborn care, rehabilitation, treatment for or related to gender dysphoria.

### Coverage limits on the benefits are shown as below:

- Health screening and wellness checks (after one years' membership) - up to €750 each membership year.
- Physiotherapy, osteopathy, and chiropractor treatment - up to 30 visits each membership year.
- Costs for treatment by therapists, complementary medicine practitioners and qualified nurses - up to 10 visits each membership year.
- Consultants' fees, psychologists', and psychotherapists' fees for mental health treatment -up to €8,000 each membership year.
- Pathology, x-rays, and diagnostic tests, consultants' fees for consultations - up to a shared limit of €8,000 each membership year.
- HIV/AIDS drug therapy including ART (after five years' membership) - up to €15,000 each membership year.
- Home nursing after in-patient treatment -up to €250 each day up to a maximum of 20 days each membership year.
- Hospice and palliative care - up to €30,000 maximum benefit for the whole of the policyholder's membership.
- In-patient cash benefit - up to 20 nights each membership year.
- Maternity cover (after 10 months' membership -
- Maternity and childbirth - up to €4,500 each membership year.
- Childbirth at home - up to €975 each membership year.
- Medically essential caesarean section - up to €14,250 each membership year.
- Newborn care - up to €110,000 maximum benefit for all treatment received during the first 90 days following birth.
- Prosthetic devices - up to a maximum benefit of €3,000 for each device.
- Rehabilitation - up to 42 days of treatment (which may be in-patient treatment, day-case treatment or out-patient treatment) each membership year.
- Treatment for or related to gender dysphoria - up to €70,000 each membership year



## What obligations do I have? What obligations does the Company have?

### What must be done in case of a loss?

- Notice of loss:** The quickest way for a policyholder to submit a claim is to log on to the MembersWorld account and submit the claim electronically.
- A policyholder should make sure that Bupa Global has all the information as the biggest delay to paying a claim is normally incomplete, missing, or ineligible information.
  - A policyholder should make sure that the correct bank details are given to Bupa Global. Reimbursement by bank transfer is the quickest way to receive a policyholder's payment.
- Assistance provided directly/under an arrangement:**
- Transportation, Evacuation or Repatriation:** Bupa Global is not the provider of the transportation, medical evacuation, and medical repatriation, but will arrange those services on the policyholder's behalf. In some countries Bupa Global may use service partners to arrange these services locally, but Bupa Global will always be there to support the policyholder.
- Administration by other companies:** All claims are processed by Bupa Global.
- Limitation period:** Bupa Global is not obliged to pay for any covered benefits if the claim form is received by Bupa Global more than 2 years after the covered benefits were provided to the policyholder, unless there is a good reason why it was not possible for the policyholder to make the claim earlier.



## What obligations do I have? What obligations does the Company have? (continued)

<b>Inaccurate or incomplete declarations</b>	<ul style="list-style-type: none"> <li>- <b>Application form:</b> A policyholder and/or any dependant must take reasonable care to make sure that all information provided in the application form to Bupa Global is accurate and complete, at the time the policyholder takes out this plan, and at each renewal and variation of this plan. The policyholder and any dependant must also tell Bupa Global if any of the answers to the questions in the application form change prior to the plan starting.</li> <li>- <b>Claims:</b> A policyholder and/or any dependant must take reasonable care to make sure that all claims information provided to Bupa Global is accurate and complete. If any of the information on application forms or claims submitted to Bupa Global is inaccurate or incomplete, Bupa Global may refuse to cover the policyholder at all or may treat this plan as if it had not existed.</li> </ul>
<b>Obligations of the Company</b>	<ul style="list-style-type: none"> <li>- Bupa Global will pay for the cost of any covered benefits in accordance with the terms of this policy. Bupa Global makes the payment of claims within 28 days.</li> <li>- Bupa Global will not pay any claims until all overdue payments have been paid, unless the reason for non-payment is an error outside of the policyholder's control, such as a bank error.</li> </ul>



## When and how must I pay?

<b>Premium</b>	<ul style="list-style-type: none"> <li>- A policyholder can pay policy premiums by credit card (monthly/quarterly/annually), by bank transfer (quarterly/annually, provided the policyholder has not chosen a co-insurance) and by cheque or banker's draft (provided the policyholder is not paying monthly or the policyholder has not chosen a co-insurance).</li> <li>- A policyholder should pay the premiums directly to Bupa Global.</li> <li>- There are no mechanisms for indexing/adjusting the premium throughout the year.</li> <li>- The policy premium is subject to Insurance Premium Tax based on the policyholder's country of residence (Italy). Bupa Global may adjust a policyholder's policy premium at renewal.</li> <li>- The policy premium will be increased if the policyholder has reached the age of 60.</li> <li>- The policy premium may be adjusted if there is a previous medical history, exclusion of cover or, if there was previously a rejection of the insurance.</li> <li>- The policy premium rate will be based on the country of residence at the first day of the membership year.</li> </ul>
<b>Refund</b>	<ul style="list-style-type: none"> <li>- If the policyholder chooses to cancel their policy within 30 days of receiving their first insurance certificate for the policy year, and they have not made any claims in respect of that initial 30 day period, Bupa Global will make a full refund to the policyholder of all premium paid for that policy year. Where a claim has been made in respect of the initial 30 day period, the policyholder will be deemed to have affirmed the policy and the cancellation will be treated as a cancellation made during the policy year.</li> <li>- If the policyholder chooses to cancel the cover of a dependant within 30 days of receiving the first insurance certificate for the policy year which names that dependant on the policy, and no claims have been made in respect of that dependant for the initial 30 day period, Bupa Global will make a full refund to the policyholder of all premium paid in respect of that dependant for that policy year. Where a claim has been made in respect of the initial 30 day period, the policyholder will be deemed to have affirmed the dependant's cover under the policy and the cancellation will be treated as a cancellation made during the policy year.</li> <li>- If a policyholder (and/or a dependant) chooses to cancel their policy following the initial 30 days of receiving their first insurance certificate for the policy year (or where cancellation is requested within the initial 30-day period and a claim has been made under the policy for that period), Bupa Global will refund the amount of any premium paid for the period following the date on which the cancellation takes effect (i.e., from the 14th day of Bupa Global being notified of the request).</li> <li>- If the policyholder chooses to remove a dependant from cover following the initial 30 days of receiving the first insurance certificate for the policy year which names that dependant on the policy (or where cancellation is requested within the initial 30 day period and a claim has been made under the dependant's cover for that period), Bupa Global will refund the amount of any premium paid to Bupa Global for the period following the date on which the removal of the dependant takes effect (i.e., from the 14th day of Bupa Global being notified of the request).</li> <li>- If a policyholder dies, and no adult dependant has taken over the policy, the policy will end and if no valid claims have been made or covered benefits received under this policy, Bupa Global will refund that part of the premium which relates to the period after the policy ended.</li> <li>- If a dependant dies then their cover under this policy will end and, provided that no valid claims have been made or covered benefits received under this policy by or on behalf of that dependant, Bupa Global will refund that part of the premium which relates to the dependant for the period after their cover ended.</li> </ul>



## When does the cover commence and when does it end?

<b>Policy period</b>	<p><b>Policy period:</b></p> <ul style="list-style-type: none"> <li>- This policy is an insurance contract between the policyholder and Bupa Global for each policy year (12 months).</li> </ul> <p><b>Procedures for renewal of policy:</b></p> <ul style="list-style-type: none"> <li>- Bupa Global will write to let a policyholder know the terms on which the policyholder may renew the policy for the next year, in advance of the renewal date.</li> </ul> <p><b>Waiting periods:</b></p> <ul style="list-style-type: none"> <li>- It is the amount of time a policyholder must wait before some or all of their policy benefits come into effect.</li> </ul>
<b>Suspension</b>	There is no option to suspend a policy.



## How may I cancel the policy?

<b>Cooling-off period</b>	There is no other information on the cooling-off period of this policy other than that provided in the pre-contractual Insurance Product Information Document (IPID) for Lifeline Classic.
<b>Termination</b>	<ul style="list-style-type: none"> <li>- A policyholder can choose to terminate this membership (which would also end the cover for all of their dependants), or remove any of the dependants from their cover, at any time, by telephoning or emailing Bupa Global.</li> <li>- Terminating membership will take effect 14 days after the main policyholder notifies Bupa Global of the request by telephone, email or post. Bupa Global will not back-date any requests for termination, or the removal of dependants from cover. Claims relating to treatment or benefits taking place following the date of termination will not be payable.</li> </ul>



## Who is this product intended for?

Lifeline Classic products and services are for people who require medical insurance to cover the cost of medical treatment as well as, or instead of, the healthcare provided locally. The products and services are designed to appeal to a wide variety of customers globally but primarily for those customers who have a need for global cover that is rich in benefits.



## What costs must I occur?

<b>Intermediary charges</b>	The commission for intermediaries for the sale of the Lifeline Classic is 15% upon inception of the policy and 10% at the renewal of the policy.
<b>PPI costs</b>	No more costs apply to this policy.

## HOW MAY I FILE COMPLAINTS AND SETTLE DISPUTES?

<b>With the insurance company</b>	<p>If a policyholder has a concern or complaint about this policy the policyholder can call the Bupa Global customer helpline on +44 (0) 1273 323 563. Alternatively, a policyholder can e-mail <a href="mailto:info@bupaglobal.com">info@bupaglobal.com</a>; or write to Bupa Global at: Bupa Global, Victory House, Trafalgar Place, Brighton, BN1 4FY, United Kingdom. A policyholder can also use these contact details to request a full copy of Bupa Global's complaints procedure.</p> <p>Bupa Global acknowledges a complaint upon receipt and aims to respond to the complaint within 40 business days.</p>
<b>With IVASS and Financial Services and Pensions Ombudsman</b>	<p>In case of an unsatisfactory outcome or late response, it is possible to contact IVASS, Via del Quirinale, 21 - 00187 Rome, fax 06.42133206, cert. email: <a href="mailto:ivass@pec.ivass.it">ivass@pec.ivass.it</a>. Info at: <a href="http://www.ivass.it">www.ivass.it</a></p> <p>If the complaint filed, cannot be settled, the policyholder can refer their complaint to the Financial Services and Pensions Ombudsman. The policyholder can:</p> <ul style="list-style-type: none"> <li>- write to them at Lincoln House, Lincoln Place, Dublin 2, Ireland</li> <li>- call them on +353 1 567 7000</li> <li>- find details at their website <a href="https://www.fspo.ie/">https://www.fspo.ie/</a></li> </ul>

## HOW MAY I FILE COMPLAINTS AND SETTLE DISPUTES? (continued)

**BEFORE RESORTING TO THE COURTS, it is possible to use alternative dispute resolution mechanisms, such as:**

<b>Mediation</b>	By calling on one of the mediation bodies included on the list from the Ministry of Justice, which is available for consultation at <a href="http://www.giustizia.it">www.giustizia.it</a> . (Law No. 98 of 9/8/2013).
<b>Assisted negotiation</b>	<ul style="list-style-type: none"><li>- There is no facility for assisted negotiation via a request through a company lawyer on this policy.</li><li>- Any assisted negotiation would be managed via the Complaints process above.</li></ul>
<b>Other alternative dispute resolution mechanisms</b>	<ul style="list-style-type: none"><li>- The European Commission provides an Online Dispute Resolution (ODR) platform, which allows consumers who purchase online to submit complaints through a central site which forwards the complaint to the relevant Alternative Dispute Resolution (ADR) scheme.</li><li>- For Bupa Global, complaints will be forwarded to the Financial Services and Pensions Ombudsman and the policyholder can refer complaints directly to them using the details above. For more information about ODR please visit <a href="http://www.ec.europa.eu/consumers/odr/">www.ec.europa.eu/consumers/odr/</a></li><li>- In addition, for the settlement of cross-border disputes, the policyholder may file a complaint with IVASS or directly with the competent foreign authority - which the policyholder can find on the website: FIN-NET   European Commission (<a href="http://europa.eu">europa.eu</a>) - requesting activation of the FIN-NET procedure.</li></ul>

**BEFORE COMPILING THE HEALTH QUESTIONNAIRE, PLEASE CAREFULLY READ THE RECOMMENDATIONS AND CAUTIONS CONTAINED IN THE POLICY. ANY INACCURATE OR UNTRUTHFUL STATEMENTS MAY LIMIT OR COMPLETELY RULE OUT THE ENTITLEMENT TO THE INSURANCE BENEFITS.**

**FOR THIS POLICY, THE COMPANY HAS AN AREA OF THE WEBSITE RESERVED FOR POLICYHOLDERS, THEREFORE, AFTER TAKING OUT THE POLICY, YOU MAY VISIT THIS AREA OF THE WEBSITE AND USE IT FOR THE ONLINE MANAGEMENT OF SAID POLICY.**