

# 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:** Worldwide Health Options

This Additional IPID Non-Life was drawn up on 01/07/2022 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.

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 2020 financial statements (as at the 31 December 2020) drawn up in accordance with the current accounting standards, the following is reported:

- The Solvency Capital Requirement (SCR), equal to €36.8 million euro;
  - The Minimum Capital Requirement (MCR), equal to €7.6 million euro;
  - Own funds eligible to meet the Solvency Capital Requirement (SCR), equal to €36.8 million euro;
  - Own funds eligible to meet the Minimum Capital Requirement (MCR), equal to €7.6 million euro;
- and the value of the Company's solvency ratio, equal to 156%.

Please refer to the 'Bupa Global DAC Solvency and Financial Condition Report 31 December 2020', 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?

#### Worldwide Medical Insurance

- Staying in hospital overnight or as a day-case
- Parent accommodation
- Local road ambulance
- Local air ambulance
- Hospitalisation cash benefit
- Emergency dental treatment

#### Optional (Worldwide Medical Plus)

- Speech therapy
- Accident-related dental treatment

#### Optional (Worldwide Medicines and Equipment)

- Long-term prescription medicines

#### Optional (Worldwide Wellbeing)

- Mammogram, Papanicolaou (PAP) test, Prostate cancer screen, Colon cancer screen and Bone densitometry
- Eye test (including consultation)
- Spectacle lenses and contact lenses

#### Optional (Worldwide Evacuation)

- Repatriation of mortal remains
- Compassionate visit and return

### 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 indicated 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 (€6,250) each year in any policy year before Bupa Global DAC begins to pay for any covered expenses.
<b>Additional deductibles:</b>	Worldwide Medical Plus (€125) or Worldwide Medicines and Equipment (€60).



## What is insured? (continued)

### OPTIONS WITH THE PAYMENT OF AN ADDITIONAL PREMIUM

No options applicable for the reduction in the premium.



## What is NOT insured?

### Excluded risks

- Birth control
- Donor organs
- Eyesight
- Footcare
- Gender issues
- Genetic testing
- Health spas, nature cure clinics etc.
- Persistent vegetative state (PVS) and neurological damage
- Personal exclusions
- Pre-existing conditions
- Preventive treatment
- Reconstructive or remedial surgery
- Stem cells
- Surrogate parenting
- Temporomandibular joint (TMJ) disorders
- Travel costs for treatment
- U.S. treatment



## Are there coverage limits?

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

- Per membership year - Rehabilitation, Local air ambulance, Home nursing, Hospitalisation cash benefit, Treatment of congenital and hereditary conditions, Specialists' consultation and doctors' fees, Physiotherapy, osteopathy and chiropractor treatment, Consultations and treatment with therapists, complementary therapists and qualified nurses, Psychiatrists', psychologists' and psychotherapist fees, Young child care, Long-term prescription medicines, Mammogram, Papanicolaou (PAP) test, Prostate cancer screen, Colon cancer screen, Bone densitometry, Four dietetic consultations, Vaccinations, Living allowance
- Per lifetime - Long-term prescription medicines, Compassionate visit and return

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

- Rehabilitation - Bupa Global pays in full for up to 42 days each condition (which may be in-patient treatment or day-case treatment) each membership year.
- Prosthetic devices - Each device, up to €2,500.
- Childbirth and treatment in hospital - Each membership year, up to €10,000.
- Childbirth at home or birthing centre - Each membership year, up to €810.
- Medically essential Caesarean section - Each membership year, up to €16,250.
- Newborn care - Each membership year, up to €93,750 maximum benefit for all treatment received during the first 90 days following birth.
- Transplant services - Each condition, up to €187,500.
- Hospice and palliative care - Lifetime limit of €25,000.
- Local air ambulance - Each membership year, up to €6,250.
- Home nursing - Paid in full for 30 days each membership year.
- Hospitalisation cash benefit - Up to 30 nights each membership year, up to €125 per night.
- Treatment of congenital and hereditary conditions - Each membership year, up to €25,000.

### Optional (Worldwide Medical Plus)

- Specialists' consultation and doctors' fees - Paid in full up to 35 visits each membership year.
- Physiotherapy, osteopathy, and chiropractor treatment - Paid in full up to 30 visits each membership year.
- Consultations and treatment with therapists, complementary therapists, and qualified nurses - Paid in full up to 15 visits each membership year.
- Psychiatrists', psychologists', and psychotherapist fees - Paid in full up to 35 visits each membership year.
- Young child-care - Each membership year, up to €1,250.
- Maternity - Each membership year, up to €3,750.
- Accident-related dental treatment - Each membership year, 80% up to €625.
- Transplant services - Each condition, up to €62,500.

### Optional (Worldwide Medicines and Equipment)

- Prescribed medicines and dressings, Durable medical equipment (up to 45 days rental each condition) - Covered up to a shared limit of €1,875 each membership year.
- Long-term prescription medicines - Each membership year, 80% up to €12,500 (Lifetime limit of €75,000).



## Are there coverage limits? (continued)

### Optional (Worldwide Wellbeing)

- Full health screen, Mammogram, Papanicolaou (PAP) test, Prostate cancer screen, Colon cancer screen, Bone densitometry, Four dietetic consultations, Vaccinations, Dental benefits - Covered up to a shared limit of €750 each membership year.
- Dental (Preventive - 100%), Dental (Routine and major restorative - 80%), Dental (Orthodontic - 50%) - Covered up to a shared limit of €4,375 each policy year.
- Eye test (including consultation) - One each membership year, 100%.
- Spectacle lenses, Contact lenses - 80% of each benefit is paid.
- Spectacle frames - Once every two membership years, 80% up to €185 is paid.

### Optional (Worldwide Evacuation)

- Living allowance - For a maximum of 10 days each membership year, each day up to €125.
- Repatriation of mortal remains - Maximum benefit of €8,125.
- Compassionate visit and return - For a maximum of five trips per lifetime. Each visit up to €1,000.
- Compassionate visit living allowance - For a maximum of 10 days each visit, each day up to €125.



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

<p><b>What must be done in case of a loss?</b></p>	<p><b>Notice of loss:</b> The quickest way for a policyholder to submit a claim is to log on to the MembersWorld account and submit the claim electronically.</p> <ul style="list-style-type: none"> <li>- A policyholder should ensure that Bupa Global has all the information as the biggest delay to paying a claim is normally incomplete, missing, or ineligible information.</li> <li>- A policyholder should ensure that the correct bank details are given to Bupa Global. Reimbursement by bank transfer is the quickest way to receive a policyholder's payment.</li> </ul> <p><b>Assistance provided directly/under an arrangement: Transportation, Evacuation or Repatriation:</b> 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.</p> <p><b>Administration by other companies:</b> All claims are processed by Bupa Global.</p> <p><b>Limitation period:</b> 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.</p>
<p><b>Inaccurate or incomplete declarations</b></p>	<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>
<p><b>Obligations of the Company</b></p>	<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 your control, such as a bank error.</li> </ul>



## When and how must I pay?

<p><b>Premium</b></p>	<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). We 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>
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## When and how must I pay? (continued)

<b>Refund</b>	<ul style="list-style-type: none"> <li>- If the policyholder chooses to cancel their policy within 28 days of receiving their first insurance certificate for the policy year, and they have not made any claims in respect of that initial 28 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 28 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 28 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 that dependant for the initial 28 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 28 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 28 days of receiving their first insurance certificate for the policy year (or where cancellation is requested within the initial 28-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 28 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 28 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>
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## When does the cover commence and when does it end?

<b>Policy period</b>	<ul style="list-style-type: none"> <li>- <b>Policy period:</b> This policy is an insurance contract between the policyholder and Bupa Global for each policy year (12 months).</li> <li>- <b>Procedures for renewal of policy:</b> 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> <li>- <b>Waiting period:</b> 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 additional information on the cooling-off period of this policy other than that provided in the pre-contractual Insurance Product Information Document (IPID) for Worldwide Health Insurance.
<b>Termination</b>	<ul style="list-style-type: none"> <li>- A policyholder can choose to terminate this policy (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?

Worldwide Health Insurance products and services are for people who require medical insurance to cover the cost of treatment in addition to, 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 Worldwide Health Insurance is 15% upon inception of the policy and 10% at the renewal of the policy.
<b>PPI costs</b>	No further 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 Bupa Global via <a href="mailto:membersworld.bupaglobal.com">membersworld.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>

### 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.**

Bupa Global Designated Activity Company (Bupa Global DAC), trading as Bupa Global, is a designated activity company limited by shares registered in Ireland under company number 623889 and having its registered office at Second Floor, 10 Pembroke Place, Ballsbridge, Dublin 4, DO4 V1W6. Bupa Global DAC, trading as Bupa Global, is regulated by the Central Bank of Ireland.

Directors: M. Potkins (British), C. Heery, G. Beasley, M. Fulton, D. Swanton and G. Pueyo (Spanish).