

Worldwide



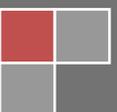
GLOBAL BENEFITS GROUP

*Insurance Without Borders*



## GR3 - Global Travel Safe 360

Revised 26 September 2013



## POLICY FACE PAGE

POLICY SPECIFICATIONS	
<b>Policyholder:</b>	GR3 Inc. (Global Rapid Rescue Relief)
<b>Insured:</b>	
<b>Additional Insured Persons</b>	
<b>Policy ID #:</b>	
<b>Policy Period:</b>	
<b>Residence Country:</b>	
<b>Premium:</b>	
<b>Currency:</b>	USD
<b>Insurer:</b>	GBG Insurance Limited
<b>Reinsurer:</b>	Chubb Reinsurance Corporation (rated A+)
<b>Administrative Agent:</b>	Global Benefits Group, Inc. 26000 Towne Centre Drive, Suite 100 Foothill Ranch, California 92610 USA
<b>Area of Coverage</b>	Worldwide Excluding North America

The PRIMARY PURPOSE of this Travel Policy is to protect an Insured Person from acute, sudden and unforeseen Emergency and Accidental injuries. It is **NOT** intended to care for general medical conditions, extended treatment (non-emergency) or pre-existing conditions AND is not a replacement for longer term medical or travel medical needs.

Please see policy terms and conditions for details.

Presenting your Global Benefits Group (GBG) ID CARD at the time of service will result in direct billing when using our GLOBAL NETWORK OF PROVIDERS

SCHEDULE OF BENEFITS		Eligibility 15 to age 70 Benefit Limits (\$, €, £)
Benefit	Coverage	
1	Emergency Medical Evacuation Accompaniment    Compassionate Repatriation (Family Return)    Air Ambulance Continuation    Repatriation for Medical Treatment    Care Management	250,000
2	Emergency Medical Stabilization <ul style="list-style-type: none"> <li>▪ Stabilizing care for pre-evacuation.</li> <li>▪ Acute/Sudden and Unforeseen recurrence of a pre-existing condition for stabilization only.</li> </ul>	25,000
3	Emergency and Accidental Medical Treatment (Non-Sports) <ul style="list-style-type: none"> <li>▪ All coverage subject to Usual and Customary Limits.</li> <li>▪ Preferred Provider Networks when available for Direct Payment.</li> <li>▪ Acute/emergency illness and injury.</li> <li>▪ Treatment by authorized physicians, nurses and specialists.</li> <li>▪ Hospitalization (semi-private rooms).</li> <li>▪ Surgery, anesthesiologist.</li> <li>▪ Prescribed medicines, dressings.</li> <li>▪ Local transport to and from the place of treatment.</li> <li>▪ Treatment by physiotherapists and chiropractors (\$, €, £) 2,500.</li> <li>▪ Medically necessary required durable medical equipment.</li> <li>▪ Emergency dental treatment for immediate relief of pain (\$, €, £) 500.</li> <li>▪ Repatriation to home country upon medical stabilization.</li> </ul> <p>This policy does NOT cover (See policy terms, conditions and exclusions)</p> <ul style="list-style-type: none"> <li>✗ Treatment of pre-existing for the last 12 months.</li> <li>✗ General or Preventative Medical Conditions. Chronic or recurring illnesses and disorders.</li> </ul>	500,000
4	Repatriation of Mortal Remains	25,000
5	24/7 Emergency Assistance via GBG Assist	Unlimited
6	ATMSafe –Bank Card Theft Protection	500
7	Baggage Delay	100 per day 700 max
8	Baggage Loss / Theft (per item/ total benefit) (\$, €, £) 100 deductible	300 / 1,500
9	Personal Liability	10,000
10	Personal Accident–Accidental Death & Disability / Permanent Total Disability	25,000
11	Additional Hospital Benefit (per day / total benefit)	75 / 600
12	Carjacking	5,000
13	Money and Documents (tickets, cash, banknotes)	500
14	Loss of Passport	250
15	Travel Delay	1,000
16	Missed Departure	1,000
17	Legal Expenses	10,000
18	Hijacking	1,000
19	Emergency evacuations for non-medical reasons, including war, civil unrest, or other causes.	1,500
20	Cancellation and Curtailment (\$ € £) 100.00 deductible – Policy Maximum – OPTIONAL COVERAGE	2,500

\*Some limitations in apply see policy for details. Overall medical is limited to \$1,000,000 USD per event.

This proposal, when accepted, will also serve as the policy. Please see below for the terms, conditions, exclusions and important features of the policy

For **Emergency** Assistance contact GBG ASSIST

Tel: (866) 914-5333 (U.S. and Canada, toll free)  
(905) 669-4920 (worldwide, collect)  
Fax: (949) 271-2330

Proper notification will ensure that you receive the best possible service and will allow us to direct you to our Global Network of providers. Utilizing these providers may result in GBG providing payments directly to the provider as well as referrals to licensed medical providers you can trust.

GBG Assist **requires** notification as soon as possible for all situations requiring emergency medical treatment in excess of (\$, €, £) 500. For services that may result in evacuation, repatriation or curtailment GBG Assist **MUST** be notified.

Failure to do so in either medical or evacuation related situations may result in denial of the claim or copayments up to 50%.

For Medical Providers in our Global network please contact GBG Assist or visit our Preferred Provider Directory at [www.gbg.com](http://www.gbg.com)

## General Terms of Cover

1. Please check Schedule of Benefits and policy wording to fully determine benefits covered by your policy.
2. This policy is compliant with European Schengen and visa requirements for most countries. Entry requirements change frequently, please check with your respective country of destination about visa and entry requirements. GBG and/or its subsidiaries and business partners are not responsible for compliance with these regulations.
3. Trip Maximum Issuance:
  - 3.1. Single trip policy: Maximum duration not to exceed 180 days and may not be combined with any other policy to exceed this limit.
4. Contiguous policy, extensions and refund of days:
  - 4.1. **While traveling:** No policy shall be issued in conjunction with the expiry of another policy.
    - 4.1.1. A one-time policy extension may be granted per policy without a holding period if requested 72-hours prior to the expiry of the period of insurance. Extensions within 72-hours are subject to a claims holding period up to a maximum of three days after the expiry of the original period of insurance.
    - 4.1.2. No extensions will be approved for anyone above age 70 and beyond a cumulative 180-day period.
5. The insured person should not take out this policy if the intent is to live in fixed location outside (Living abroad versus traveling) their home country of residence. Please contact a GBG Broker representative for alternatives.
6. Maximum Age: Premium calculations will be age at inception and have not attained age 70 at the time of enrollment. The policy will cease at the first renewal date following an insured person's 70th birthday.
7. For Trip cancellation: Where a declared value is utilized by the client the total trip cost estimates should include flights, and hotels. All claims submitted will require validation of trip paid expenses including documentation from the providers on their cancellation policies. Reimbursement for cancellation and or curtailment will be based on the non-refundable portion of the itinerary and will NOT include any credits offered by the various providers.
8. All claims must be submitted within 90 days from date of incident or they may be denied. Circumstances may exist in which this is not always possible. Any submissions after 90 days will be considered based on those circumstances.
9. All claims arising under this insurance shall be governed by the Laws of the Bailiwick of Guernsey, Channel Islands, whose courts alone shall have jurisdiction in any dispute arising here under.
10. If the Insured Person or any person acting on his/her behalf shall make any claim or statement knowing the same to be false or fraudulent as regards amount or otherwise, then this Insurance shall become void and all claims here under shall be forfeited without refund of premium.
11. The Insurer may at their own expense take proceedings in the name of the Insured Person to recover compensation or secure an indemnity from any third party in respect of any loss, damage or expense covered by this Insurance and any amounts, recovered or secured shall belong to the Insurer.
12. Unless specified this insurance does not cover anything caused directly or indirectly through bankruptcy / liquidation of any tour operator, travel agent, and transportation company or accommodation supplier.

13. Benefits and premiums in this policy may be denominated in US Dollars, British Pounds or Euros, and benefits will be stated in the same currency in which the premium is paid.
14. Client must notify GBG within 30 days of a change of address or domicile. PLEASE NOTE A CHANGE OF ADDRESS MAY AFFECT YOUR ELIGIBILITY UNDER THIS POLICY. Example: Any Insured person who moves to a new country WILL NO LONGER BE COVERED in the NEW COUNTRY OF DECLARED RESIDENCE.

## Policy Terms & Conditions

*Benefits are applicable when the Insured Person is outside his or her country of permanent residence; coverage also is in effect when traveling from and to their home country as part of an international trip.*

1. **Emergency Medical Evacuation:** The plan covers the reasonable and customary charges for emergency evacuation when medical treatment is not available locally and deemed necessary and pre-approved by GBG Assist (the insurer), their medical advisors and the attending Physician—to a suitable location that will render immediate and appropriate care which may or may not be the home country of origin. If the Insured does not obtain pre-approval from GBG Assist, GBG reserves the right to deny coverage or apply substantial co-payments for the associated costs to a maximum of 50% the evacuation cost.
  - 1.1. **Accompaniment:** The insurance allows for the travel and accommodation expenses of one person (i.e., a relative or friend who is a resident of Insured Person's home country), whom upon medical advice is advised to join, accompany, remain with or escort the Insured Person. Transportation costs will be by commercial carriers and in economy class. [Maximum Benefit (\$,€,£) 300 per day / (\$, €, £) 6,000 total]
  - 1.1. **Continuation:** Upon pre-approval of GBG Assist, coverage includes transportation by economy travel for the Insured Person, if medically able, to the point of initial destination to continue with the trip.
  - 1.2. **Compassionate Repatriation:** This benefit is only available if Cancellation and Curtailment has been added to the policy and is designed for early return for family members under a qualified event.
  - 1.3. **Repatriation For Medical Treatment:** GBG reserves the right to review and repatriate any case in which the Insured Person is medically stable and upon advice of the Insurers and Attending Medical Doctors can be evacuated at GBG's discretion to the home country of residence and any form of treatment or surgery which in the same medical opinion can be delayed until the Insured Person returns to their home country. Refusal to accept repatriation when medically stabilized can result in the insurer denying further medical coverage and benefits.
2. **Emergency Medical Stabilization:** Medical coverage for the immediate medical stabilization of an insured person:
  - 2.1. Who is in need of emergency evacuation and is not covered under paragraph 3.
  - 2.2. Medical stabilization benefit to the maximum stated in the schedule of benefits in the event of a lifesaving Acute/Sudden and Unforeseen recurrence of a pre-existing condition. All other pre-existing terms and conditions contained herein apply (see general exclusions paragraph 1).
3. **Emergency and Accidental Medical Treatment (Non-Sports):** The PRIMARY PURPOSE of this Travel Policy is to protect an Insured Person from acute, sudden and unforeseen Medical and Accidental Emergencies. It is not intended to care for general medical conditions or Pre-existing conditions and is subject to the limits specified in the Schedule of Benefits.

- 3.1. This may include usual, customary and reasonable expenses incurred by the Insured Person in case of acute/emergency illness and injury. Policy covers required treatment by authorized physicians, nurses and specialists, hospitalization (semi-private rooms) including surgery, anesthesiologist, prescribed medicines, dressings and local transport to and from the place of treatment shall be compensated at 100% of the expenses. Treatment by physiotherapists and chiropractors prescribed by an authorized physician shall be compensated at 100% of the expenses, not to exceed (\$, €, £) 2,500. Including emergency dental treatment for the immediate relief of pain (\$, €, £) 500 maximum. The insurance shall not cover expenses for treatment of pre-existing, chronic or recurrent illnesses and disorders or unnecessary durable medical devices/equipment. See exclusions below.
  - 3.2. Outpatient services are covered per the policy and may be utilized via Urgent Care Centers and only via licensed medical doctors. Use of Emergency room for outpatient services may be subject to copays as outlined in the Schedule of Benefits. For Insured Persons in North America please contact GBG Assist for the location of networked preferred providers.
  - 3.3. Coverage will continue until such time as when, in the opinion of the doctor in attendance and the Insurers' medical advisers, the Insured Person is fit to travel provided that these all occur within 12 months of the date of the incident (outside Home Country).
  - 3.4. Accompaniment: The insurance allows for the reasonable travel and accommodation (room only) expenses of one person (i.e. a relative or friend who is a resident of Insured Person's home country), whom upon medical advice is advised to join, accompany, remain with or escort a severely incapacitated Insured Person. Transportation costs will be by commercial carriers and in economy class. [Maximum Benefit (\$, €, £) 300 per day / 6,000 total].
  - 3.5. Acute/Emergency Illness is defined as a sudden and unexpected illness occurring after you have started your trip abroad. In order for an illness to be covered it must be unexpected and non-preexisting and stable for the last 12 months prior to departure and if left untreated can cause a further deterioration in an Insured Persons condition.
  - 3.6. Event: Any one incident in which the Insured Person requires care for acute, sudden and unforeseen Medical and Accidental Emergencies and the direct consequence of the event. Maximum coverage is limited to (\$, €, £) 1,000,000. Multiple events independent of each other are covered to the event maximum with no limits on the number of events.
    - 3.6.1. This policy is for Emergency Care and stabilization only. In the event of a longer term illness or diagnosis the Insured Person will not be covered for treatment or ongoing care for that illness, see paragraph 2.7
  - 3.7. Repatriation For Medical Treatment: GBG reserves the right to review and repatriate any case in which the Insured Person is medically stable and upon advice of the Insurers and Attending Medical Doctors can be evacuated at GBG's discretion to the home country of residence and any form of treatment or surgery which in the same medical opinion can be delayed until the Insured Person returns to their home country. Refusal to accept repatriation when medically stabilized can result in the insurer denying further medical coverage and benefits.
  - 3.8. Excess Insurance Provision: The insurance provided under both Medical and Evacuation shall be in excess of all other valid and collectable insurance or indemnity and shall apply only when such other benefits are exhausted. In the event no other insurance exist this coverage becomes primary with GBG reserving the right to review and potentially subrogate with any undeclared coverage whether known or unknown to the Insured Person.
- 4. Repatriation of Mortal Remains:**
- 4.1. A benefit for either repatriation of mortal remains or local burial is included in this policy. This benefit excludes fees for return of personal effects, religious or secular memorial services, clergymen, flowers, music, announcements, guest expenses and similar person burial preferences.
  - 4.2. All Repatriation benefits must be coordinated and pre-approved by GBG Assist.

**5. Emergency Assistance: GBG Assist—24 hours a day, 7 days per week.**

- 5.1. For medical emergencies and assistance with your medical care, contact GBG Assist at U.S./Canada toll-free: +1.866.914.5333 or Worldwide collect: +1.905.669.4920.
- 5.2. Clients will have the full benefits of 24 hours/7 day assistance from GBG Assist.
- 5.3. These services include pre-authorization, hospital admission, and referrals.

**6. ATMSafe**

- 6.1. An exclusive Global Benefits Group program that provides the Insured Person with protection against theft when using an ATM/Bank Machine anywhere in the world. In the event of loss, the insured will be reimbursed up to the daily limit of the machine used [(\$, €, £) 500 maximum] and as supported via proper police documentation on the date of the crime.

**7. Baggage Delay:**

Reimbursement in respect of the replacement of necessities in the event of baggage being temporarily lost in transit during the outward journey for longer than 12hours, up to a maximum of(\$, €, £) 100 per day for a maximum of 7 days [(, €, £) 700 maximum].

- 7.1. Proof of a missing bag report must be filed with the common carrier.
- 7.2. Any items purchased after the return of the baggage will not be covered
- 7.3. Any claim must be accompanied by proper receipts with date and time affixed.
- 7.4. Benefit does not apply to the return or homeward journey.

**8. Baggage Loss/Theft:**

Secondary coverage to Common Carrier settlement with reimbursement to the maximum specified in the Schedule of Benefits in respect of accidental loss or theft to luggage, clothing and personal effects owned by (not hired, loaned or entrusted to) the Insured Person, subject to a maximum payment of:

- A. (\$, €, £) 500 in respect of any one article, pair or set of articles.
- B. (\$, €, £) 300 overall in respect of valuables/electronics (see definition below)

*Note:* Claims will be evaluated on an “indemnity basis” only – NOT “new for old”. This means the market value of the article less deduction for age, wear, tear and depreciation, or the cost of repair, whichever is lesser.

*Definition:* Valuables shall mean photographic equipment, tablet PCs, computers, iPods, CD players and personal music and stereo equipment, CDs, computers, computer games and associated equipment, hearing aids, telescope and binoculars, antiques, jewelry, watches, fur, and articles made of or containing gold, silver or other precious metals or animal skins or hides. Any item of value to be evaluated on a case by case basis.

*Conditions & Exclusions:* The Insurer shall not be liable for

- 8.1. The Insured must observe ordinary proper care in the supervision of the insured property and in all cases of loss.
- 8.2. Damage to baggage of any kind and or its contents.
- 8.3. Any loss or theft, or suspected theft not reported to the Police within 24 hours of discovery and a written report obtained;
- 8.4. Any damage or loss or theft of property in transit, which has not been reported to the carrier and written report obtained. In the case of an airline a Property Irregularity Report will be required;
- 8.5. Loss of theft of any property left unattended in a public place;
- 8.6. Any theft from an unattended motor vehicle unless the property is in a locked/covered luggage area, and there is evidence of forced entry which has been verified by a Police Report;
- 8.7. Any loss from motor vehicles left unattended at any time between the hours of 10:00 p.m. and 8:00 a.m.;
- 8.8. Loss, damage or theft of valuables and money packed in suitcases or other receptacles while travelling.

- 8.9. Property not covered by this Insurance:
- 8.9.1. Unset precious stones, contact or corneal lenses, spectacles or accessories;
  - 8.9.2. Stamps, documents, deeds, manuscripts or securities of any kind;
  - 8.9.3. Items of a perishable nature;
  - 8.9.4. Business goods, samples, tools of trade or motor accessories;
  - 8.9.5. Household goods and home contents.
- 8.10. The Insurers shall not be liable for:
- 8.10.1. Loss or damage caused by decay, wear and tear, moth, vermin, or atmospheric conditions;
  - 8.10.2. Deterioration or mechanical derangement of any kind;
  - 8.10.3. Damage to suitcases;
  - 8.10.4. Loss due to confiscation or detention by Customs or other authority;
  - 8.10.5. Damage to sports equipment whilst in use or losses of jewelry whilst swimming (other than wedding rings);
  - 8.10.6. Breakage of or damage to fragile articles and any consequence thereof.
- 8.11. In the event of a claim in respect of a pair or set of articles the Insurers shall only be liable in respect of the value of that part of the pair or set which is lost, stolen or damaged.
- 8.12. Claims will not be considered unless proof of ownership and evidence of value is provided.
- 8.13. Any amount paid for temporary loss of baggage will be deducted from the final claim settlement if baggage proves to be permanently lost.
- 8.14. Proof of a missing bag report must be filed with the common carrier.
- 8.15. Excess: The first (\$, €, £) 50 of each and every claim per Insured Person is excluded (other than in respect of temporary loss).
- 8.16. Any amount paid by a common carrier in settlement toward the loss will be deducted from the final claim.

## 9. Personal Liability: (bodily injury to insured)

Legal liability coverage inclusive of legal cost arising from an accident resulting in bodily injury to persons other than the Insured, his/her family and employees.

Subject to the Schedule of Benefits policy limit in all to indemnify each Insured Person against legal liability for bodily injury to persons other than employees or other members of his/her family and/or damage to property excluding that owned by or in the custody or control of the Insured during the Period of Insurance inclusive of legal expenses.

- 9.1. *Conditions & Exclusions.* The Insurers shall not be liable for claims arising directly or indirectly from:
- 9.1.1. Employers' liability, contractual liability or liability to a member of a family or a travelling companion;
  - 9.1.2. Animals belonging to or in the care, custody or control of an Insured Person;
  - 9.1.3. Any willful, malicious, or unlawful act;
  - 9.1.4. Pursuit of trade, business or profession;
  - 9.1.5. Ownership or occupation of land or buildings;
  - 9.1.6. Ownership, possession or use of vehicles, aircraft, or motor-powered watercraft;
  - 9.1.7. The influence of intoxicating liquor, or the use of firearms;
  - 9.1.8. Legal costs resulting from any criminal proceedings;
  - 9.1.9. The insurance limit is for anyone/individual event even if multiple losses are incurred by multiple insured's carrying the policy;
  - 9.1.10. The Insured person cannot bind or have a binding effect if they admit liability for any loss, damage or injury caused by themselves.

**10. Personal Accident / Death and Permanent Total Disability / Accidental Death and Dismemberment:**

- 10.1. Dependent upon the benefit levels selected under Medical Expense. The policy will pay according to the following scale provided it is a result of the Insured Person sustaining bodily injury caused by accidental, external, violent and visible means which shall solely and independently of any other cause occur within 12 calendar months from the date of the accident. This benefit is paid only when the Death or Disability is directly related to an incident which occurred while traveling on a common carrier which is defined as any mode of scheduled public transport.
- 10.2. Age grouping 65 to 70 is excluded from all disability coverage under this policy. Coverage for Accidental Death is confined to public conveyance and is limited to (\$, €, £) 100,000.
- 10.3. Loss of Description

Loss Description	Percentage of Principal Sum
Loss of Life	100%
Loss of Speech and Loss of Hearing	100%
Loss of Speech and one Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Loss of Hearing and one Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Loss of Hands (both), Loss of Feet (both), Loss of Sight or a combination of any two of Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Quadriplegia	100%
Paraplegia	75%
Hemiplegia	50%
Loss of Hand, Loss of Foot or Loss of Sight of One Eye (any one of each)	50%
Uniplegia	25%
Loss of Thumb and Index Finger of the same hand	25%

10.4. Specific Exclusions & Conditions:

- 10.4.1. Conditions arising from motorcycling as either a driver or passenger shall not be payable here under.
- 10.4.2. In the event of a claim a medical adviser or advisers appointed by the Insurers shall be allowed as often as the Insurer shall deem it necessary to examine the Insured Persons.
- 10.4.3. The insurer shall not be liable for any claim arising from medical or surgical treatment (unless rendered necessary by accidental bodily injury).
- 10.4.4. Payment of permanent disability benefit shall be made only on certification by a medical board that Insured Person is totally disabled from engaging in any gainful occupation for 12 months and at the end of that time is beyond the ability to make future improvement in order to return to work.

**11. Hospital Cash / Additional Hospital Benefit:**

A cash benefit per the schedule of benefits per day for each completed 24 hours as an in-patient; payable after the first 24 hours. This benefit is used to defray incidental expenses such as taxi fares, phone calls or other miscellaneous expense while hospitalized.

**12. Carjacking:**

- 12.1. This benefit provides for expenses related (rental replacement (not vehicle replacement), stolen property, etc.) to the unlawful forced removal or detention of an Insured Person while operating or riding as a passenger in, boarding or a lighting from, a Private Passenger Automobile during the theft or attempted theft of such Private Passenger Automobile. Carjacking incidents must be confirmed in writing via a police report in the jurisdiction where the Loss occurs.

### **13. Money and Documents (tickets, cash, banknotes):**

Reimbursement to each Insured Person in respect of accidental loss or theft of cash, banknotes (carried on the Insured Person), postal or money orders, travel tickets, etc. Proper documentation and police reports required on day of event or discovery of loss.

#### Exclusions:

- 13.1. Loss or theft not reported to the Police within 24 hours of discovery and a written report obtained;
- 13.2. Depreciation in value or shortages due to error or omission;
- 13.3. Loss or theft of unattended money except when left in hotel security, safety deposit or safe;
- 13.4. Money packed in suitcases or other like receptacles whilst travelling;
- 13.5. Money held in trust;
- 13.6. Loss or theft of traveler's checks.

### **14. Loss of Passport:**

- 14.1. To pay up to (\$, €, £) 250 in respect of reasonable additional travel and accommodation expenses necessarily incurred abroad in obtaining the replacement of his/her lost or stolen passport.

### **15. Travel Delay:**

Coverage to the Insured Person if the departure or the coach, aircraft or sea vessel in which he/she had arranged to travel on the first outward or first return leg of the journey is delayed for at least 12 hours from the time specified in the travel itinerary due to strike, industrial action, bankruptcy, or mechanical breakdown of the coach, aircraft or sea vessel. Compensation shall be documented and provided for all necessary and reasonable expenses subject to accommodations, food and local transportation minus any compensation paid by the common carrier.

- A. An amount of (\$, €, £) 100 for the first complete 12 hour period of delay in departure commencing from the original booked departure time as specified in the travel itinerary and (\$, €, £) 100 after each subsequent 24 hour period of delay up to a maximum of (\$, €, £) 1,000 each Insured Person.

*Conditions & Exclusions:* The Insurer shall not be liable for claims:

- 15.1. Arising from strike or industrial action existing or publicly declared at the time of effecting this Insurance;
- 15.2. Arising from technical reasons such as aircraft commitment;
- 15.3. Where the Insured Person has not checked in according to the itinerary supplied and has failed to obtain written confirmation from the carrier (or their handling agents) of the period of or reason for the delay;
- 15.4. Arising directly or indirectly from withdrawal from service (temporary or otherwise) of a coach, an aircraft or sea vessel on the recommendation of a Port Authority or the Civil Aviation Authority or of any similar body.

*Definition:* Strike or industrial action shall mean any form of industrial action taken by employees, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

### **16. Missed Departure:**

To pay up to specified limit to each Insured Person in respect of reasonable additional accommodation (room only) and travel expenses necessarily incurred to reach the overseas destination as a consequence of; strike, riot, mechanical breakdown or inclement weather, causing interruption of scheduled public transport services (on the outward journey only); or accidental or mechanical failure involving the car in which the Insured Person is travelling (provided it has been properly serviced) causing him/her to arrive at the international point of departure from the point of origin to commence the booked journey.

## 17. Legal Expenses:

Legal costs and expenses incurred by the Insured Person up to a specified maximum in pursuit of compensation and/or damages against a third party arising from or out of the death or personal injury of the Insured Person occurring during the Period of Insurance.

### 17.1. Exclusions: The Insurer shall not be liable for:

- 17.1.1. Costs incurred in pursuance of any claim against a Travel Agent, Tour Operator, Carrier, Accommodation provider, the Insurer or Insurers Agent or any other person insured under the same certificate.
- 17.1.2. Legal expenses incurred prior to the granting of support by the Insurer.
- 17.1.3. Any claims reported more than 90 days after the commencement of the incident, giving rise to such claim.
- 17.1.4. Any claim where the law, practices, and/or financial regulations of the country in which the proposed action will take place indicate that the costs of such action are likely to be unreasonably greater than the anticipated value of the compensation award.
- 17.1.5. Costs incurred in pursuance of a claim against any person with whom the Insured Person had arranged to travel.
- 17.1.6. Any claim wherein the Insurer's opinion there is insufficient prospect of success in obtaining a reasonable benefit.
- 17.1.7. The Insurer shall not be liable for any claim where legal costs and expenses are based directly or indirectly on the amount of an award.
- 17.1.8. The insurance will not extend to covering the Insured Person in the pursuit of any appeal except at the insurers sole discretion.
- 17.1.9. Where there is a possibility of a claim being brought in more than one country the Insurers shall not be liable for the cost if an action is brought in more than one country.

### 17.2. Conditions

- 17.2.1. The Insurers shall have complete control over the legal proceedings and the appointment and control of a lawyer.
- 17.2.2. The Insured Person must follow the legal representative's advice and provide any and all information and assistance as required. Failure to do so will entitle the Insurer to withdraw cover.
- 17.2.3. The Insured must have access to any and all of the legal representatives' file of papers.
- 17.2.4. Failure by the Insured Person to comply with all or any of these conditions will entitle the Insurer to render the legal expenses aspect of this certificate void and thereby withdraw cover.

## 18. Hijacking

In the event the Insured is prevented from reaching their destination due to the hijacking of an aircraft or other commercial conveyance, the policy will pay (\$, €, £) 50 for each complete 24-hour period that the Insured Person is delayed. Maximum benefit (\$, €, £) 1,000 unless specified in the policy. In event of Death as a result of hijacking via commercial conveyance, benefits outlined under personal accident will be payable.

## 19. Emergency evacuation for non-medical reasons, including war, civil unrest, natural disasters, or other causes:

- 19.1. Payment to offset the cost of obtaining or paying for evacuation during a period of civil unrest, insurrection, natural disasters that could not have been foreseen prior departure from home country of origin that has is posted to or declared by the United States Department of State or validated by the NOAA (National Oceanic Atmospheric Association) in the cases of weather or natural disaster. In all cases, GBG reserves the right to assess the validity of the claim and its decisions are final.
- 19.2. Coverage is NOT valid in any country that was on the verge, already in or under duress for a period of 60 days prior to departure from point of origin or country of residence. See general exclusions for definition associated with travel to global hotspots.

**20. Cancellation and Curtailment:** All claims are limited to the maximum stated in the Schedule of Benefits regardless of the amount of trips taken during the period of insurance for each Insured Person for loss of travel and accommodation for any unused expenses paid or contracted to be paid as a result of the journey/holiday being necessarily and unavoidably cancelled or curtailed due to any cause listed below commencing and occurring during the period of Insurance provided such expenses are not recoverable from any other source (This benefit is not valid for Cruise Holiday Cancellations).

- 20.1. Sickness, serious injury or death of:
  - 20.1.1. The Insured Person or person with whom he/she is travelling or had arrange to travel;
  - 20.1.2. The spouse, parent, parent-in-law, grandparent, child, grandchild, brother, sister, fiancé or close business colleagues (key person and key person duties only), such person being resident in the Home Country, of the Insured Person, or of the person with whom the Insured Person is travelling or had arrange to travel;
  - 20.1.3. Any person with whom the Insured Person had arranged temporarily to reside during the Period of Insurance and who may continue without that person as defined herein would pay trip cost for accommodation class change from double occupancy to single.
- 20.2. Applicability:
  - 20.2.1. Injury or Sickness of an Insured, Traveling Companion or Family Member traveling with the Insured Person must be so disabling as to reasonably cause a Trip to be cancelled or interrupted, or which results in medically imposed restrictions as certified by a Physician at the time of Loss preventing your continued participation in the Trip.
  - 20.2.2. If the Insured must cancel or interrupt his/her Trip due to Injury or Sickness of a Family Member not traveling with the Insured, it must be because their condition is life-threatening, as certified by a Physician or because they directly require the Insured's care.
  - 20.2.3. Injury or Sickness of the Business Partner must be so disabling as to reasonably cause the Insured Person to cancel or interrupt the Trip to assume daily management of the business (Key Person). Such disability must be certified by a Physician.
- 20.3. Other Events:
  - 20.3.1. Financial Default of an airline, cruise line, or tour operator provided the Financial Default occurs more than 14 days following an Insured Persons effective date. There is no coverage for the Financial Default of any person, organization, agency, or firm from whom the Insured Person purchased travel arrangements supplied by others. This coverage applies only if insurance was purchased within 15 calendar days of Initial Trip Payment;
  - 20.3.2. Strike resulting in complete cessation of travel services at the point of departure or Destination;
  - 20.3.3. You or Your Traveling Companion's principal place of residence or destination being rendered uninhabitable by fire, flood, burglary or other natural disaster within 10 days of departure; The Insurer will only pay benefits for losses occurring within 30 calendar days after a named hurricane makes the Insured's Destination Uninhabitable. Benefits are not payable if a hurricane is named on or before the effective date of the Insured's Trip Cancellation coverage.
  - 20.3.4. Insured Person or is called to active military service or military leave is revoked or reassigned;
  - 20.3.5. Terrorist Incident in a City listed on the Insured Person's itinerary within 30 days of the Insured's schedule of arrival;
  - 20.3.6. The Insured Person or Traveling Companion is involuntarily terminated or laid off through no fault of his or her own, provided that he or she has been an active employee for the same employer for at least two years. Termination must occur following the effective date of coverage. This provision is not applicable to temporary employment, independent contractor or self-employed persons.
- 20.4. Conditions and Exclusions: The Insurer shall not be liable for claims where at the time of taking out this insurance and/or prior to booking each separate trip:
  - 20.4.1. The Insured Person is aware of any medical condition or set of circumstances, which could reasonably be expected to give rise to a claim;
  - 20.4.2. Any person, including those who are not travelling, whose condition may give rise to a claim;
  - 20.4.3. Has during the 12 months prior to taking out the insurances suffered from any medical condition which has necessitated consultation or treatment unless declared to and accepted by the Insurer;
  - 20.4.4. Is suffering or has suffered from many previously diagnosed psychiatric disorder, anxiety or depression;
  - 20.4.5. Is receiving, is on a waiting list for or has the knowledge of the need for inpatient treatment at a hospital or nursing home;
  - 20.4.6. Is expected to give birth before or within eight weeks of the date of arrival home;

- 20.4.7. Is travelling against the advice of a Medical Practitioner or for the purpose of obtaining medical treatment abroad;
- 20.4.8. Has been given a terminal prognosis.
- 20.5. The Insurer shall not be liable for claims directly or indirectly arising from:
  - 20.5.1. Suicide or attempted suicide, intentional self-injury, the effect of intoxicating liquors or drugs;
  - 20.5.2. Motorcycling, as either driver or passenger, unless the driver holds a current license permitting him/her to ride the motorcycle;
  - 20.5.3. Any circumstance manifesting itself after the date of booking but prior to the date of issue of this certificate;
  - 20.5.4. Disinclination to travel;
- 20.6. In the event of a failure by the Insured Person to notify the Travel Agent, Tour Operator or provider of transport/accommodation immediately it is found necessary to cancel the journey/holiday. The Insurers' liability shall be restricted to the cancellation charges that would have applied at that time

## Definitions

Please note certain words used in this document have specific meanings.

1. **"Accident"** means a sudden, unexpected and unintended event. Where the Insured Person sustaining bodily injury caused by accidental, external, violent and visible means which shall solely and independently of any other cause
2. **"Acute / Medical Conditions"** means defined as a sudden and unexpected illness occurring after you have started your trip abroad. In order for an illness to be covered it must be unexpected and non-preexisting and stable for the last 12 months prior to departure and if left untreated could cause a deterioration in an Insured Persons condition.
3. **"Automobile"** means a self-propelled, private passenger motor vehicle with four or more wheels that is a type both designed and required to be licensed for use on the highway of any state or country. Automobile includes, but is not limited to, a sedan, station wagon, sport utility vehicle, or a motor vehicle of the pickup, van, camper, or motor-home type. Automobile does not include a mobile home or any motor vehicle that is used in mass or public transit.
4. **"Business Partner"** means a person who the Insured Person are in business with and is a valuable member of the Insured Person's company who, should they pass away or suffer from a critical illness, will result in financial losses for the company.
5. **"Covered Accident"** means an Accident that occurs while coverage is in force for a Insured Person and results in a loss or Injury covered by the Policy for which benefits are payable.
6. **"Covered Expenses"** means expenses actually incurred by or on behalf of a Insured Person for treatment, services and supplies covered by the Policy. Coverage under the Policy must remain continuously in force from the date of the Accident or Sickness until the date treatment, services or supplies are received for them to be a Covered Expense. A Covered Expense is deemed to be incurred on the date such treatment, service or supply, that gave rise to the expense or the charge, was rendered or obtained.
7. **"Covered Loss" or "Covered Losses"** means an accidental death, dismemberment or other Injury covered under the Policy.
8. **"Covered Trip"** means a period of round-trip travel away from the Insured Person's Home Country; the trip has defined departure and return dates specified when the Insured enrolls.
9. **"Deductible"** means the dollar amount of Covered Expenses that must be incurred as an out of-pocket expense by each Insured Person on a per Policy Term basis before Medical Expense Benefits and/or other Additional Benefits paid on an expense incurred basis are payable under the Policy.

10. **“Dependent”** means an Insured’s lawful spouse or Domestic Partner; or an Insured’s unmarried child, from the moment of birth (14 days for this policy) to age 21, who is chiefly dependent on the Insured for support. A child, for eligibility purposes, includes an Insured’s natural child; adopted child, beginning with any waiting period pending finalization of the child’s adoption; or a stepchild who resides with the Insured or depends chiefly on the Insured for financial support. A Dependent may also include any person related to the Insured by blood or marriage and for whom the Insured is allowed a deduction under the Internal Revenue Code. Insurance will continue for any Dependent child who reaches the age limit and continues to meet the following conditions: 1. the child is handicapped, 2. is not capable of self-support and 3. depends chiefly on the Insured for support and maintenance. The Insured must send Us satisfactory proof that the child meets these conditions, when requested. We will not ask for proof more than once a year.
11. **“Doctor”** means a licensed health care provider acting within the scope of his or her license and rendering care or treatment to a Insured Person that is appropriate for the conditions and locality. It will not include a Insured Person or a member of the Insured Person’s Immediate Family or household.
12. **“Event”**: Any one incident in which the Insured Person requires care for acute, sudden and unforeseen Medical and Accidental Emergencies and the direct consequence of the event. Maximum coverage is limited to amounts specified in the Schedule of Benefits. Multiple events independent of each other are covered to the event maximum with no limits on the number of events
13. **“Family Member”** means the spouse, parent, parent-in-law, grandparent, child, grandchild, brother, sister, fiancé, such person being resident in the Home Country (as declared on the application), of the Insured Person, or of the person with whom the Insured Person is travelling or had arranged to travel.
14. **“Home Country”** means a country from which the Insured Person holds a passport. If the Insured Person holds passports from more than one country, his or her Home Country will be that country which the Insured Person has declared to Us in writing as his or her Home Country.
15. **“Hospital”** means an institution that: 1. operates as a Hospital pursuant to law for the care, treatment, and providing of in-patient services for sick or injured persons; 2. provides 24-hour nursing service by Registered Nurses on duty or call; 3. has a staff of one or more licensed Doctors available at all times; 4. provides organized facilities for diagnosis, treatment and surgery, either: (i) on its premises; or (ii) in facilities available to it, on a pre-arranged basis; 5. is not primarily a nursing care facility, rest home, convalescent home, or similar establishment, or any separate ward, wing or section of a Hospital used as such; and 6. is not a place solely for drug addicts, alcoholics, or the aged or any separate ward of the Hospital.
16. **“Hospital Stay/Confined”** means an overnight stay as a registered resident bed-patient in a Hospital.
17. **“Injury”** means accidental bodily harm sustained by a Insured Person that results directly and independently from all other causes from a Covered Accident. All injuries sustained by one person in any one Accident, including all related conditions and recurrent symptoms of these injuries, are considered a single Injury/event.
18. **“Insured Person”** means any Insured and Dependent for whom the required premium is paid and a person in a Class of Eligible Persons for whom the required premium is paid making insurance in effect for that person. A Dependent covered under the Policy is not an Insured, but rather an Dependent.
19. **“Medical Emergency”** means a condition caused by an Injury or Sickness that manifests itself by symptoms of sufficient severity that a prudent layperson possessing an average knowledge of health and medicine would reasonably expect that failure to receive immediate medical attention would place the health of the person in serious jeopardy.
20. **“Medically Necessary”** means a treatment, service or supply that is: 1. required to treat an Injury or Sickness; prescribed or ordered by a Doctor or furnished by a Hospital; 2. performed in the least costly setting required by the Insured Person’s condition (usual, reasonable and customary); and 3. consistent with the medical and surgical practices prevailing in the area for treatment of the condition at the time rendered.
21. **“Missing Bag Report”** means a formal report of loss as filed with the common carrier commonly known as a PIR (Passenger Irregularity Report) or PAWOB (Passenger arriving without baggage). This must include the 6 digit “CLAIM NUMBER” or the “World Tracer Record Number” as provided by the carrier.
22. **“Missing Person”** means a Insured Person who disappeared for an unknown reason and whose disappearance was reported to the Appropriate Authority(ies).

23. **“Natural Disaster”** means storm (wind, rain, snow, sleet, hail, lightning, dust or sand) earthquake, flood, volcanic eruption, wildfire or other similar event that: 1. is due to natural causes; and 2. results in such severe and widespread damage that the area of damage is officially declared a disaster area by the government in which the Insured Person’s Trip occurs and the area is deemed to be uninhabitable or dangerous.
24. **“Nearest Place of Safety”** means a location determined by the Designated Security Consultant where: 1. the Insured Person can be resumed safe from the Occurrence that precipitated the Insured Person’s Political Evacuation; and the Insured Person has access to Transportation; and 2. the Insured Person has the availability of temporary lodging, if needed.
25. **“Necessities”** means personal hygiene items and clothing.
26. **“Occurrence”** means any of the following situations involving an Insured Person: 1. expulsion from a Host Country or being declared persona non-grata on the written authority of the recognized government of a Host Country; 2. political or military events involving a Host Country, if the Appropriate Authorities issue an Advisory stating that citizens of the Insured Person’s Home Country or Country of Residence or citizens of the Host Country should leave the Host Country; 3. deliberate physical harm of the Insured Person confirmed by documentation or physical evidence or a threat against the Insured Person’s health and safety as confirmed by documentation and/or physical evidence; 4. Natural Disaster in the area you are traveling to and occurring after your effective date; 5. the Insured Person had been deemed kidnapped or a Missing Person by local or international authorities and, when found, his or her safety and/or well-being are in question within seven days of his or her being found.
27. **“Policy Period”** means the dates as shown on your certificate for which premium has been paid;
28. **“Political Evacuation”** means the extrication of a Insured Person from the Host Country due to an Occurrence which could result in grave physical harm or death to the Insured Person and is certified by a governing authority via declaration or warning.
29. **“Pre Departure Period of Insurance”** means the time period from the day after purchase until the scheduled departure date.
30. **“Pre-Existing Condition”** means Medical Expenses for a Pre-existing, Chronic, or Recurrent Medical Conditions that were being treated immediately prior to or whose onset was diagnosed or predicted or could have been avoided prior to travel and any claim arising in the course of travel undertaken against medical advice or where medical advice has been disregarded. See exclusion 1 for details.
31. **“Related Costs”** means food, lodging and, if necessary, physical protection for the Insured Person during the Transport to the Nearest Place of Safety.
32. **“Sickness”** means an illness, disease or condition of the Insured Person that causes a loss for which a Insured Person incurs medical expenses while covered under the Policy. All related conditions and recurrent symptoms of the same or similar condition will be considered one Sickness.
33. **“Strike or industrial action”** means any form of industrial action taken by employees, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of
34. **“Traveling Companion”** means a person or persons with whom you have coordinated travel arrangements, shares the same accommodations as You and intend to travel with during the Trip.
35. **“Trip”** means travel by air, land, or sea from the Insured Person’s Home Country.
36. **“Unexpected Recurrence of a Pre-Existing Condition”** means a sudden and unexpected recurrence of a Pre-existing Condition while outside the Insured Person’s Home Country and does not include coverage for known, scheduled, required, or expected medical care, drugs or treatments existent or necessary prior to the Effective Date of coverage.
37. **“UNINHABITABLE”** is defined as the dwelling is not suitable for human occupancy in accordance with local public safety guidelines. The Insured Person being subpoenaed, required to serve on a jury, hijacked, or quarantined;
38. **“Usual and Customary Charge”** means the average amount charged by most providers for treatment, service or supplies in the geographic area where the treatment, service or supply is provided.

39. **“Valuables/Electronics”** means cellular phones, satellite phones, photographic equipment, tablet PC’s, computers, iPods, CD players and personal music and stereo equipment, CD’s, computers, computer games and associated equipment, hearing aids, telescopes and binoculars, antiques, jewelry, watches, furs, and articles made of or containing gold, silver or other precious metals or animal skins or hides. Any item of value to be evaluated on a case by case basis.
40. **“We”, “Insurer”, “Our”, “Us”** means GBG Insurance Limited and or its affiliated insurers.

## General Exclusions

Unless specified in the Benefits Schedule, in any written endorsement, or agreed by Company in writing, no claim can be made for compensation or payment for damage or expenses caused by or as a result of the following:

1. Pre-Existing Conditions. Medical Expenses for a Pre-existing, Chronic, or Recurrent Medical Conditions that were being treated immediately prior to or whose onset was diagnosed or predicted or could have been avoided prior to travel and any claim arising in the course of travel undertaken against medical advice or where medical advice has been disregarded and inclusive of:
  - 1.1. Any illness, resulting in hospitalization within the previous 12-months prior to the Insured Person (s) beginning travel or
  - 1.2. Has been under a doctor's care for a condition that may result in deterioration of the Insured Person or a diagnosis being changed as a result of testing for a known situation or
  - 1.3. Any changes in prescription drugs, therapies or diet that are a result of a previously known condition that can effect degrade or alter the Insured Person or
  - 1.4. A person with a terminal condition who either with or without medical approval chooses to travel and becomes ill as a direct consequence of that illness or the onset of a complication due to that illness.
  - 1.5. Pre-existing occurrences that are conducive to heart disease or cardiac conditions
2. In respect of Accidental Damage to Natural Teeth, no benefit is payable for injury caused by eating or drinking (even if it contains a foreign body), normal wear and tear, tooth brushing or any other oral hygiene procedure or any means other than extra-oral impact, any form of restorative or remedial work, the use of precious metals, orthodontic treatment of any kind or dental treatment performed in a hospital unless dental surgery is the only treatment available to alleviate pain.
3. Suicide or attempted suicide, intentional self-injury, the effect of intoxicating liquors or drugs;
4. Treatment of hernia, Osgood-Schlatter disease, osteochondritis, osteomyelitis, pathological fractures, congenital weakness whether or not caused by a Covered Accident.
5. Evacuation costs where the Insured Person is not being admitted to a Hospital for Treatment or where costs have not been approved by Company prior to travel commencing;
6. Any costs arising after expiry of the current Period of Insurance; unless this Policy has been renewed for a subsequent 12 months or the Insured Person was being treated during the period of insurance as a result of an accident.
7. Any form of treatment or surgery which in the opinion of the Doctors(s) in attendance and GBG Assist can be delayed until your return to your home country.
8. Any treatment for HIV / AIDS related conditions or illnesses whether pre-existing or diagnosed during or immediately after a covered period under this insurance.
9. Any expenses incurred after you have returned to your home country unless specified by rider and or home country return coverage has been purchased.
10. Medical Expenses in excess of a limit stated in the Benefits Schedule.
11. The amount of the Policy Excess, Deductible or Co-Payment, as stated on the Certificate of Insurance;
12. Any cost resulting in an illness, Injury or death from the misuse of drugs or being under the influence or effect of alcohol (other than a legally prescribed medication by a licensed medical professional).
13. Needless self-exposure to peril except in an attempt to save human life.
14. Intentional or fraudulent acts on the Insured Person's part or their consequences;
15. Trips specifically made for the purpose of obtaining medical treatment.
16. Cosmetic surgery or remedial surgery, removal of fat or other surplus body tissue and any consequences of such Treatment, weight loss or weight problems/eating disorders, whether or not for psychological purposes, unless required as a direct result of an accident which occurs during the Period of Insurance;

17. Treatment for alcoholism, narcotics, drug and substance abuse/dependency or any addictive condition of any kind and any injury or illness arising from the Insured Person being under the influence of alcohol, drugs or any other intoxicating substance;
18. Pregnancy, childbirth whether normal or complicated, including the transfer of a pregnant woman to hospital to give routine childbirth or air travel when the Insured Person is more than 20 weeks pregnant and was NOT a result of an accident or onset of complications relating from an accident.
19. Treatment for mental or nervous disorders, including transitional life events, homesickness, fatigue, jet-lag or work related stress; the costs of psychotherapists, psychologists, family therapists or bereavement counselors.
20. Use of any type of firearm(s) (Defined as any device that discharges a projectile of any type).
21. Any expenses relating to *search and rescue* operations to find an Insured Person in mountains, at sea, in the desert, in the jungle and similar remote locations including air/sea rescue charges for evacuation to shore from a vessel or from the sea;
22. Charges or fees incurred for the completion of Medical Claim Forms;
23. Expeditions, and mountaineering and or trekking above 3500M or 11,500 feet is considered extreme sport and not covered, included and not limited to.
  - 23.1. Expeditions to Mt Everest, K2, Kilimanjaro, Antarctica, the Arctic, North Pole and Greenland.
24. For all claims within Cuba: the insured must pay the service provider at time of service and apply for reimbursement upon return to the US/Country of Residence. Important information for AMERICANS traveling to CUBA. Americans must have US government approval and proper documentation when traveling to Cuba or the claim will be denied.
25. Travel Limitations: Countries that are restricted are limited to North Korea, Iran, Syria and any other locations that are known to be under duress/alert or pose a higher risk prior to departing for a trip. Should a client or broker be in doubt they should contact GBG for clarification or risk evaluation.
26. Motorcycle vacations or holidays of any kind.
27. The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.
28. War Insurrection and Terrorism: See 29-32
  - 28.1. Nuclear, and Weapons of mass destruction: means the use of any explosive nuclear weapon or device or the emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement or death amongst people or animals.
  - 28.2. Chemical Weapons: mass destruction means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing incapacitating disablement or death amongst people or animals.
  - 28.3. Utilization of Biological weapons of mass destruction means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesized toxins) which are capable of causing incapacitating disablement or death amongst people or animals.
  - 28.4. Terrorism: Terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Including but not limited to, the actual use of force or violence and/or the threat of such use. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organization(s) or governments(s).

## CLAIMS PROCEDURES

GBG only wishes you the best of health and safety during your travels and wants you to be secure in a medical situation while travelling abroad. In the event of a claim please go to [www.gbg.com](http://www.gbg.com) and download the TRAVEL CLAIM FORM. You may file your claims electronically to GBG by following the instructions on the form.

Required Documentation for all claims:

- All claims must be submitted with proof of travel including flight records
- Medical Records: Doctors Notes Reports, Bills, Receipts including names and addresses.
- Proof of loss and detailed description of loss
- Police Reports (if applicable)
- Baggage Loss/Theft (if applicable)– Airline records MUST INCLUDE confirmation of claim including phone numbers and any applicable reports from the carrier.
- Any additional documentation requested by the Insurer to support your claim.

## ACCESSING AND ADMINISTERING YOUR BENEFITS VIA NETWORK PROVIDERS

### Preferred Provider Network

The Company maintains a Preferred Provider Network both within and outside the United States. Within the United States, the Company recommends the use of the Preferred Provider Network for maximum benefit payment. Please visit [www.gbg.com](http://www.gbg.com) for a complete list of providers.

## REFUND PROCEDURE AND POLICY

This plan may be refunded for 100% of premium minus the initial application fee. Processing and acceptance of a refund is contingent upon written notification to the Insurer and must be received by us PRIOR to the EFFECTIVE DATE OF THE POLICY. If a refund is requested AFTER the inception date of the policy the unused portion of the policy will be refunded on a prorated basis PROVIDED NO CLAIM (S) have been submitted to the Insurer. If there is a claim in process or has been previously paid then policy will be deemed as 100% non-refundable.

## ADDITIONAL BENEFITS OF INSURANCE

### Disappearance

If an Insured Person has not been found within one (1) year of the disappearance, stranding, sinking or wrecking of any conveyance in which an insured was an occupant at the time of the accident, then it will be assumed, subject to all other terms and conditions of the policy, that an insured has suffered a loss of life under the policy.

### Exposure

If as the result of an accident an insured is caused to be unavoidably exposed to the elements and as a result of the exposure there is a loss, then such loss will be covered under the policy.

This policy is insured by:



GLOBAL BENEFITS GROUP  
*Insurance Without Borders™*



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