

I. SPECIAL CONDITIONS

Foyer Global Health PROTECT

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1. Scope of cover

The insurer provides benefits for the *diseases*, accidents, and other events stipulated in the policy.

In the event of a claim the insurer provides reimbursement of the cost of treatment and other agreed benefits.

Within the monetary limits of this policy the insurer pays for the medical expenses of each of the insured persons set out in the policy schedule and who have taken out cover under the terms of this policy.

2. Geographic scope

The insurance is valid for the following regions:

- Region 1: Worldwide
- Region 2: Worldwide excluding the United States

If insurance cover relates to region 2 then in the event of temporary travel outside these countries (i.e. in the event of temporary residence for a maximum of six weeks) then insurance cover shall only apply for medical emergencies, accidents and death.

Travel for the purpose of treatment in a non-agreed region is not insured.

Any change in the country of residence of the insured person must be notified immediately, since this change affects the premium.

3. Insurability

All persons who are temporarily abroad for at least 1 month and who are under the age of 55 when applying for insurance are insurable.

The *insurer* can terminate any individual insurance, if the law regarding insurance cover for nationals, residents or impatriates in a country changes with the effect that the insurance cover provided by the *insurer* is in breach of national law.

3.1 Moratorium clause

Instead of a comprehensive medical risk assessment a moratorium clause will be applied. All existing illnesses and ongoing treatments are excluded from insurance cover.

4. Duration

The insurance policy begins on the date specified in the Particular Conditions (policy effective date) and ends at the specified end-date. The maximum insurance period is 12 months.

5. Benefits

5.1. General information

The *insurer* will provide a 100% refund of eligible expenses, as described and to the extent set out in the following benefit overviews, unless otherwise agreed in the policy conditions or policy definitions.

5.2. Deductibles

Depending on the insurance plan taken out the *insurer* will provide 100% refund of eligible expenses up to the maximum annual limit specified in the following benefit overviews, unless otherwise agreed in those benefit overviews, the general information, the policy conditions or policy definitions.

5.2.1 Deductibles

The Global Health Protect plan has the following deductible variants:

- EUR 0
- EUR 250

The deductible applies per insurance year and per insured person and only for outpatient medical care.

If the insured person has agreed a deductible with the *insurer*, the *insurer* will refund 100% of eligible expenses for outpatient treatment less the agreed deductible.

Expenses are allocated to the policy year in which the doctor or medical practitioner has been consulted and the medication, dressings and medical aids were provided.

5.2.2 Increased benefits for region 1

If the policyholder has taken out insurance cover for region 1 (= worldwide) then the limits and maximum amounts set out in 4.3.2, 4.3.3 and 4.3.4 will be doubled (irrespective as to whether the medical treatment takes place in the United States or not).

If a benefit is limited to a certain number of days or sessions then this limit applies unchanged. If a deductible has been agreed, this will remain unchanged.

5.3. Benefits

5.3.1. General

The insured person is free to choose between the established and recognised doctors and dentists in the country in which the treatment is to be provided. As far as is provided for in the tariff, the services provided by *other people*, who offer medical treatment may be acceptable for cover.

Medical and dental services, as well as the services provided by other *medical practitioners are eligible for cover*, in so far as their charges are calculated on the basis of scales of charges that are typical in that country. Cover may also apply to charges that exceed those scales if these are justified and reasonable in view of the illness and any diagnosis-related complications. In the case of *practitioners* such as masseurs, midwives or naturopaths, for which no separate scale of charges exists in the foreign

country, the *insurer* will use the comparable remuneration for doctors or else the usual prices in that country.

The *insurer* provides cover within the policy scope for examinations or treatment methods and *medications* that are recognised by orthodox medicine. The *insurer* also provides cover for methods and medicines that have been seen to be effective in practice or are used because no orthodox medical protocol exists. The *insurer* may however reduce the benefits payable to the level that would have applied if available orthodox medical protocols and medicines had been used.

5.3.2. Inpatient treatment

Overview

General hospital treatment and accommodation and care in a single or twin-bed room
Medical services (including pathology, radiology, computed tomography, magnetic resonance imaging, positron emission tomography and palliative care)
Hospital costs, including operating room, intensive care and laboratory
Surgery and anaesthesia
Operations performed as an outpatient instead of inpatient
Drugs and dressings
Physiotherapy, including massage
Therapies, including occupational therapy, light therapy, hydrotherapy, inhalations, packs, medical baths, cold and/or heat treatment, electrotherapy
Therapeutic aids and appliances
Congenital conditions
Cancer therapy, oncology medicines and medical treatment, including reconstructive surgery after breast cancer
Bone marrow or organ transplantation (costs for both donors and recipients)
Refund of parent's costs when accompanying a child under 18 for inpatient treatment
Home nursing care and domestic help instead of a hospital stay
Daily hospital allowance for inpatient treatment, for which no cost refund is claimed from the <i>insurer</i>
Inpatient rehabilitation
Hospice
Day hospital (partly inpatient) treatment
Transport to the next available suitable hospital for primary care after an accident or in an emergency

Detailed benefit descriptions

General hospital treatment and accommodation and care in a single or twin-bed room

When medically treatment becomes necessary in a hospital environment then the insured person can choose freely between hospitals in the country where treatment is to take place. Treatment in a hospital means any treatment, in which the person to be treated is admitted to a hospital for at least 24 hours to be treated medically and receive care.

When medically necessary treatment is carried out in hospitals that also provide cures or sanatorium or convalescence treatment, cover is only provided for those benefits set out in the policy and where the insurer has approved these in writing before the start of treatment.

The *insurer* provides cover for the duration of inpatient treatment without any time limit. The *insurer's* service centre must be contacted before, or on admission to, the hospital.

Medical services (including pathology, radiology, computed tomography, magnetic resonance imaging, positron emission tomography and palliative care)

Cover shall apply to the expenses incurred for the necessary medical treatment as an inpatient for examinations, diagnostics and therapy.

Hospital costs, including operating room, intensive care and laboratory work

This refers to other costs for the use of specialised facilities such as operating theatres, intensive care units and the laboratories.

Surgery and anaesthesia

This refers to costs incurred for the necessary services, such as for example medical services, anaesthesia and the use of specialised facilities. Expenses for outpatient surgery are also eligible in so far as these replace an inpatient stay.

Operations performed as an outpatient instead of inpatient

Outpatient treatment, which can be performed in a doctor's surgery or in a hospital, but does not require to be followed by a stay overnight or a hospital stay.

Drugs and dressings

Medicinal products, dressings, treatment and medical aids must have been prescribed by a competent medical authority in the hospital during an inpatient stay. In addition, the medicines must have been obtained from a pharmacy supplied by a source approved by the authorities.

Classic homoeopathy medicines are also considered as fully-fledged medicines.

Nutritional food, tonics, mineral water, cosmetics, products for personal hygiene as well as bath salts are not considered to be medicines.

Physiotherapy, including massage

Physiotherapy and massages must have been prescribed by a hospital doctor as part of inpatient medical treatment. In addition, they must be performed by a doctor or a certified therapist. The prescription must be issued before the start of treatment and mention the diagnosis and the type and number of sessions.

Therapies, including occupational therapy, light therapy, hydrotherapy, inhalations, packs, medical baths, cold and/or heat treatment, electrotherapy

These physio-medical services must have been prescribed by a hospital doctor as part of inpatient medical treatment. In addition, they must be performed by a doctor or a certified therapist. The prescription must be issued before the start of treatment and mention the diagnosis and the type and number of sessions.

Therapeutic aids and appliances

Cover applies to costs incurred for those medical aids that serve as a life-saving measure or directly mitigate or compensate for physical disabilities, such as cardiac pacemakers. These must be adjusted during the inpatient stay and remain in or on the body. Expenses for the repair of such medical aids are eligible for reimbursement under the above terms and conditions.

Congenital conditions

The *insurer* provides cover for eligible expenses up to a maximum amount of EUR 100,000 for the entire lifetime for all disorders or diseases found at birth, anomalies, birth defects and malformations, errors during birth, prematurity and malformations including related illnesses.

Cancer therapy, oncology medicines and medical treatment, including reconstructive surgery after breast cancer

As part of inpatient hospital care the *insurer* assumes the eligible expenses for medical services, diagnostic tests, radiation therapy, cancer therapy, medicine and hospital costs.

Bone marrow or organ transplantation (costs for both donors and recipients)

In cases of bone marrow or organ transplantation (for example heart, kidney, liver, pancreas) the *insurer* assumes the eligible expenses for both the patient as well as the donor up to a maximum amount of EUR 150,000* over the person's entire lifetime. Recoverable costs are those associated with organ procurement from an organ donor, the costs for organ transportation to where the patient is located as well as the expenses for possible inpatient stay for the donor, but not the costs for searching for an organ or a suitable donor.

Refund of parent's costs when accompanying a child under 18 for inpatient treatment

The *insurer* will refund the additional expenditure for the prescribed presence of a parent at the bedside of a child under 18 admitted for inpatient treatment.

Home nursing care

The *insurer* will assume the eligible expenses for prescribed home nursing care by appropriate, trained persons as a substitute for a medically recommended hospital stay or to shorten such a stay. Home nursing care is in addition to medical treatment and is refundable in addition to this. The *insurer* will refund this for a maximum of 30 days per hospital stay after written approval.

Flat daily hospital charge for inpatient treatment where no claim has been made on us

The *insurer* will pay a flat hospital charge of EUR 75 per day for inpatient treatment where no claim has been made on the *insurer*.

Inpatient rehabilitation

Costs are refundable for inpatient rehabilitation in continuation of medically necessary inpatient hospital treatment, for example, after bypass surgery, a heart attack, organ transplantation, as well as operations on large bones or joints, provided and to the extent that the *insurer* has accepted this in writing. Inpatient rehabilitation must in principle begin within 2 weeks after discharge from the hospital. Cures and stays in cure establishments, spas, sanatoriums and convalescent homes as well as in nursing homes are not insured. The *insurer* will refund inpatient rehabilitation for a maximum of 21 days per hospital stay after written approval.

Hospice

If no non-hospital care for the insured persons can be provided in their own or a family member's home, and under the condition that the hospice works with experienced palliative medicine nurses and doctors as well as being under the technical responsibility of a nurse or other qualified person, who has several years' experience in palliative care or has appropriate training and can prove training for a responsible positions in palliative care, the *insurer* will reimburse expenses for accommodation, food, care and support depending on the condition.

A prerequisite for the granting of benefits for full or semi-inpatient hospice treatment is that the insured person must be suffering from an illness

- that it is progressive, meaning that it is progressively getting worse, and has already reached an advanced stage and
- Recovery is not possible so that inpatient palliative care is necessary and only a limited life expectancy of weeks or a few months can be expected.

Hospice benefits will be granted in particular for the following conditions:

* The quoted amounts apply – if not otherwise specified – per person and insurance year

- Advanced cancer
- Full-blown state of the infectious disease Aids
- Disease of the nervous system with inexorable progressive paralysis
- Final state of chronic kidney, liver, heart, digestive tract or lung disease.

Hospice expenses will be refunded for a stay of up to 5 weeks per policy period.

Day hospital (partly inpatient) treatment

Day hospital treatment shall mean treatment in a hospital without overnight stay. The length of the stay in hospital is between eight and 24 hours.

Transport to the next available suitable hospital for primary care after an accident or in an emergency

The *insurer* will reimburse the reasonable transport costs to the nearest suitable hospital or to the nearest suitable medical facility.

5.3.3. Outpatient treatment

Overview

Medical services (including pathology, radiology, computed tomography, magnetic resonance imaging, positron emission tomography and palliative care)
Cancer therapy, medicines, and oncology medical services
Congenital conditions
Acupuncture, homoeopathy, osteopathy and chiropractic, including medicines and dressings
Drugs and dressings
Over-the-counter medicines
Physiotherapy, including massage
Therapeutic aids and appliances
Transport to the nearest suitable doctor or hospital for primary care after an accident or emergency by rescue services recognized using transportation means that are appropriate in the situation

Detailed benefit descriptions

Medical services (including pathology, radiology, computed tomography, magnetic resonance imaging, positron emission tomography and palliative care)

Cover shall apply to the expenses incurred for the necessary medical treatment as an inpatient for examinations, diagnostics and therapy.

Eligible expenses are, inter alia, costs for pathology, radiology, computed tomography, magnetic resonance imaging, positron emission tomography, chemotherapy and other oncology (cancer) medical services as well as for vaccination and prophylactic measures.

Cancer therapy, medicines, and oncology medical services

Outpatient services are refunded in connection with chemotherapy and oncology medical services.

Congenital conditions

The *insurer* provides cover for eligible expenses up to a maximum amount of EUR 100,000 for the entire lifetime for all disorders or diseases found at birth, anomalies, birth defects and malformations, errors during birth, prematurity and malformations including related illnesses.

Acupuncture, homoeopathy, osteopathy and chiropractic, including medicines and dressings

The *insurer* will only cover eligible expenses if the above treatment is carried out by doctors or other practitioners, who can prove they have certified appropriate training in the country where the treatment is given and that they are approved or authorised there to dispense such treatment.

The medicines and dressings prescribed by those doctors or physicians in the course of the treatment are also eligible for reimbursement.

The *insurer* will reimburse these services up to an amount of EUR 1,000* per year of insurance.

Drugs and dressings

* The quoted amounts apply – if not otherwise specified – per person and insurance year

Medicines and dressings must be prescribed by a medical doctor or dentist or a person working under their authority. Such medicines must come from a pharmacy or other officially approved supplier. Nutritional food, tonics, mineral water, cosmetics, products for personal hygiene as well as bath salts are not considered to be medicines.

Over-the-counter medicines

Non-prescription medicines may be bought without a prescription; usually they are for the treatment of symptoms of common diseases for which a doctor visit is not necessarily required.

The *insurer* will reimburse these up to an amount of EUR 50** per year of insurance.

Physiotherapy, including massage

This means physio-medical services (physiotherapy and exercise therapy, massages), that are available on prescription. In addition, they must be performed by a doctor or a certified therapist. The prescription must be issued before the start of treatment and mention the diagnosis and the type and number of sessions.

The *insurer* will reimburse up to 15 sessions per person per year of insurance.

Therapeutic aids and appliances

Costs eligible for refund are those incurred for the purpose of outpatient treatment for orthopaedic and prosthetic appliances, as well as other material up to EUR 750*, which are used to prevent physical disabilities or directly to mitigate or compensate for this. Medical aids must be prescribed by a doctor and must not be considered as general consumer goods.

Medical aids for the purpose of outpatient treatment shall mean: Bandages, trusses or shoe inlays, crutches, hearing aids, compression stockings, artificial limbs/ prostheses (excluding dental prostheses), lounge and seat pans, orthopaedic body, arm and leg support devices and speech equipment (electronic larynx).

The following medical aids are eligible only after prior written agreement of the insurer: Wheelchairs, cardiac and respiratory monitoring devices, infusion pumps, inhalation devices, oxygen equipment and surveillance monitors for babies. Other aids are not considered as medical aids.

Expenses for the repair of such medical aids are eligible for reimbursement under the above terms and conditions. Expenses for sanitary supplies such as pads and massage devices for example, as well as for use and maintenance of such aids are not eligible for refund.

Transport to the next available suitable hospital for primary care after an accident or in an emergency

Cover shall apply to the expenses of transportation to the nearest suitable hospital for primary care after an accident or in an emergency.

5.3.4. Dental treatment

Overview

* The quoted amounts apply – if not otherwise specified – per person and insurance year

Benefits overview: Dental treatment
General dental care
- Treatment for oral mucosa and gum disease
- Simple fillings
- Surgical treatment, extractions, root canal work

Detailed benefit descriptions

General dental care

- Treatment of mouth and gum disorders
- All simple fillings - either amalgam (silver) or plastic (white)
- Root canal work
- Anaesthetist costs
- Surgery
- Extractions

This dental treatment only serves to alleviate pain.

5.4. Cover limitations

Cover does not extend to *diseases*, including their consequences, as well as for death and the consequences of accidents due to military operations, military service, riot and civil commotion, not expressly included in the insurance.

There is no cover for illnesses, treatment and accidents caused wilfully nor their consequences or for treatment or stays in an institution for drug withdrawal.

Unless otherwise laid down in the tariffs, there is no cover for *cures* and treatments as well as for rehabilitation in a sanatorium.

There is no liability to provide cover for treatment provided by spouses, parents or children. Proven material expenses will be reimbursed.

There is no cover for cosmetic measures of all types and their consequences.

There is no cover for attempted suicide.

For treatment provided by doctors, dentists, naturopaths and in *hospitals*, for which the insurer has refused refunds for serious reasons, no benefit is payable if the insured event occurs after the policyholder has been notified of the exclusion. If at the time of claims notification treatment has not yet finished, there is no obligation to refund costs incurred more than three months after said notification.

There is no cover for accommodation due to dependency (long-term care) or minding.

There is no cover for medical reports, treatment and expense summaries that the policyholder or insured persons are bound to supply.

There is no cover for the insured person's loss of autonomy or when the insured person needs to be constantly looked after. Staying at home and/or receiving non-medical care at home or in a convalescence home or similar or in a psychiatric home or similar shall give rise to no cover.

If medical care or other treatment delivered shall exceed that which is medically necessary then the insurer may reduce its benefits accordingly. In addition, the *insurer* shall be entitled to such a reduction, if excessive sums are charged for such medically necessary treatment or for any other service.

The *insurer* does not provide cover for the operational and hormonal approximation of the biological sexual characteristics of the other sex.

The *insurer* does not provide cover for treatment or surgery to correct vision, for example by laser, refractive keratotomy (RK) and photo refractive keratotomy (PRK). Cover does apply to the correction of vision when this is necessary due a disorder, illness or injury (e.g. cataract or detached retina).

6. Tariff

The premium shall be set at the time of taking out cover on the basis of the country in which the *insured persons* are staying.

II. Medical Assistance Services and Additional Services

In association with a health insurance product from Foyer Global Health

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1. Object of the Medical Assistance Services and Additional Services

The insurer provides the medical assistance services and additional services within the scope of medically necessary treatments for illnesses, accidents, in particular emergencies, and other events.

2. Geographical coverage

The medical assistance services and additional services are effective worldwide.

3. Services

3.1. General information

The type and scope of the medical assistance services and additional services provided by the insurer are in accordance with the following service overviews, unless otherwise stated in these service overviews, our general remarks in the general conditions, or in the definitions.

3.2. Medical Assistance Services

The medical assistance services and the additional services can only be concluded in conjunction with a health insurance product from Foyer Global Health.

Medical assistance overview

24-hour telephone and email service with experienced advisers, doctors and consultants
Medically necessary ambulance service and return transport
Information on the medical infrastructure/care with due consideration for the required language
Support and information (second opinion, monitoring the course of the illness)
Guaranteed payment of costs, particularly in preparation for the stay in hospital
Payment of an advance
Support and information on the type, possible causes and treatment options/forms of therapy for the illness and information about specialist medical terms
Support in organising a "doctor-to-doctor" discussion
Assistance in choosing the prescribed medication, comparable preparations and their side effects
Medical support and advice prior to travelling (vaccinations, putting together a first-aid kit)

24-hour telephone and email service with experienced advisers, doctors and consultants

Medical assistance is available 24 hours a day, 7 days a week and 365 days a year by calling the medical assistance hotline.

Ambulance service and return transport

This service covers a medically justified and necessary ambulance service and return transport, both in the country of residence or to a cross-border location. The costs of medically justified and necessary accompaniment during transport are also included in the service provided.

- The ambulance service and return transport may also be carried out due to inadequate medical care and inadequate standards of hygiene in the hospital providing the treatment.
- The ambulance service and return transport must be ordered by the doctor in charge, and there must be a prior approval from the insurer to cover the cost.
- The ambulance service and return transport to a hospital suitable to provide further treatment will occur after this has been agreed between the doctor in charge and the insurer.
- Subject to agreement with the insurer, return transport can also be to the insured's current place of residence or last permanent place of residence in the insured's home country or country of origin, if the insured event occurred outside the country of residence.

Information on the medical infrastructure/medical care with due consideration for the required language

- Designation of doctors, hospital consultants, hospitals and specialist hospitals in the surrounding area of the insured party, particularly with regard to the required language
- Advice and support in the selection of a treatment location in the case of a medically necessary transfer/change of care provider

Support and information (second opinion, monitoring the course of the illness)

- Support and organisation of a second medical opinion (medical findings) from a specialist in the relevant medical field in the event of life-threatening and serious illnesses and health disorders
- Support in selecting a specialist and hospital, and in the organisation of admittance and discharge
- Organisation and support in monitoring the course of the illness/ recovery by doctors and the insurer's contacts

Guaranteed payment of costs, particularly in preparation for the stay in hospital

- Submission of a cost payment guarantee, e.g. in the event of planned inpatient treatment
- Direct settlement of costs with the doctor/ hospital in charge is possible

Payment of an advance

Payment of an advance to the insured person(s) if the care provider and/or hospital only accepts cash payments

Support and information on the type, possible causes and treatment options/forms of therapy for the illness and information on specialist medical terms

Advice, clarification and explanation of medical matters in the event of the insured person becoming ill, particularly with regard to causes and treatment options/forms of therapy for an illness and explanation of specialist medical terms

Support in organising a "doctor-to-doctor" discussion

In the event of illness and a deterioration in health, e.g. in the case of chronic ailments, the insurer will help to organise a "doctor-to-doctor" discussion, e.g. between the patient's doctor in the country of departure/ origin and in the country of residence

Assistance in choosing the prescribed medication, comparable preparations and their side effects

- Information on drugs and their side effects and interactions with other preparations and pre-existing medical conditions.
- Information on comparable and identical preparations

Medical support and advice prior to travel (vaccinations, putting together a first-aid kit)

- Medical information on standards of hygiene in the country of residence
- Advice and information on recommended vaccinations for the country of residence, especially in the event of pre-existing medical conditions
- Support in putting together a first-aid kit with due consideration for the standards of hygiene and weather conditions in the country of residence.
- Advice and information can be obtained from the insurer by telephone and email

3.3. Additional Services

There will be an entitlement to receive "additional services" if the insurance service is agreed for the insured party in accordance with the certificate of insurance (CP).

Overview of additional services

Return transport to the country of residence
Organisation of patient visits for relatives
Delaying the return journey
Procurement and dispatch of essential drugs
Organisation of return transport or childcare
Transfer of the mortal remains and organisational support in the event of death
Help with any psychological problems arising from the stay abroad
Document storage (storage and obtaining replacements in the event of loss)
Arrangement of legal assistance in the event of legal difficulties
Arrangement of a relocation service
Arrangement of intercultural training (information on the local culture)

Return transport to the country of residence

When it is agreed by the insurer, and it is medically necessary to transport the insured party for treatment, the insurer will reimburse the transportation costs (first class rail ticket, Economy Class flight) for the insured party's return trip to the country of residence, subject to prior agreement, up to a value of EUR 3,000.

Organisation of patient visits for relatives

In the event of inpatient treatment due to an emergency, the insurer will organise the visit of one family member to the place of treatment and back home, and will pay the travel costs up to a total of €3,000*, if the inpatient treatment lasts at least 7 days and the insurer's cost payment guarantee is available. (The costs of a first class rail ticket and Economy Class flight will be paid)

Delaying the return journey

If the return journey from the country where the patient is staying has to be delayed (when travelling back to the country of origin/home country or to a new country) due to a medical emergency affecting an insured party, resulting in the inability to travel, the insurer will reimburse the costs to change/cancel the hotel and flight bookings up to €3,000*.

Procurement and dispatch of essential drugs

If an insured person takes essential drugs that are not available in the country where the insured person is staying, the insurer will endeavour to obtain these drugs as quickly as possible. This is provided that the drug is legally approved in the country where the insured person is staying and its import does not contravene any legal regulations

Organisation of return transport or childcare

- In the event of both parents being required to stay in hospital because of a medical emergency, the insurer will organise childcare by a suitable service provider, and will pay the costs for this, for the duration of the inpatient treatment but no longer
- If both parents are treated as inpatients in hospital during a holiday because of a medical emergency, the insurer will reimburse the costs for the children (up to 18 years of age) to travel to their current place of residence in their country of residence

Transfer of the mortal remains and organisational support in the event of death

- Completion of the necessary formalities to transfer or cremate the mortal remains, in particular obtaining the death certificate, the accident report, establishing contact with the authorities/consulate and establishing which relatives are entitled to authorise transfer or cremation
- Reimbursement of the costs for the transfer of the mortal remains to the country of departure or home country and the costs for the formalities associated with the transfer up to an amount of €10,000*
- Transfer of the urn to the country of departure or home country in the event of cremation
- Funeral costs are not insured

* The quoted amounts apply – if not otherwise specified – per person and insurance year

Help with any psychological problems arising from the stay abroad

- The insurer will offer counselling in the event of a psychologically stressful situation
- The insured person(s) will receive psychologically therapeutic support by telephone from experienced doctors, and advice on the course of action to take, up to a maximum of 5 conversations

Document storage (storage and obtaining replacements in the event of loss)

- The insurer offers a storage facility for important documents (e.g. passport, visa, driving licence, vaccination certificate, and other important documents).
- If the original document is lost, a copy will be sent by email, fax or courier, and support will be provided in obtaining a replacement.

Arrangement of legal assistance in the event of legal difficulties

If required, the insurer will provide selected English-, German-, French- or Spanish-speaking lawyers/experts in the country of residence.

Arrangement of a relocation service

If required, the insurer will arrange special service providers to organise relocation and provide support in looking for accommodation if necessary.

Arrangement of intercultural training (information on the local culture)

If required, the insurer will arrange country-specific and intercultural training on living and working abroad in preparation for the stay abroad.

4. Tariff

The insurance premium is indicated in the certificate of insurance (CP).

III. Definitions

Accident	Accident is a sudden unexpected external event that affects the body and damages health
Acupuncture.	Acupuncture is a method in ancient Chinese traditional medicine that cures illnesses or reduces pain with the help of fine needles placed into the body. Orthodox medicine recognises this primarily as a method for pain relief.
Assistance company	An assistance company is specialised in providing insured persons with advice and help in emergency situations or for hospital treatment. Additional services that may facilitate the insured person's stay abroad, as well as the reimbursement of certain costs, for example repatriation costs will be provided through the assistance partner. The complete range of services can be found in the enclosed Assistance conditions.
Cancer	Cancer is the general term for all malignant diseases caused by a proliferation of modified cells (tumour, carcinoma). These cells can destroy the surrounding tissue and produce secondary tumours (metastases).
Chiropractic	A Chiropractic is also known as manual therapist. Displaced or distorted vertebrae are "put back" again or other joints "reset" using special techniques.
Conservation treatment	Conservation treatment is treatment for the conservation of teeth (e.g. fillings, root canal work).
Conventional Medicine	Conventional Medicine is the university based, scientific and therefore generally accepted and applied form of medicine.
Conversion	Conversion is the alteration of policy cover with the insurer, e.g. change of deductible or amount of the deductible whereby the policyholder and the insured persons retain the guarantees and rights the policyholder has acquired out of policy cover that has remained uninterrupted with the insurer.
Country of Origin	The country of origin is the country in which the insured person was permanently living in before relocating to another country abroad.
Country of residence	The country of residence is the country in which the insured person will be living in after the beginning of the stay abroad.
Daily hospital allowance	If the policyholder does not claim reimbursement from the insurer for an insured person in respect of medically necessary inpatient treatment then the insurer will pay depending on the plan level, a daily hospital allowance per prescribed day in hospital occurs.
Deductible	A deductible causes the insured persons to retain a certain portion of the costs themselves. A deductible is the self retention of the policyholder and/or the insured person in the insurer's reimbursement payments. If a deductible has been agreed this will be documented in the policy schedule
Dentist	A practitioner who focuses on diseases of the teeth and mouth.
Doctor	A doctor is a physician (general practitioner or specialist) or holder of a medical diploma, which is recognized by law in the country in which the treatment is provided and who is authorised to provide medical care (see treatment). The insured persons are free to choose a doctor, who meets these criteria.
Domestic help	Domestic help is a part of home nursing care. It includes assistance for normal regularly recurring chores of domestic daily life, such as grocery shopping, cooking, cleaning the home, washing up, changing and washing clothes and ensuring comfort of the home is maintained.
Dressings	Dressings are material applied as a bandage
Drugs	Drugs are active substances which are used, alone or in a mixture with other substances in the diagnosis or treatment of disease, suffering, bodily injury or pathological complaints. Food, cosmetics and toiletries are not

	considered to be drugs. Drugs must be prescribed by a physician and must be delivered by a pharmacy. Commonly stated as: Medicines, pharmaceuticals.
Emergency	An emergency is understood to be the sudden occurrence of an acute illness or acute deterioration in health, which is a direct threat to the state of health of the insured person.
Functional therapeutic and functional analytical services	An investigation and treatment method for diagnosing disorders and diseases of the entire mouth area that is associated to dental treatments.
Home Country	The home country is the country of which the insured person is a national, or to which he/she is to be transferred to in the event of death
Homoeopathy	Homoeopathy is based on three pillars: the similarity rule, the remedy picture and the potentiality of the substances. A specialist in homoeopathy assumes that a disease that manifests itself in specific symptoms can be cured by a substance that causes similar symptoms in healthy people.
Hospice	An institution that exclusively serves the purpose of providing patients with a life expectancy of only a few months with care and alleviating the life-threatening symptoms by palliative medical care
Hydrotherapy	Hydrotherapy is the targeted treatment by external application of water.
ICD codes	ICD stands for International Classification of Diseases. It is an international system for coding and classification of all known diagnoses.
Implant treatment	Implant dentistry services are understood to be the inserting of dental implants (metal or ceramic) as root substitutes or in toothless gums.
Inpatient rehabilitation	Inpatient rehabilitation is a medical procedure to restore a person back to their previous physical condition after a serious illness/operation, for example, after bypass surgery, heart attack, transplantation of organs, as well as operation on large bones or joints, or a serious accident.
Insurance proposal	The application for insurance is made by a person/ policyholder and/or the insured persons by means of a proposal form provided by the insurer.
Insured	The person(s) named in the insurance policy.
Insurer	The term "insurer" shall mean Foyer Santé S.A. 12, rue Léon Laval L 3372 Leudelange, being the insurance company issuing this policy.
Magnetic resonance imaging (MRI)	This is understood as a diagnostic technique for visualisation of the internal organs and tissues with the help of magnetic fields and radio waves.
Medical treatment	Medical treatment is understood to be the diagnostic and therapeutic measures classified as medical services which serve to recognise or alleviate and cure health problems, disease or injury. Treatment is deemed to be medically necessary on the basis of objective medical findings and scientific knowledge at the time of treatment, it is seen as reasonable and therefore medically necessary.
Medically necessary	Medically necessary are all actions that are suitable for healing or alleviating a disease/ an illness
Oncology	Oncology is a branch of internal medicine, which is concerned with the development, diagnosis, and treatment of tumours and tumour-related diseases.
Operations performed as an outpatient instead of inpatient	Operations that can be performed on an outpatient basis at the doctor's surgery or in the hospital but do not require an overnight or longer stay in the hospital.
Osteopathy	The osteopathic approach to medicine includes comprehensive manual diagnostics and therapy of the malfunctioning of the body's musculoskeletal framework, internal organs and the nervous system. It is mainly used in chronic pain of the vertebral column and the peripheral joints.

Palliative Care	Palliative therapy is the extensive and active treatment of patients with a limited life expectancy for which curative therapy is no longer possible in their condition. This type of treatment provides the best possible quality of life for the patient and his/her family.
Partly inpatient treatment	Partly inpatient treatment means a stay in a day or night clinic or hospital, in which the patient is in the hospital during the day or at night but for which a full-day (24-hour) inpatient basis is no longer required.
Policyholder	The person who takes out the insurance policy and is responsible for premium payment, or else any person who as a result of an agreement between the parties acts on their behalf, or the dependants of the policyholder on his/her death.
Policy schedule	The insurance cover that has been agreed for the insured persons as well as the premium due are documented in the schedule.
Positron emission tomography (PET)	Positron emission tomography (PET) is a non-invasive imagery process based on the detection and imagery of a substance with positron emitters spread inside the patient's body. The concentration of these "markers" in a tumour can then be quantified, the substance is injected intravenously, and the radiation is detected with external detectors. With the help of PET important biological processes can be visualised in tumours
Practitioner	Practitioners can be a person(s) who besides doctors also have recognised and well-founded training in their area of treatment and are authorised for treatment in that speciality in the country in which the treatment is to be provided. The following are understood to be practitioners: Naturopaths, speech therapists and midwives as well as independent practitioners practising in state approved medical ancillary professions (for example massage therapists and medical attendants, physiotherapists). The insured persons are free to choose a practitioner who meets these criteria.
Pre-existing conditions	Pre-existing conditions are conditions and their consequences, or the results of an accident, of which the policyholder or the insured persons were aware or had treatment for before policy inception. By special agreement with the insured person these can in principle be included. Pre-existing conditions that were not disclosed on proposing for insurance are not insured.
Prophylactic Measures	Prophylactic measures are a part of preventive medicine. These are individual and general measures to prevent imminent diseases (e.g. vaccination, passive immunisation, precautionary medication at the point of entry in areas at risk, accident prevention etc.).
Region	Insurance cover is valid for the following regions: <ul style="list-style-type: none"> • Region 1: Worldwide • Region 2: Worldwide excluding the United States
Scale of charges	A scale of charges is the foundation on which the calculation of medical or dental services is based. These may differ from country to country.
Second Opinion	Second opinion or medical opinion is medical advice by another doctor, who has so far not been involved, as to a life threatening and severe condition or permanent health problem.
Service Card	The insured person(s) receive a personalised service card with the main phone numbers of the assistance company. The personalised service card serves as proof of insurance when dealing with all service providers.
Spa and sanatorium treatment	A cure or sanatorium treatment serves to consolidate a person's state of health