

International Educational Exchange Services (the “Policyholder”)
2023 - 2024 Injury & Sickness Insurance Plan (the “Plan”)
University of Arkansas- Fort Smith International (the “Participating Organization”)
Policy #: EXL-SA10030-23 (the “Policy”)

Underwritten by: Administered by:



Insurance Underwritten By: SiriusPoint America Insurance Company, with its principal place of business in New York, New York (the “Company”)

Please keep this brochure as a general summary of the insurance. This brochure is a brief description of the coverage available under the Policy. The Policy contains full details of the coverage. If the contents of this brochure conflict with the Policy, please remember that the Policy governs.

PLAN ELIGIBILITY

Eligible Persons

All International students, scholars, visiting faculty or other persons with a current passport or non-immigrant visa, temporarily located outside his or her home country as a non-resident alien and; a) is engaged in educational activities; b) has not obtained permanent residency status in the United States; and c) is not a U.S. Citizen. Coverage under this program is mandatory unless the Eligible Person waives coverage. Proof of comparable coverage may be required.

Eligible Dependents

Eligible persons include legal spouse or civil union partner or Qualified Domestic Partner and dependent children who are under age 26 of Eligible Persons for whom application is made. This includes the dependent children of a civil union partner or Qualified Domestic Partner.

Coverage of a Newborn Child:

A child of the Insured born while Sickness coverage under the Policy is in force as to the Covered Person will automatically be insured from the moment of birth until 31 days following the date of birth or placement for adoption. Such child will be insured, including the necessary care and treatment of medically diagnosed congenital defects, birth abnormalities and prematurity, subject to the particular Coverages and amounts of insurance as specified in the Schedule of Benefits.

In order to continue coverage for the newborn child beyond the first 31 days, the Insured must, within 31 days after the date of birth, provide written notice of the birth to the Company and pay the required premium (if any). If this is not done, coverage for the newborn child will end 31 days after the date of birth.

PLAN COSTS*/COVERAGE DATES

Annual	08/01/23 - 07/31/24
Student	\$ 1,428
Spouse/Domestic Partner	\$ 2,420
Each Child	\$ 1,978
Fall Semester	08/01/23 - 12/31/24
Student	\$ 595
Spouse/Domestic Partner	\$ 1,008.35
Each Child	\$ 824.15
Spring/Summer Semester	01/01/24 - 07/31/24
Student	\$ 833
Spouse/Domestic Partner	\$ 1,411.65
Each Child	\$ 1,153.85

Student plan costs are charged as part of the students’ tuition. Any premium due for covered dependents must be paid via a check or money order and submitted along with a completed dependent enrollment form.

* Plan Costs include administrative fees.

POLICY EFFECTIVE & TERMINATION DATES

The Policy is effective at 12:01 a.m. on August 1, 2022. Thereafter, coverage for the insurance is effective 24 hours a day. Coverage will terminate on at 12:01 a.m. on the last date of the insurance; the last date of the insurance is the earliest of the three following dates: (1) the date on which the Policy terminates; or (2) the premium due date on which the required premium has not been paid; or (3) the date on which the Covered Person ceases to meet the eligibility requirements of the Plan.

MEDICAL EXPENSES: DESCRIPTION OF COVERAGE

If a Covered Person incurs expenses while insured under the Policy due to an Injury or Sickness, the Plan will pay the Covered Expenses for Medically Necessary Covered Medical Expenses listed in the Medical Expense Benefit section. All Covered Medical Expenses incurred as a result of the same or related cause, including any complications, will be considered as resulting from one Injury or Sickness. The amount payable for any policy, for all Injuries or Sickness, will not exceed the Maximum Benefit Limit of \$250,000 per Covered Person per policy year. Benefits are subject to the Deductible, Coinsurance Percentages, specified benefits set forth under Medical Expenses: Benefits, the limitations appearing under Medical Expenses: Benefit Limitations, the General Policy Exclusions, and to all other limitations and provisions of the Policy.

The expenses must be incurred after the effective date of the Covered Person’s insurance while coverage remains continuously in force under the Policy.

MEDICAL EXPENSES: DESCRIPTION OF BENEFITS

The Plan pays a percentage of benefits equal to 100% of covered expenses (other than Outpatient Prescription Drugs) after the Covered Person has satisfied the \$100 Deductible¹ up to the policy maximum of \$250,000 per Covered Person per policy year..

In addition, the following Co-payments² apply to in-network services:

Physician office visit (waived at campus health center)	\$20 per visit ³
Urgent care facility.....	\$35 per visit
Hospital Inpatient visit	\$50 per visit
Emergency room.....	\$100 per visit ⁴

Outpatient Prescription Drugs

The Plan pays a percentage of benefits equal to 50% of covered outpatient prescription drug expenses.

¹ The deductible is the amount of Covered Expenses the Covered Person is responsible to pay before the plan will pay for Covered Expenses.

² Co-payment is defined in the Definitions section of this brochure.

³ Deductible does not apply. Plan pays 100% of Allowable Charges after the co-payment is paid by the Covered person

⁴ Emergency Room Co-payment is waived if Covered Person is immediately admitted to a Hospital.

MEDICAL EXPENSES: BENEFITS

- Hospital room and board expense.
- Hospital miscellaneous expenses (operating room, lab tests, X-ray examinations, anesthesia, drugs, therapeutic services and supplies).
- Inpatient physiotherapy/occupational therapy and speech therapy.
- Inpatient and outpatient surgery (including oral surgery). Assistant surgeons are allowed at 20% of the surgery allowance.
- Inpatient and outpatient anesthesiologist services.
- Inpatient registered nurse’s services and inpatient and outpatient physician’s visits.
- Pre-admission testing.
- Inpatient and outpatient psychotherapy.
- Inpatient and outpatient consultant physician fees.
- Skilled Nursing Facility 60 days per admission.
- Outpatient surgery miscellaneous expenses (for example, operating room, anesthesia, drugs, therapeutic services and supplies).
- Outpatient physiotherapy/occupational therapy and speech therapy (limited to 20 visits during the Policy year).
- Outpatient medical emergency expenses.
- Outpatient diagnostic x-ray services and laboratory procedures.
- Outpatient radiation therapy.
- Outpatient physician tests and procedures.
- Outpatient injections and chemotherapy.

- Outpatient prescription drugs.
- Ambulance services.
- Outpatient braces, appliances, durable medical equipment, and Orthotic Devices.
- Dental treatment, subject to limitations discussed in the section of this brochure entitled, "Benefit Limitations: Medical Expenses."
- Clinical trials.
- Colorectal cancer screenings, performed in accordance with the latest screening guidelines issued by the American Cancer Society.
- Diabetes treatment.
- Emergency Services.
- Habilitative services provided to a covered Dependent child less than age 21 (not including Habilitative Services actually delivered through early intervention or school services).
- One annual voluntary HIV screening test while receiving emergency medical services, whether or not the HIV screening test is necessary for the treatment of the medical emergency.
- Mammogram and Cytologic screening (Pap smear).
- Oral anti-cancer prescription drugs.
- Preventive and primary care provided to a covered Dependent child less than age 21.
- Prostate cancer screening in accordance with the latest screening guidelines issued by the American Cancer Society.
- Reconstructive breast surgery.
- Home health care (must follow a hospital confinement of at least 3 days).
- Substance abuse services for the treatment of clinically significant substance abuse disorders identified in the most recent edition of the International Classification of Diseases of the Diagnostic and Statistical Manual of the American Psychiatric Association. Benefits and benefit maximums are as follows:
 - a) the process whereby a person who is intoxicated by or dependent on drugs or alcohol or both is assisted through the period of time necessary to eliminate the intoxicating agent from the body, while keeping the physiological risk to the patient at a minimum, shall be covered for up to 12 days annually.
 - b) Inpatient or Outpatient Services or any combination of those certified as necessary by a physician, psychologist, advanced practice registered nurse, or social worker and provided by a hospital, a non-hospital residential facility, an outpatient treatment facility, or a physician, a psychologist, an advanced practice registered nurse or a social worker shall be covered as follows:
 - 1) up to 28 days per year for inpatient or residential care, in a hospital or non-hospital residential facility; and
 - 2) up to 30 outpatient visits per year.
 - c) treatment regimens which include psychiatric, psychological, and other prescribed interventions shall be a covered benefit.
- Mental illness services for the treatment of clinically significant mental illness identified in the most recent edition of the International Classification of Diseases or of the Diagnostic and Statistical Manual of the American Psychiatric Association. Benefits and benefit maximums are as follows:
 - a) treatment for inpatient or residential or residential care in a hospital or non-hospital residential facility, for up to 45 days per year;
 - b) outpatient benefits shall be 75% of covered expenses for the first 40 visits per year, and 60% of covered expenses for any outpatient visits thereafter for that year.
- Preventive Care without copayments or deductible as described under Federal law and regulation regarding preventive services. This includes:
 - a) evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;
 - b) immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention with respect to the Covered Person involved;

- c) with respect to Covered Persons who are infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;
- d) with respect to Covered Persons who are women, such additional preventive care and screenings not described in paragraph (1) as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

MEDICAL EXPENSES: BENEFIT LIMITATIONS

- Pre-existing conditions are covered up to a benefit maximum of \$2,500 per policy year.
- Payment for Hospital room and board, which includes all general nursing charges, will be limited to the Hospital's normal charge for semi-private accommodation. Intensive Care Unit charges will be limited to twice the semi-private room and board rate per day.
- Dental Treatment is limited to the following: (a) when performed by a Physician; (b) made necessary by Injury to sound, natural teeth. Routine dental care and treatment to the gums are not covered, except for pediatric dental care as described in the Medical Expense Benefits section of this brochure; and (c) subject to a maximum per person benefit of \$500.
- Benefits for injury related to intercollegiate or intramural sports are limited to \$2,500 per injury.

REMAINS REPATRIATION BENEFIT

The plan will pay up to \$25,000, if the Insured dies while outside his or her home country. The benefit will pay the actual charges for preparing and transporting such the Insured's remains to his or her home country. This will be done in accord with all legal requirements in effect at the time the body remains are to be returned to his or her home.

MEDICAL EVACUATION BENEFIT

Upon the prior approval of the attending Physician and the Company, the Plan will pay up to \$100,000 of necessary expenses incurred for evacuation of the Insured to:

1. a specialized medical facility; or
2. his or her home country.

PRE-EXISTING CONDITIONS LIMITATION

The Company will not pay benefits for a Pre-Existing Condition except as shown in the Medical Expenses: Benefit Limitations section. This does not apply if the Covered Person has been insured under the Policy for 6 months.

Credit for Prior Coverage - A Covered Person, whose coverage under prior Creditable Coverage ended no more than 63 days before coverage under the Policy became effective, will have any applicable pre-existing condition limitation reduced by the total number of days the Covered Person was covered by such coverage. If there was a break in Creditable Coverage of more than 63 days, we will credit only the days of such coverage after the break.

ACCIDENTAL DEATH & DISMEMBERMENT

\$10,000 per Covered Participant, \$5,000 per Spouse, \$1,000 per Child

If, within 365 days of an Accident covered under the Policy in accordance with the Coverage Description to which this benefit applies, bodily Injury results in any of the following losses, the plan will pay the benefit amount shown opposite such loss in the Table of Benefits. If the Covered Person sustains more than one such loss as the result of any one Accident, the plan will pay only the one largest benefit amount.

Table of Benefits

Covered Loss	Benefit Amount
Loss of Life.....	Principal Sum
Loss of Two or More Hands/Feet	Principal Sum
Loss of Entire Sight of Both Eyes	Principal Sum
Loss of One Hand/Foot and Sight of One Eye	Principal Sum
Loss of Speech and Hearing in Both Ears	Principal Sum
Loss of One Hand/Foot or Sight of One Eye	1/2 Principal Sum
Loss of Speech.....	1/2 Principal Sum
Loss of Hearing in Both Ears.....	1/2 Principal Sum
Loss of Thumb and Index Finger of the Same Hand	1/4 Principal Sum
Loss of hand or foot means complete severance through or above the wrist or ankle joint.	

Loss of Entire Sight means the total, permanent loss of sight of the eye. The loss of sight must be unrecoverable by natural, surgical or artificial means.

Loss of a thumb and index finger means complete severance through or above the metacarpophalangeal joints (the joints between the fingers and the hand).

"Severance" means the complete separation and dismemberment of the part from the body.

EXCLUSIONS FOR ACCIDENTAL DEATH & DISMEMBERMENT

Benefits for Accidental Death and Dismemberment are not payable for any loss caused in whole or in part by, or resulting in whole or in part from, the following:

1. Attempted suicide or intentionally self-inflicted Injury, while sane or insane.
2. Bodily or mental infirmity; disease of any kind; or medical or surgical Treatment for that infirmity or disease. This does not include bacterial infections resulting from an accidental cut or wound or accidental ingestion of a poisonous food substance.
3. The voluntary use of illegal drugs; the intentional taking of over the counter medication not in accordance with recommended dosage and warning instructions; or intentional misuse of prescription drugs.
4. Voluntary taking of poison; voluntary inhalation of gas; voluntary taking of a chemical. This does not apply to the extent administered by a licensed Physician. The Physician must not be the Insured; their or her spouse; a child, sibling, or parent of the Insured or of the Insured's spouse; or a person who resides in the Insured's home.
5. War or any act of war, declared or undeclared; or while serving in the armed forces of any country (a pro-rata premium will be refunded for such period of service).
6. Participation in a riot or civil disorder; fighting or brawling, except in self-defense; commission of or attempt to commit a felony.
7. The Insured's engaging in an illegal occupation.
8. Release of nuclear energy.
9. Skydiving, parachuting, hang gliding, glider flying, parasailing, sail planning, bungee jumping, or flight in any type of aircraft, except while riding as a fare-paying passenger on a regularly-scheduled airline.

RIGHT OF SUBROGATION

(NOT applicable to California or Arizona residents)

If the Covered Person is injured or becomes ill through the act or commission of another person, and if benefits are paid under the Policy due to that Injury or Sickness, then to the extent the Covered Person recovers for the same Injury or Sickness from a third party, the Covered Person's insurer, or the Covered Person's uninsured motorist insurance, SiriusPoint America Insurance Company will be entitled to a refund of all benefits it has paid up to the amount of such recovery. Further, SiriusPoint America Insurance Company has the right to offset subsequent benefits payable to the Covered Person under the Policy against such recovery.

EXCESS PROVISION

The Company's liability for benefits due to Covered Expenses incurred for Treatments and Services resulting from a covered Injury or Sickness will be excess of the total benefits payable for the same loss, on a provision of service basis or on an expense incurred basis under any other collectible policy or service contract, unless otherwise herein provided.

EXCLUSIONS FOR MEDICAL EXPENSES

Benefits are not payable under the Medical Coverage in the following circumstances:

1. Routine physical examinations and routine testing; preventive testing or Treatment; screening examinations or testing in the absence of Injury or Sickness, except as otherwise provided by the Policy.
2. Eye examinations; prescriptions or fitting of eyeglasses and contact lenses; eyeglasses, contact lenses or other Treatment for visual defects and problems, except as required as a result of a covered Injury. "Visual defects" means any physical defect of the eye that does or can impair normal vision.

3. Hearing examinations or hearing aids; or other Treatment for hearing defects and problems, except as required as a result of a covered Injury. "Hearing defects" means any physical defect of the ear that does or can impair normal hearing.
4. Dental care or Treatment other than care of sound, natural teeth and gums required due to an Injury resulting from an Accident while the Covered Person is insured under the Policy, and rendered within 12 months of the Accident.
5. War or any act of war, declared or undeclared; or while serving in the armed forces of any country (a pro-rata premium will be refunded for such period of service).
6. Participation in a riot or civil disorder; fighting or brawling, except in self-defense; commission of or attempt to commit a felony.
7. Suicide, attempted suicide or intentionally self-inflicted Injury while sane or insane.
8. Operating any vehicle under the influence of alcohol or drugs, or without being properly licensed and insured to do so.
9. Participation in, practice for, or orthopedic equipment and appliances used for; semi-professional sports; or professional sports.
10. Expenses greater than \$2,500 for treatment of Injuries sustained by reason of participation in or, practice for; intercollegiate, interscholastic or intramural sports.
11. Skydiving, parachuting, hang gliding, glider flying, parasailing, sail planning, bungee jumping, or flight in any type of aircraft, except while riding as a fare-paying passenger on a regularly-scheduled airline...
12. Treatment, services or supplies provided by a Hospital or facility owned or run by the United States Government, unless a charge is made for such services in the absence of insurance; or in a Hospital which does not unconditionally require payment.
13. Cosmetic surgery, except cosmetic surgery which the Covered Person needs as the result of an Accident which happens while they are insured under the Policy or reconstructive surgery needed as a result of a congenital disease or abnormality of a covered newborn dependent child which has resulted in a functional defect.
14. Injury or Sickness covered by Worker's Compensation or Employer's Liability Laws, or by any coverage provided or required by law (including, but not limited to group, group type, and individual automobile "No-Fault" coverage).
15. Charges used to meet any deductible, or in excess of the coinsurance level, or in excess of those considered Usual, Customary, and Reasonable Charges.
16. Treatment or services provided by any member of the Covered Person's immediate family; or for which no charge is normally made.
17. Rest cures or custodial care (whether or not prescribed by a Physician), or transportation.
18. Treatment, services or supplies provided or paid for by any governmental program or law, except Medicaid.
19. Nasal or Sinus Surgery (unless required due to an Injury resulting from an Accident while the Covered Person is insured under this Policy).
20. Organ Transplants.
21. Treatment of congenital anomalies and conditions arising or resulting directly there from.
22. The diagnosis and treatment of acne.
23. The diagnosis and treatment of Infertility.
24. The diagnosis and treatment of TMJ dysfunction, or skeletal irregularities of one or both jaws, including orthognathia and mandibular retrognathia.
25. Expenses incurred within the Covered Person's home country or country of regular domicile.
26. Treatment that is not incurred by a Covered Person while insured hereunder.
27. Routine foot care, including the treatment of corns, calluses and bunions.
28. Impotence, whether organic or otherwise.
29. Sleeping disorders, including testing thereof.

DEFINITIONS

Wherever used in the Policy:

Accident means a sudden, unexpected and unintended incident. "Covered Accident" means an Accident that results in Injury or loss covered by the Policy.

Coinsurance means the portion of Covered Expenses that the Insured has to pay.

Covered Person means any Eligible Person and, where applicable, Eligible Dependents who makes application for, or for whom application is made and who is approved to participate in the benefit plans issued under this Policy, provided the required premium for such Person's and Dependents' insurance is paid when due.

Hospital means a legally constituted institution having organized facilities for the care and Treatment of sick or injured persons on a registered Inpatient basis, including facilities for diagnosis and surgery under the supervision of a staff of one or more licensed Physicians and provides 24-hour nursing service by Registered Nurses on duty or call.

Injury means accidental bodily harm sustained by the Covered Person that resulted directly and independently of all other causes from an Accident and occurs while coverage under this Policy is in force.

Inpatient means confinement for which the Covered Person is charged at least one full day's room and board.

Insured means the student/program participant who is a Covered Person under the Policy.

Intensive Care Unit means a section, ward, or wing within a Hospital which is separated from other Hospital facilities and (1) is operated exclusively for the purpose of providing professional Treatment for critically ill patients; (2) has special supplies and equipment necessary for such Treatment which are available on a standby basis for immediate use; (3) provides room and board, and constant observation by registered graduate nurses or other specially trained Hospital personnel; and (4) is not maintained for the purpose of providing normal post-operative recovery Treatment or service.

Medical Emergency means bona fide emergency services provided after the sudden onset of a medical condition manifesting itself by symptoms of sufficient severity, including severe pain, such that the absence of immediate medical attention could be reasonably expected by a prudent layperson, who possesses an average knowledge of health and medicine to result in: (a) placing the patient's health in serious jeopardy; or (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part.

Medically Necessary or Medical Necessity means the services or supplies provided by a Hospital, Physician, or other provider that are required to identify or treat an Injury or Sickness and which, as determined by the Company, are: (1) consistent with the symptom or diagnosis and Treatment of the Injury or Sickness; (2) appropriate with regard to standards of good medical practice; (3) not solely for the convenience of the Covered Person; (4) the most appropriate supply or level of service which can be safely provided. When applied to the care of an Inpatient, it further means that the Covered Person's medical symptoms or condition requires that the services cannot be safely provided as an Outpatient. The fact that a Physician may prescribe, authorize, or direct a service does not of itself make it Medically Necessary or covered by the Policy.

Nurse means a person who has been registered or licensed to practice by the State Board of Nurse Examiners or other state authority in the state where they work, and who is practicing within the scope and limitation of that license. The term Nurse will not include the Covered Person or their spouse, children, brothers, sisters, or parents, or any person residing in their household.

Orthotic Devices means rigid or semi-rigid devices supporting a weak or deformed leg, foot, arm, hand, back or neck or restricting or eliminating motion in a diseased or injured leg, foot, arm, hand, back or neck. Benefits for Orthotic Devices include orthopedic appliances or apparatus used to support, align, prevent, or correct deformities or to improve the function of movable parts of the body. An Orthotic Device differs from a prosthetic in that, rather than replacing a body part, it supports and/or rehabilitates existing body parts. Orthotic Devices are usually customized for a Covered Person's use and are not appropriate for

anyone else. Examples of Orthotic Devices include but are not limited to Ankle Foot Orthosis (AFO), Knee Ankle Foot Orthosis (KAFO), Lumbar Orthosis (LSO).

Outpatient Surgical Facility means a surgical or medical center, which has (1) permanent facilities for surgery; (2) organized medical staff of Physicians and registered graduate nurses; and (3) is authorized by law in the jurisdiction in which it is located to perform surgical services and is licensed (if no license is required, officially approved) under that law.

Physician means a practitioner of the healing arts who is duly licensed in the state where they are practicing and who is treating within the scope and limitation of that license. The term Physician will not include the Covered Person or their spouse, children, brothers, sisters, or parents, or any person residing in their household.

Pre-existing Conditions means a condition for which a Covered Person received medical treatment, care or advice within 6 months before being insured under this Policy.

Prosthetic Devices (excluding dental) means artificial limb devices or appliances designed to replace in whole or in part an arm or a leg. Benefits for Prosthetic Devices include coverage of devices that replace all or part of a permanently inoperative or malfunctioning internal or external organ, and are furnished on a Physician's order. Examples of Prosthetic Devices include but are not limited to artificial limbs, cardiac pacemakers, prosthetic lenses, breast prosthesis (including mastectomy bras), hair prosthesis and maxillofacial devices.

Registered Nurse means a person who has received the designation of "Registered Nurse (R.N.);" and is registered and licensed to practice by the State Board of Nurse Examiners or other state authority in the state where they work, and who is practicing within the scope and limitation of that license. The term Registered Nurse will not include the Covered Person or their spouse, children, brothers, sisters, or parents, or any person residing in their household.

Sickness means illness or disease contracted and causing loss as to the Covered Person whose Sickness is the basis of claim. Any complications or any condition arising out of a Sickness for which the Covered Person is being treated or has received Treatment will be considered as part of the original Sickness.

Skilled Nursing Facility means a facility which is licensed pursuant to state and local laws; is operated primarily for the purpose of providing skilled nursing care and Treatment for individuals convalescing from Injury or Sickness including room and board and provides 24 hour a day skilled nursing services under the full time supervision of a Physician or Registered Nurse and if full time supervision by a Physician is not provided, it has the services of a Physician available under a fixed agreement; it keeps adequate medical records and has organized facilities for medical Treatment. Skilled Nursing Facility does not include an institution or part of one that is used mainly as a place for rest or the aged.

Treatment means a specific in-office or Hospital physical examination of, or care rendered to, the Covered Person.

Usual, Customary, and Reasonable Charges - "Usual" means those charges made by a provider for services and supplies rendered to all patients for the same or similar Injury or Sickness; "Customary" means those charges made by the majority of providers in the area for the same or similar services or supplies. "Reasonable" means those charges that do not exceed the majority of prevailing fees in the area for the same or similar services or supplies. Area means a county or larger geographically significant area as determined by the Company.

CONFORMITY WITH STATE LAWS

Any provision that is in conflict with the requirements of state or federal law that applies to the Policy are automatically changed to satisfy the minimum requirements of such laws.

PREFERRED PROVIDER NETWORK

(Within the United States only)

The Policy utilizes the First Health hospital and physician network for delivering health care. Call 1-800-226-5116 or visit www.firsthealthinternational.com to find a First Health provider.

For benefit and claim questions, or to request an ID Card please contact the claims' administrator:

ASRM, LLC

505 South Lenola Road, Suite 231
Moorestown, NJ 08057

TOLL FREE.....800-359-7475

FAX856-231-7995

WEB.....www.helpwithmyplan.com

EMAILcustomerservice@asrmlc.com



GLOBAL ASSISTANCE PROGRAM

Welcome to On Call International! This plan provides the services and benefits you need to prepare for your destination as well as to help you with any problems you encounter while you are traveling.


Before you depart...

- Contact On Call with any pre-travel health or security questions
- Closely review your full plan description
- Save On Call Contact information in your mobile phone or print and carry your Plan ID card

While abroad...

- You can contact the On Call International Global Response Center from anywhere in the world to reach an assistance coordinator who is ready to help you with your crisis, no matter how big or small.

PLAN ID CARD:

 GLOBAL ASSISTANCE PROGRAM	Group Name ASRM	Policy Number INT06845
	Plan Type Medical, Travel and Security Assistance	<p>If you need Medical, Security or Travel assistance, regardless of the nature or severity of your situation, contact On Call 24 hours a day:</p> <p>Call collect from anywhere in the world: +1 603-952-2687 Call toll free from US or Canada 1-833-425-5102</p> <p>Email: mail@oncallinternational.com</p> <p>Global Assistance Services must be paid and arranged by On Call; no claims for reimbursement of transportation will be considered.</p> <p>See your Plan Description for full terms and Conditions of the services and benefits offered in your plan.</p> <p>On Call International 11 Manor Parkway Salem, NH 03079, USA A member of the Tokio Marine HCC group of companies</p>

Helpful Information

- ✓ If you are utilizing a mobile phone and have any issues making an international call, you can EMAIL the Global Response Center as an alternative to request assistance, or a return call.
- ✓ Contact On Call for payment and arrangement of all Services; services are not reimbursable if you make your own arrangements/self-pay prior to notifying On Call.
- ✓ On Call is not a first responder; if you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

This is a brief summary of coverage for insured participants covered under Policy Number **GXXXXX**. This is not a contract of insurance. Coverage is governed by an insurance policy issued to ASRM, LLC. The policy is underwritten by International Insurance Co. of Hannover Ltd. Complete information on the insurance is contained in the Certificate of Insurance on file with ASRM, LLC. If there is a difference between this program description and the certificate wording, the certificate controls.

How can On Call International help?

Contact the Global Response Center if you experience a medical, personal, travel or safety related problem or crisis. You have a resource experienced in navigating you through any crisis and making sure you can continue your academic travels, or get home safely. On Call assists during critical emergencies like illness or injury that may result in an evacuation to a location that has adequate care. On Call can also assist with smaller problems you may not realize you have a resource for, like finding a doctor's office or connecting you with an interpreter. Review a full listing of services on the following page.

In the event of a medical emergency...

In the event of an emergency, you should go immediately to the nearest physician or hospital without delay and then contact On Call International. If you are not sure where the nearest medical facility is, you can contact On Call for a referral. On Call will take the appropriate action to assist and monitor your medical care until the situation is resolved. In the event the medical facility you are in is not adequate to treat you, On Call will pay and arrange for your medically supervised evacuation to the closest adequate facility.

In the event of a political or natural disaster event which threatens your safety...

If you feel unsafe or experience a direct threat to your safety, contact On Call immediately. You will be connected to a security professional that will provide you with advice and then assess your situation to determine appropriate next steps which may include evacuation to a safe haven and return to home or campus.

Other Helpful Information

On Call must pay and arrange all Assistance Services, the expenses for these services are not reimbursable.

On Call is not your health insurer, On Call may assist by placing a guarantee of payment for your medical care in order for you to secure treatment however, this can only be done in coordination with your primary health insurer if they authorize On Call to pay and direct bill them or with coordination of payment with your or a family member's credit card. If you pay out of pocket, you can submit a claim for reimbursement consideration to your medical insurer. On Call will attempt to coordinate benefits with your primary health insurer at the time you are receiving care and can assist you in obtaining any documentation needed for you to submit your claim.

On Call is not a first responder, if you are in a true emergency and need help getting to a medical facility, dial the country's equivalent to 9-1-1 to get local response.

These are your Services and Benefits. Full terms, conditions and exclusions to coverage apply; review the full plan description and policy carefully.

Global Assistance Services - Benefit Table	Limits Per Insured Person, Per Event
Medical Evacuation and Repatriation	\$1,000,000
Repatriation of Remains or Burial	\$1,000,000
Security Evacuation/Political & Natural Disaster	\$1,000,000
Emergency Travel Expenses (Emergency Reunion)	\$12,500 when hospitalized for more than 3 days
Emergency Assistance	Included
Bereavement Reunion	\$5,000
Return Home due to Felonious Assault	\$5,000
Emergency Reunion due to Felonious Assault	\$5,000
Return Home due to family member death or illness	\$5,000

You also have access to the following assistance services. There are no monetary benefits associated with these services:

Medical Assistance	Travel & Security Assistance
Pre-Trip Planning	Pre-Trip Information & Active Travel Advice
Medical, Mental or Behavioral Health, Dental and Pharmacy Referrals	Translator and Interpreter Assistance
Medical Monitoring	Emergency Travel Funds Assistance
24 Hour Nurse Help Line	Legal Consultation and Referral
Dispatch of Medicine	Lost/Stolen Document Replacement
Coordination of Benefits	Emergency Message Forwarding

General Policy Exceptions

Each Section of the Policy contains specific Exceptions. They must be read in conjunction with the following Policy Exceptions which apply to all Sections unless otherwise stated.

The Policy does not cover

- a. Any expense related to the Insured Person engaging in the commission of, or the attempt to commit, an unlawful act.
- b. Any expense incurred as a result of the Insured Person engaging in active service in the armed forces or police of any nation; active participation in war (whether declared or not), invasion, act of foreign enemy, hostilities, civil war, rebellion, riot, revolution or insurrection unless declared to Us and accepted by Us in writing.
- c. Any losses incurred by You which are or would be, except for this insurance recoverable under any other insurance or other indemnity available to You.
- d. Any losses incurred for which You are responsible under a Workmen's Compensation Act
- e. The Insured Person being in their own Country of Domicile or country in which they hold a valid passport
- f. Any losses incurred by You which are or would be, except for this insurance recoverable under any other insurance or other indemnity available to You
- g. An Insured Person once they have attained the age of 81.
- h. With immediate effect Payment of any benefit if the Insured Person who is the subject of a claim retires or otherwise ceases to be employed by You.

Exceptions - Emergency Medical Evacuation and Repatriation

The following exceptions apply to this Section. Please also refer to the Policy Exceptions at the front of this Policy document.

We will not be liable for any claims resulting from:

1. More than one Emergency Medical Evacuation and/or Repatriation for any single medical condition of an Insured Person during the Policy Period.
2. Any cost or expense not expressly covered in advance and in writing by The Emergency Medical Assistance Provider and/or not arranged by them. This exception shall not apply to Emergency Medical Evacuation from remote or primitive areas when Our Emergency Medical Assistance Provider cannot be contacted in advance and delay might reasonably be expected to result in loss of life or harm to the Insured Person.
3. Any expense incurred for Insured Person(s) when travelling contrary to the advice of a Qualified Medical Practitioner, or for the purpose of obtaining medical treatment or for rest and recuperation following any prior accident or illness.
4. Any expense incurred for Emergency Medical Evacuation or Repatriation if the Insured Person is not suffering from a Serious Medical Condition, and/or in the opinion of Our Emergency Medical Assistance Provider's physician, the Insured Person can be adequately treated locally, or treatment can be reasonably delayed until the Insured Person returns to their Country of Domicile.
5. Any expense incurred for Emergency Medical Evacuation or Repatriation where the Insured Person, in the opinion of the Emergency Medical Assistance Provider's physician, can travel as an ordinary passenger without a medical escort.
6. Any expense incurred related to accident or injury occurring while the Insured Person is engaged in any hazardous activity, pastime or pursuit including but not limited to skydiving, parachuting, hand gliding, glider flying, parasailing, sail planning or bungee jumping unless otherwise agreed upon by Us prior to Your Enrollment.
7. Any expense related to the Insured Person engaging in any form of aerial flight except as a passenger on a scheduled airline flight, as a passenger on a licensed charter fixed wing aircraft over an established route; or as a passenger travelling on a business related activity in a fixed wing aircraft owned or leased to the Subscriber unless the form of aerial flight has been declared to and accepted by Us in writing prior to travel.
8. Any expense related to treatment performed or ordered by a non-registered practitioner not in accordance with the standard medical practice as defined in the country of treatment.
9. Any expenses incurred as a direct or indirect result of elective surgery or cosmetic surgery.

10. Any Losses incurred by You or the Insured Person if You or they fail to follow the advice of Our Emergency Medical Assistance Provider.
11. Any valid claim costs that have been increased by Your or the Insured Person's failure to follow the advice of Our Emergency Medical Assistance Provider.

Exceptions - Political and Natural Disaster Evacuation

The following exceptions apply to this Section. Please also refer to the Policy Exceptions at the front of this Policy document.

We will not pay any claims resulting from:

1. Your failure to reasonably prove that there is any threat to the Insured Person's safety.
2. You taking part in any political activity or operations of any security or armed forces unless declared to and agreed by Us.
3. Or attributable to an alleged violation of the laws of the Host Country by You or the Insured Person.
4. Your failure to maintain and possess duly authorised and issued required immigration, work, residence or similar visas or permits or other relevant documentation required in the Insured Person's Host Country.
5. Accommodation, Evacuation Expenses or Hibernation Costs incurred more than 30 days after the Insured Event.
6. Or attributable in whole or in part to a debt insolvency, commercial failure, the repossession of any property by any title holder or lien holder, or any other financial cause.
7. Your failure to honour any contractual obligation bond or specific performance condition in a license.
8. You at inception of this policy having prior knowledge of or had received information of any specific matter, fact or circumstance which would lead to an Insured Event that has not been declared to and accepted by Us.
9. Any Losses incurred by You that have been increased by Your failure to follow the advice of Our Crisis Management Company.