



“It's easy to
choose my
BUPA
International
cover”

BUPA
International

Lifeline policy summary
from 1 April 2005

the world health service

BUPA International Lifeline Policy Summary

The following pages contain important details about the cover that we can offer you. This is a summary of the policy and its benefits. You can ask for the full rules, including the general terms and conditions and all exclusions and benefit limits - please call us for a copy.

The cover of the policy

The BUPA International Lifeline scheme is a private health insurance policy for those who require international cover.

About this cover

Cover is subject to acceptance by BUPA International and is provided under the rules and tables of benefits of the BUPA International Lifeline scheme contract. Cover may be subject to any special conditions or exclusions imposed by BUPA International.

Benefits will vary depending on the level of cover you choose.

The provider

BUPA International Lifeline is underwritten by BUPA Insurance Limited, a subsidiary of the British United Provident Association Limited. Other services are provided by or via other subsidiary companies.

The length of the policy

BUPA International Lifeline policies are of 12 months' duration. We send renewal information one month before the renewal date. Please contact us if you need to cancel your cover during the term of the contract.

28 day cancellation policy

As soon as we accept you as a member of the BUPA International Lifeline scheme, we will send you a copy of your Membership Guide which clearly explains the rules and benefits of the scheme.

If you change your mind:

- either sign and return the documents with 'Cancel' written clearly on them or
- call us and tell us you'd like to cancel your membership.

“Our team are always available”

If you do this within 28 days of receiving the pack, and you have made no claims, we'll give you a full refund of any subscriptions you have paid.

What you'll be covered for with Lifeline

What is covered?

- We cover specialist medical treatment of acute conditions
- We cover both emergency and non-emergency treatment
- Cancer treatment is covered in full
- We include cover for psychiatric conditions (after two years' membership) and for sports injuries
- We cover drug treatments for HIV/AIDS up to £10,000 per year (after five years' membership)
- We cover hospice and palliative care up to £20,000
- We pay all eligible qualifying hospital treatment and accommodation bills, up to the yearly maximum per person

In addition to these, we can also cover out-patient treatment, maternity costs, wellness checks (after one years' membership) and family doctor treatment, dependent on the level of cover purchased.

The table opposite gives detailed information about the benefits available for the different levels of cover. Please also refer to the "What is covered?" section of your Membership Guide.

What is not covered?

- Chronic conditions: we do not cover long-term conditions that can not be treated, but can only be managed. Examples are diabetes, asthma and hypertension
- Pre-existing conditions: we do not cover any condition that you have when you join, or which you have suffered from in the past and which may recur. We also exclude congenital conditions
- Physiological changes: we do not cover naturally occurring conditions caused by puberty or ageing
- Allergies: we do not cover neutralisation of allergies
- Treatment in the USA: this is not covered unless you have purchased USA cover.

There may be exceptions to these exclusions. Complete details are contained in the Membership Guide, under "What is not covered?"

BENEFITS	ESSENTIAL	CLASSIC	GOLD
ANNUAL OVERALL MAXIMUM	£500,000, US\$900,000, €750,000	£750,000, US\$1,200,000, €1,000,000	£1,000,000, US\$1,600,000, €1,500,000
OUT-PATIENT CHARGES			
Consultants' fees for consultations	Not covered	up to £3,000, US\$4,800, €4,500 each year	up to £3,000, US\$4,800, €4,500 each year
Pathology, X-rays and diagnostic tests			
Costs for treatment by therapists and complementary medicine practitioners			
Consultants' fees and psychiatric fees for psychiatric treatment (after two years membership)			
Family doctors' fees		Not covered	
Mammogram, PAP smear, prostate and colon screening, each year up to (after one year membership)	£500, US\$900, €750	£500, US\$900, €750	£500, US\$900, €750
Out-patient surgical operations	Full refund	Full refund	Full refund
MRI, CT and PET scans	Full refund	Full refund	Full refund
Cancer tests, drugs and consultants' fees for oncology	Full refund	Full refund	Full refund
IN-PATIENT CHARGES			
Hospital accommodation, nursing care, drugs and dressings	Full refund	Full refund	Full refund
Surgeons', anaesthetists' and physicians' fees	Full refund	Full refund	Full refund
Theatre charges and intensive care	Full refund	Full refund	Full refund
Pathology, X-rays, MRI, CT and PET scans, diagnostic tests and physiotherapy	Full refund	Full refund	Full refund
Cancer tests, drugs and consultants' fees for oncology	Full refund	Full refund	Full refund
Parent accommodation (staying with a child under 18)	Full refund	Full refund	Full refund
Psychiatric treatment (after two years membership)	Full refund	Full refund	Full refund
OTHER BENEFITS			
Emergency local road ambulance related to day-case or in-patient treatment	Full refund	Full refund	Full refund
Prescribed drugs and dressings each year, up to	Not covered	Not covered	£600, US\$960, €900
Maternity, each year up to (available after 10 months membership)	Not covered	£3,000, US\$5,500, €4,500	£5,000, US\$9,000, €7,500
Accident-related dental treatment, each year, up to	Not covered	Not covered	£400, US\$700, €600
Home nursing	£100, US\$160, €150 per night up to a maximum of 10 nights	£100, US\$160, €150 per night up to a maximum of 20 nights	£100, US\$160, €150 per night up to a maximum of 30 nights
In-patient cash benefit	£75, US\$120, €110 per night up to a maximum of 20 nights	£75, US\$120, €110 per night up to a maximum of 20 nights	£75, US\$120, €110 per night up to a maximum of 20 nights
AIDS/HIV including ART, up to	Not covered	£10,000, US\$18,000, €15,000	£10,000, US\$18,000, €15,000
Hospice and palliative care, up to	£20,000, US\$36,000, €30,000	£20,000, US\$36,000, €30,000	£20,000, US\$36,000, €30,000
Healthline (medical information and advice telephone service)	Included	Included	Included
OPTIONAL ASSISTANCE COVER	Full refund	Full refund	Full refund

BUPA International Lifeline policies are underwritten by BUPA Insurance Ltd.

Contacting us

During your membership, you may need to make a claim, ask questions, or raise concerns with us. If something does go wrong, we have a simple complaints procedure to ensure your concerns are dealt with as quickly and effectively as possible.

The BUPA International helpline is always the first number to call if you wish to make a claim, or if you have any comments, complaints or any other queries. Please call us on +44 (0) 1273 323563 anytime 24 hours a day, 365 days a year.

Alternatively you can email us at info@bupa-intl.com, fax us at +44 (0) 1273 820517 or write to us at:

**BUPA International,
Russell Mews,
Brighton, BN1 2NR, UK**

This is also the address to which you should send any claims.

Complaints

If you need to make a complaint, we will acknowledge it within 5 working days.

If your complaint is not resolved to your satisfaction, you can ask for your case to be reviewed by the Head of Customer Relations who will make sure that we have handled your complaint fairly and reasonably.

We will investigate your complaint immediately. If you have not received a response within 8 weeks, you are entitled to contact the Financial Ombudsman service.

It's very rare that we can't settle a complaint, but if this does happen, you may refer your complaint to the **Financial Ombudsman Service**. You can write to them at:

**South Quay Plaza, 183 Marsh Wall,
London, E14 9JR, call them on
0845 080 1800 (from inside the UK only),
+44 (0) 207 964 1000 or find details at
their website:
www.financial-ombudsman.org.uk**

We are covered by the Financial Services Compensation Scheme (FSCS). In the unlikely event that we cannot meet our financial obligations you may be entitled to compensation from the FSCS. More information is available from the FSCS by calling 020 7892 7301 or on its website www.fscs.org.uk.

Please note that calls to BUPA International will be recorded and may be monitored.



THE WORLD OF BUPA

bupa.co.uk

BUPA International offers you

Global medical schemes for individuals and groups
Assistance, repatriation and evacuation cover
24 hour multi-lingual helpline

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