



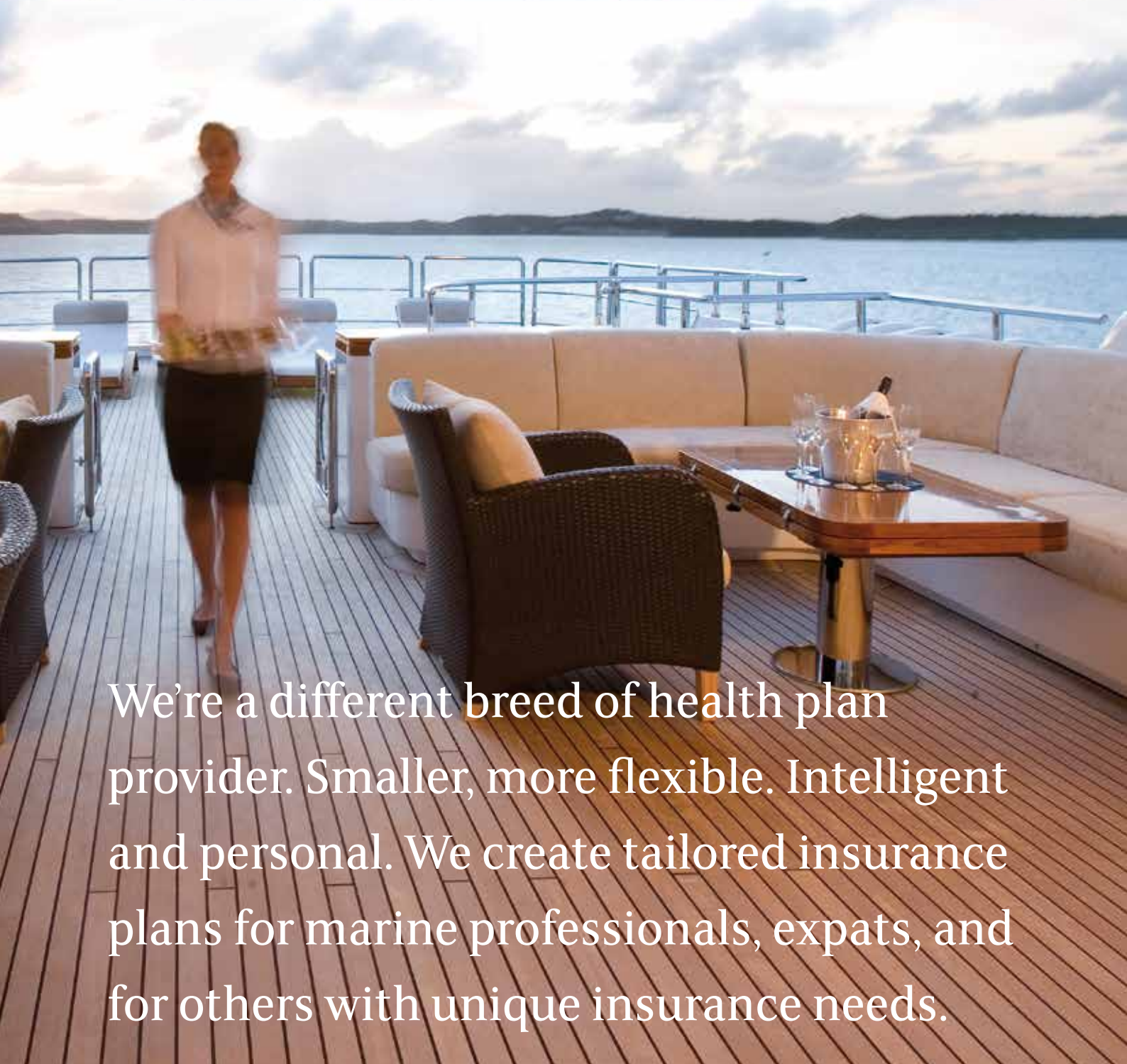
Currents / Advantages

your
HEALTH COVERED

**MARINE
SURE** /

Watertight protection from Integra Global





We're a different breed of health plan provider. Smaller, more flexible. Intelligent and personal. We create tailored insurance plans for marine professionals, expats, and for others with unique insurance needs.



Built around you

Unusual lives require a different sort of health insurance. If you're a marine professional, you need a provider that understands your needs.

That's where we come in.

We're a specialist team, focused on flexible, tailored health cover for people with unique insurance needs. That's never going to make us a global household name – but then, that's never been our goal. We're more interested in helping people like you.

Return to fitness

If you're signed off ship for medical treatment and cannot return to vessel to rejoin at the next port of call or return to your country of residence.

Long-term convalescence in home country

If you undergo a long period of convalescence, we provide you with home country cover for up to 12 months. Allowing you to get back to full health.

Companion travel cover

If you're admitted to hospital outside of your home country for five days or more. We will pay for another member of crew, a friend or family member to accompany you to and from the vessel and their overnight accommodation.

At Integra Global, you're an individual – not a number. And your insurance is built around you.

Convenience, meet choice

Most providers force you to select between convenience and choice. Off-the-peg plans often give you limited flexibility – and building your own can be bewildering.

We've worked hard to balance the two. Our plans are ready to go, but easy to tailor. And if you have questions, we're always just a phone call away.

Comprehensive means comprehensive

When we say comprehensive, we mean it.

Our standard plans offer all the benefits you'd expect – and many you might not. Routine check ups, mental health appointments and prescription costs are all included. Plus evacuation and repatriation and return to fitness. We cover preventative care, too, so there's no need to wait before seeking treatment.

Of course, you may not want all this. Which is why we also offer plans that just cover the essentials. That way, you never end up paying for things you know you won't use.

Designed to be flexible

As well as a choice of plans, you can customise each one. For example, you can set your deductible – the amount you contribute when you use your insurance – at a level that suits you.

A high deductible gives you great coverage with a low premium: it's a good option if you think you're unlikely to use your insurance. A low deductible increases your premium, but means you never have to worry about the cost of your care.

Feel at home wherever you are

Unsurprisingly, we're proud of our signature benefit: peerless worldwide care.

We offer direct settlement with hospitals around the globe. And we have convenient direct billing networks in many countries, providing instant, cashless access to outpatient services such as doctor visits, exams, lab fees and prescriptions drugs.

The result is simple: you feel safe and secure, whenever and wherever you travel.

A helping hand

Good health is about more than check ups and prescriptions. It's about looking after yourself every day, in the way that's right for you. That's what our Crew Assistance Programme is all about.

It's a comprehensive well-being programme that gives you and your family free, confidential support, 24 hours a day. You can talk to someone about any issues you're experiencing, from work related issues to dealing with close quarter living. It's totally confidential: we have no knowledge of which services you use, or how much you use them, so it will never affect your premiums.

We believe good health insurance should reward you for taking care of yourself. That's why all our plans include the Crew Assistance Programme as standard.

Truly global care

As a marine professional, you need quick, reliable access to your care wherever you are.

We work with a leading provider of assistance services, to ensure you're always protected. Everything from vaccinations and travel advice to emergency medical evacuation is included, so you can travel without worrying about your healthcare.

What's more, we make getting treatment abroad as simple as possible. We offer direct settlement with hospitals around the globe. And we have convenient direct billing networks in many countries, providing instant, cashless access to outpatient services such as doctor visits, exams, lab fees and prescription drugs.

In other words, our international care is comprehensive, and convenient – just what you'd expect from an expat specialist.

Your care, everywhere

As a marine professional, you need quick, reliable access to care all over the world. That's why our plans include the latest digital health tools.

We use Medelinked, a leading digital health records service, to make accessing your records online from anywhere in the world safe and convenient. You can share your records with trusted health partners, and instantly check your insurance information, so you get the right care as quickly as possible.

The IntegraHealth app makes things even easier. With it, you can check your Medelinked records, and contact us at any time for help and advice. It integrates directly with Apple Health, building up a better picture of your health over time. And it allows you to submit claims directly, which means less paperwork and quicker settlement.

It's not just about convenience. With these tools, health providers have more information, so they can always give you the best possible care, wherever you are.

Plans for individuals

You never quite know what's around the corner.
That's why we offer comprehensive, integrated
policies, with everything you need built in.

Whether you choose Currents or Advantages, you'll benefit from prompt, reliable, high quality care wherever you are.

Currents

Our Currents plan has been thoughtfully designed to provide comprehensive yet affordable care.



Advantages

With Advantages, you'll benefit from the very best care, wherever you are – from a private room during any hospital stay, to free regular checkups, and much more.

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
Maximum lifetime plan benefit	\$2,500,000	\$5,000,000
Annual maximum plan benefit	\$1,500,000	\$2,000,000
Maximum lifetime plan benefit	€2,000,000	€3,750,000
Annual maximum plan benefit	€1,250,000	€1,500,000
Maximum lifetime plan benefit	£1,500,000	£3,000,000
Annual maximum plan benefit	£1,000,000	£1,250,000
HOSPITALISATION BENEFITS		
Accommodation	Semi-private room	Private room
Inpatient treatment, daypatient, operating theatre and recovery room, prescribed medicines, drugs and dressing for inpatient or daypatient treatment	100% 90% US/Canada	100%
Intensive care unit	100% 90% US/Canada	100%
Inpatient ancillary services including physical and occupational therapy as daypatient or inpatient	100% 90% US/Canada	100%
Surgeons' and anaesthetists' fees	100% 90% US/Canada	100%
Inpatient consultation by specialist	100% 90% US/Canada	100%
Emergency room	100% 90% US/Canada	100%
Pathology, radiology, and diagnostic tests	100% 90% US/Canada	100%
MRI, CT and PET scans	100% 90% US/Canada	100%
Private duty nursing (Lifetime maximum)	\$7,500 €6,000 £5,000	\$15,000 €12,500 £10,000
Skilled nursing facility (Lifetime maximum)	\$7,500 €6,000 £5,000	\$15,000 €12,500 £10,000
Home health care (Lifetime maximum)	\$7,500 €6,000 £5,000	\$15,000 €12,500 £10,000
Hospice care services (Lifetime maximum)	\$10,000 €8,000 £6,500	\$20,000 €15,000 £13,000
Emergency dental treatment (as a result of accident)	100% 90% US/Canada	100%
Cancer treatment	100% 90% US/Canada	100%

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
Child accompaniment	100%	100%

If the insured person is a child under 16 who requires hospitalisation, we will pay for necessary overnight accommodation for one parent in the same hospital, or when no such accommodation is available, for necessary bed and breakfast accommodation in a nearby hotel. Pre-approval is necessary.

MANAGED TRANSPLANT PROGRAMME

Organ transplants maximum lifetime	\$500,000 €400,000 £300,000	\$500,000 €400,000 £300,000
Tissue transplants (as part of the overall organ max.)	\$250,000 €200,000 £150,000	\$250,000 €200,000 £150,000

Transplant must be pre-certified and approved by us. Failure to comply will result in treatment not being covered by your policy. A 24-month waiting period applies for all transplants.

OUTPATIENT BENEFITS

Surgery as outpatient	100% 90% US/Canada	100%
Physician office visits and specialist fees	90%	100%
Diagnostic and therapeutic services (as outpatient, per visit)	90%	100%
Physical therapy (as outpatient, per visit)	90% \$75 €60 £50 policy year max 30 visits	100% \$75 €60 £50 policy year max 50 visits
Occupational therapy (as outpatient, per visit)	90% \$75 €60 £50 policy year max 30 visits	100% \$75 €60 £50 policy year max 50 visits
Chiropractic services Policy year maximum for chiropractic services <i>Referral letter required from medical physician</i>	90% \$750 €600 £500	100% \$1,500 €1,250 £1,000
Complementary Medicine Including TCM, bonesetting, acupuncture, herbal medicine, homeopathy and osteopathy	N/A	100% \$1,500 €1,250 £1,000
PRESCRIPTION PROGRAMME		
In US (no deductible applies)	90% generic 80% brand	100% generic 90% brand
All other countries (deductible applies)	90%	100%

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
MATERNITY AND NEWBORN COVER		
Pregnancy, normal delivery	90% \$2,000 €1,500 £1,300	100% \$10,000 €7,500 £6,500
Complicated pregnancy and Cesarean section (non-elective)	90% \$4,000 €3,000 £2,600	100% \$12,000 €9,000 £8,000

Routine nursery, included under maternity benefits as any other treatment including room and board, physician charges and circumcision for males prior to discharge. In the case of an elective Cesarean section, which is not medically necessary, benefit will be paid at the cost of a normal delivery, up to the Pregnancy, normal delivery limit.

Newborn cover	\$25,000 €20,000 £15,000	\$30,000 €22,500 £22,000
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Included in newborn cover are premature births, congenital conditions and birth anomalies. Newborn cover is only available for a covered pregnancy. A 12-month waiting period applies for all maternity benefits and newborn care benefits.

WELLNESS AND ROUTINE SERVICES		
ADULTS Per policy year	\$500 €400 £300	\$750 €600 £500
Routine physical exams in connection with overall health and wellbeing	90%	100%
Pap smear	90%	100%
Mammograms: ages 35-39 one baseline exam; ages 40-49 one exam every one or two years for asymptomatic women, but no sooner than two years after baseline; age 50 and over one exam annually; any age whenever prescribed by a physician	90%	100%
Prostate cancer screening: one test per policy year for males age 50 or over	90%	100%
Immunisations and vaccinations	90%	100%
CHILD(REN)		
Maximum per policy year: birth to age 12 months	\$300 €275 £225	\$500 €400 £300
Maximum per policy year: 13 months and over	\$200 €150 £125	\$300 €275 £225
Routine medical exams and immunizations and vaccinations	100%	100%
Child preventive care services	100%	100%
Hearing tests	100%	100%

Six-month waiting period applies to all wellness benefits, but waits are waived for policies that are paid annually. Overall wellness benefit maximums apply to all routine and wellness benefits for adults and children.

VISION CARE COVER		
Maximum per 24-month period Six-month waiting period applies to Vision Care Cover but waits are waived for policies that are paid annually. Not subject to deductible.	100% \$300 €275 £225	100% \$300 €275 £225

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
EMERGENCY EVACUATION, REPATRIATION AND AMBULANCE SERVICES		
Medical evacuation and assistance	100%	100%
24/7 Emergency medical assistance hotline	YES	YES
Repatriation of mortal remains	100%	100%
Family emergency travel	N/A	100% \$5,000 €3,500 £3,000
Repatriation accompaniment	100% \$2,500 €1,750 £1,500	100% \$5,000 €3,500 £3,000
Repatriation family accompaniment	N/A	100% \$3,000 €2,250 £2,000

SAND (SECURITY AND NATURAL DISASTER)

Access to our specialist representatives who provide a 24/7 international emergency response in events such as security crises, political unrest and natural disasters. The services include assistance in arranging evacuation, contingency planning, remote medical abilities, crisis management and tracking services. Any costs incurred are the responsibility of the insured person, and must be paid by you to the service provider.

MARINESURE SPECIALCARE BENEFITS - RETURN TO FITNESS		
Rejoin vessel or return to country of residence due to medical treatment received onshore. Maximum benefit for transportation costs:	100% \$1,500 €1,250 £1,000	100% \$1,500 €1,250 £1,000
Long-term convalescence in home country. Repatriation and home country cover due to medical necessity	100%	100%
Companion travel and accommodation expenses for one person to accompany you to hospital outside of home country for duration of five days or more. One return trip, by first class rail or by economy/tourist class air travel. Overnight accommodation up to \$100 each night up to a maximum of 15 nights	100% \$2,500 €1,750 £1,500	100% \$2,500 €1,750 £1,500

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
MEDICAL CONCIERGE SERVICES		
Best possible outcome programme	N/A	YES
<i>A dedicated diagnosis verification and treatment planning care management programme. In the event that you are diagnosed with a specified critical illness, the programme provides access to an appropriate specialist who will remotely review your medical reports to confirm your diagnosis and advise, in conjunction with your treating physician on your treatment options, to provide the best outcome.</i>		
Advanced health screening programme	N/A	100%
Ages 40-50 one high level physical examination every 3 years	N/A	\$1,000 €750 £650
Ages 50+ one high level physical examination every 3 years	N/A	\$1,500 €1,250 £1,000
Blood care programme	N/A	YES

A blood care programme that delivers screened blood, in an emergency, to its members in any part of the world.

MENTAL HEALTH BENEFITS	100%	100%
Lifetime maximum for mental health benefits (inpatient and outpatient)	\$25,000 €20,000 £15,000	\$25,000 €20,000 £15,000
Policy year mental illness, maximum (out-of-hospital) 15 visits	\$2,500 €2,000 £1,500 per policy year	\$2,500 €2,000 £1,500 per policy year
Lifetime mental illness, maximum per insured (in-hospital)	60 days	60 days
Lifetime maximum for mental health benefits (out-of-hospital)	80 visits	80 visits

Mental health benefits do not count towards out of pocket maximum.

CREW ASSISTANCE PROGRAMME	YES	YES
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Operated by Morneau Shepell it provides assistance for the types of issues often faced by marine professionals. It's a comprehensive well-being program that gives free, confidential support, 24 hours a day. You can talk to someone about any issues you're experiencing from work related issues to dealing with close quarter living; from culture shock to work stresses, conflicts and challenges and it's all totally confidential.

ACCIDENTAL DEATH AND DISMEMBERMENT	N/A	\$100,000 €80,000 £70,000
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Also available as an optional benefit on all plans.

HIV/AIDS TREATMENT	YES	YES
Lifetime maximum	\$25,000 €20,000 £15,000	\$25,000 €20,000 £15,000

TABLE OF BENEFITS

INTERNATIONAL

	Currents	Advantages
DURABLE MEDICAL EQUIPMENT	YES	YES
Lifetime maximum	\$15,000 €12,000 £10,000	\$20,000 €15,000 £13,000
CHRONIC CONDITIONS	YES	YES
<i>Chronic conditions are treated like any other condition under the policy.</i>		
LIFE COVER (ADULTS ONLY)		
Lump sum in case of death (all causes)	\$5,000 €5,000 £5,000	\$10,000 €10,000 £10,000
DEDUCTIBLE OPTIONS		
Deductible options are:	\$200, \$500, \$1,000, \$5,000 €150, €400, €750, €4,000 £125, £300, £650, £3,000	\$0, \$100, \$200, \$500, \$1,000, \$5,000 €0, €75, €150, €400, €750, €4,000 £0, £65, £125, £300, £650, £3,000
OUT OF POCKET MAXIMUM INDIVIDUAL	\$1,000 €750 £650	\$1,000 €750 £650

An out of pocket maximum is protection for you against high medical costs from your benefits which are listed at 90%. The 10% that you pay yourself is your out of pocket expenses. Once your out of pocket costs equal the maximum indicated, your benefits that were at 90% are switched to 100% for the remainder of the policy year (unless where indicated). For Premier Plans out of pocket while technically possible is not practical due to the 100%. The only area where a maximum out of pocket could be reached is in the US prescriptions for brand name drugs. All other qualified benefits are at 100%.

OUT OF POCKET MAXIMUM FAMILY	\$3,000 €2,250 £2,000	\$3,000 €2,250 £2,000
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Functions just like the individual out of pocket except this is protection for the entire family. If the family out of pocket maximum is reached regardless of whether the individual out of pocket limit is reached the entire family under cover has their 90% benefits switched to 100% for the remainder of the policy year (unless where indicated). For Premier Plans out of pocket while technically possible is not practical due to the 100%. The only area where a maximum out of pocket could be reached is in the US prescriptions for brand name drugs. All other qualified benefits are at 100%.

GEOGRAPHICAL COVER REGION OPTIONS

Cover Region 1 - Worldwide including US and Canada and their territories.

For Cover Region 1 - please note that benefits listed above are only applicable when using our Preferred Provider Network. Benefits outside of network are reduced to 70% and co-insurance does not count toward out of pocket max.

Cover Region 2 - Worldwide but excluding US and Canada and their territories.

For Cover Region 2 - does not include any cover for US and Canada and their territories.

OPTIONAL BENEFITS PLAN

INTERNATIONAL

	Currents	Advantages
DENTAL PLAN OPTION PLAN FEATURES		
Individual deductible	\$50 €40 £30	\$50 €40 £30
CLASS I EXPENSES No deductible applies Diagnostic - general preventive	100%	Included under medical portion of plan
CLASS II EXPENSES Restorative (basic); endodontics; periodontics; prosthodontics - removable (maintenance); fixed bridge (maintenance); oral surgery	80%	90%
CLASS III EXPENSES Restorative (major); endodontics; prosthodontics - removable (installation); fixed bridge (installation)	50%	60%

Orthodontic and Class III services are available after three months of continuous enrollment in the Dental Plan. Orthodontic services are only available for children under 18 years of age.

Policy year maximum (per insured person)	\$1,500 €1,200 £1,000	\$3,000 €2,250 £2,000
Orthodontic lifetime maximum	\$1,500 €1,200 £1,000	\$2,500 €2,000 £1,500

ACCIDENTAL DEATH AND DISMEMBERMENT (AD&D) OPTION

In the event of an accidental death or dismemberment of the primary insured the insurer pays a lump sum benefit equal to the principal sum subject to a maximum benefit multiplied by a percentage as shown below.

Loss of life	100%	100%
Loss of sight of both eyes	100%	100%
Loss of both hands or arms	100%	100%
Loss of both feet or both legs	100%	100%
Loss of one arm and one leg	100%	100%
Loss of sight of one eye	50%	50%
Loss of one foot or one leg	50%	50%
Loss of one hand or arm	50%	50%

N.B. Benefits cannot exceed two times annual salary. See rate sheet for benefit sums available.

POLICY SUMMARY

This summary does not describe all the terms and conditions of this policy, so please take time to read the policy wording document, as well as the table of the benefits, to ensure you understand the cover it provides.

It's important that you review and update your cover periodically to ensure it remains adequate.

About this policy

This policy has been issued by Integra Global Health Limited, and MGEN.

Integra Global Health Limited is registered in England and Wales (no. 10928913), registered office: 29/30 Fitzroy Square, London W1T 6LQ. Integra Global Health Limited is an appointed representative of Compass Underwriting Limited, which is authorised and regulated by the Financial Conduct Authority, FCA registration no. 304908. MarineSure is a trading name of Integra Global Health Limited.

This policy is underwritten by MGEN, SIREN number 775 685 399, regulated by the provisions of Tome II of the French mutual insurance companies code: 3 – 7 square Max Hymans, 75748 Paris Cedex 15, France; and MGEN Vie, 3 – 7 square Max Hymans, 75748 Paris Cedex 15, France, registered under number Siren 441 922 002.

The policy duration is one year starting from your commencement date listed on the Certificate of Insurance. And your cover is renewed by tacit agreement on each anniversary date for a period of one year, unless cancelled by you by means of a registered letter sent to Integra Global Health Limited at the latest two months before the anniversary date, which is the effective date of termination.

Significant features and benefits

Cover

The purpose of this insurance policy is to provide cover to individuals and their eligible dependents. Individuals who meet all of the following criteria are eligible for cover as an insured person:

- the individual has completed an enrolment form for cover;
- the individual has signed and returned an enrolment form to us;
- the individual resides outside of the United States of America, or any of its territories;
- the individual and/or his or her eligible dependents will not attain 69 years of age during the period of insurance; and we accept the individual for cover.

The cover which will be provided to each insured person will be in accordance with the selected plan, as shown in the certificate issued to the insured person and with the table of benefits, each of which form part of this policy. Any benefits not included in the cover selected and the table of benefits do not apply.

Your eligible expenses shall be the reasonable charges for the services and supplies listed below, actually made to the insured person and, unless otherwise shown, will be considered eligible only if the expenses are:

1. given for the diagnosis or treatment of illness, pregnancy or accidental injury
2. ordered or performed by a physician
3. medically necessary; and
4. usual, reasonable and customary.

You and your physician decide which services and supplies are given, but the plan only pays for covered medical expenses, which we deem to be medically necessary.

Depending on the chosen region, this plan will cover you worldwide including or excluding USA and Canada. For region 1 cover – worldwide including USA and Canada the benefits listed in in the table of the benefits are only applicable when using UnitedHealthcare – our chosen PPO. For region 2 cover – access to healthcare providers as well as the treatments and services in USA and Canada is excluded.

After your chosen deductible on the plan, meaning the amount of covered expenses which you are required to pay before benefits are payable under this policy, are paid, we will start paying the benefits for covered medical expenses as per table of the benefits at the percentage rates shown.

Significant features and benefits

- **Inpatient charges** made by a hospital for giving accommodation and other hospital services and supplies to you when you are confined as a full-time inpatient.
- **Outpatient charges** for medically necessary diagnostic and therapeutic services rendered to you as an outpatient of a hospital, provider's office or approved independent facility.
- **Mental health benefits** – the policy will pay up to the policy limits in the table of benefits for allowable charges in respect of psycho-therapeutic treatment and psychiatric counselling and treatment for approved psychiatric diagnosis.
- **Wellness benefits** – we will pay the costs up to the policy limits as per the table of benefits for your cost of examinations (having regard to your age) to ascertain the potential presence of illness or disease; these may include, (but not limited to): vital signs, including blood pressure, cholesterol, cardiovascular, cancer screening including mammogram, pap smear, colon, prostate.
- **Life cover** – a lump sum is paid in case of death (all causes) of an adult insured person depending on the plan chosen and as listed in your table of benefits.
- **Emergency medical assistance and evacuation** – a 24-hour dedicated emergency telephone and assistance service, in the event of a medical emergency.
- **Expatriate Assistance Programme** – assistance with the following (but not limited to) issues: adapt across cultures, work towards life goals, find solution for work related issues, access for crisis and trauma support while on assignment.
- **Return to fitness** – where an insured person has had to be signed off the vessel by a physician in order to obtain medical treatment and as a result is unable to rejoin the vessel or has to be replaced by the contractor, we will pay up to \$1,500 for transportation costs (economy class) to either rejoin the vessel at the next port of call or return to the insured person's country of residence.
- **Long term convalescence in home country** – Where it is medically necessary for an insured person to undergo a period of convalescence longer than 14 days, consideration shall be given to repatriating them to their home country.
- **Maternity benefits**

Support team

You can connect our member care via:

member-care@integraglobal.com

or **+44 333 405 3003**

UK: **0808 101 3483** (freephone)

US: **+1888 753 1377** (toll-free)

In case of emergency, please call our
24/7 medical assistance

INT **+44 (0)20 7183 8910**

BACKUP **+44 (0)7785 627 433**

Significant exclusions or limitations

The policy does not cover:

- No benefits are payable for health expenses incurred before cover has commenced or when a cover has terminated
- Exams in any way related to employment or premarital exams other than ENG1.
- Services and supplies which we deem to be unnecessary for the diagnosis, care or treatment of the physical or mental condition involved.
- Over-the-counter medications and supplies which do not require a physician prescription
- Treatments or services that exclusions deem to be experimental or investigational
- Charges for or related to services, treatments, education testing or training related to learning disabilities or development delays including but not limited to attention deficit/hyperactivity disorder (ADD/ADHD)
- Participation in a professional sports or any hazardous sport or activity
- Dental implants of any type
- Plastic surgery, reconstructive surgery, cosmetic surgery or other services and supplies which improve, alter or enhance appearance
- 12 months waiting period applies to all maternity and newborn care benefits.
- 24 months period applies to organ transplant benefits

Cancellation right

If you cancel within the first 14 days after receiving your policy documents, within the first year of insurance, we will refund your full premium, providing no claims have been made on your policy.

We reserve the right to deduct an administrative charge of US\$30 for the costs of production and despatch of documentation.

Integra Global Health Limited is covered by the Financial Services Compensation Scheme (FSCS) You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Making a claim

Members can pay for treatment and seek reimbursement for all eligible expenses. Claims should be submitted within 180 days of treatment.

The form can be obtained via our website:

integraglobal.com/members-area/submit-a-claim

Please complete the form in its entirety (front and back) including:

1. For foreign language claims please fill out Section B in English
2. Attach itemised invoices along with your claim
3. Make copies of all invoices and claim form
4. Submit to the email address listed below

Submit the claim form and supporting documents to: integra@medical-administrators.com or via the yourHealth app.

How to make a complaint

The most important thing for us is to help resolve your concerns as quickly as possible. Upon receipt of your complaint, we will do all we can to resolve your complaint by the end of the next business day. However, if we can't do this, we will contact you within five working days to acknowledge your complaint and explain the next steps. Letting us know when you are unhappy with our service gives us the opportunity to put things right for you and improve our overall service.

You can contact our claims administrators via the details below:

Tel: +(33) 184 780 368

Email: integra@medical-administrators.com

or write to:

Medical Administrators International, 37, rue Anatole France, 92532 Levallois Perret, France

If the insured persons are not satisfied by MAI's response, they can send a standard letter to:

MGEN International Benefits, 7, square Max Hymans, 75748 Paris Cedex 15, France

or email clients@mgen-ib.com

In the event of disagreement with a decision by the insurer, and having exhausted all means of appeal offered by the insurer, the insured person may contact the MGEN ombudsman at:

**MGEN, Monsieur le Médiateur,
3, square Max Hymans, 75748 Paris Cedex 1
or email mediation@mgen.fr**

The ombudsman's opinion is not binding on the parties in dispute and they retain the right to bring proceedings before the competent court. The ombudsman is not authorised to give an opinion on insurance admissibility conditions. The terms and conditions of the ombudsman's intervention can be consulted on the website www.mgen.fr (mediation section) or obtained on request from the postal address above.

To help us resolve your complaint, please supply the following information:

- your name and membership details
- a contact telephone number
- a description of your complaint
- any relevant information relating to your complaint that we may not have already seen.

Better healthcare in minutes

Enrolling in one of our plans is easy. You can do it online – it's completely secure, and only takes a few minutes. Just go to marinesure-health.com to get started. If you have any questions, get in touch.

Our insurance partner

Your Integra Global MarineSure health plan is underwritten by MGEN, SIREN number 775 685 399, regulated by the provisions of Tome II of the French mutual insurance companies code - 3-7 Square Max Hymans, 75748 PARIS Cedex 15

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**MARINE
SURE** /