



You are enrolled in Global Rescue, Emergency Medical Advisory and Evacuation under the SASS Global Travel plan for the duration of your SASS trip (policy details below).

Coverage Overview:

Field Rescue & Medical Evacuation (repatriation) in the event of a medical incident requiring in-patient hospitalization from point of injury or illness to a local medical facility. If your hospital stay lasts 3 or more days, and you are fit to fly, you will have the option to be repatriated back to your home country.

Medical Hotline Services in the event of a minor medical event, Global Rescue provides 24/7 telephonic health and security information and advisory services to travelers. Services include:

Medical & Assistance

- Medical and advisory services from Global Rescue's team of paramedics and physicians;
- Medical referrals to local hospitals and clinics;
- Emergency message relay to friends/family;
- Bedside case management
- Lost baggage search assistance;
- Lost passport and travel document assistance; and
- ATM locator services.

Services Maximums:

Medical Evacuation - \$250,000

Mortal Remains Transport - \$15,000

NOTIFICATION PROCESS FOR MEDICAL SITUATIONS

In the event of a medical emergency, please contact the Global Rescue Operations Center as soon as possible. The first minutes that follow a medical emergency can determine the outcome for a patient. Early activation of Global Rescue's Operations Center allows our physicians and paramedics to more effectively influence the patient's course of treatment, prognosis and evacuation plan. **Global Rescue must be contacted in order to provide services** – Global Rescue is not an insurance company. Services not provided by Global Rescue cannot be reimbursed.

How to communicate with the Global Rescue Operations Center:

Telephone: +1-617-459-4200

Email: OPERATIONS@globalrescue.com

Fax: +1-617-507-1050

Please be prepared to provide our operations center with the following information:

- Patient name
- Incident description and medical complaint
- Current location of patient (address, GPS coordinates, etc.)
- Contact information
 - ✓ Telephone number where patient can be reached
 - ✓ Telephone number for company point of contact

The following points of information will also be helpful to our operations center but should not delay initial notification:

- Hospital contact information
 - Address
 - Phone number
 - Fax number
 - Treating physicians name
- Member age, weight, height and sex
- Member date of birth
- Member medical information
 - Current medications
 - Past medical history
 - Allergies to medicine
 - Name and contact information for primary care physician
- Name and contact information for any accompanying persons
- Description of any known security issues

1. **Definitions.** In addition to the terms defined elsewhere in this Agreement the following terms, when capitalized in this Agreement, shall be ascribed meaning as follows:

"Field Rescue" – The transport of a Traveling Member to the nearest available hospital, clinic or other medical provider capable of providing stabilizing and/or evaluative care to the Traveling Member. For purposes of clarity, Field Rescue does not include search operations or any associated costs.

"Hospitalized" or "Hospitalization" – Admission to a medical facility on a continuous, in-patient basis necessitated by a medically diagnosable illness or injury and not for convenience or any other reason or, if the Traveling Member is suffering from an illness or injury which, as determined in GR's sole discretion, will be medically diagnosable and is sufficiently serious to warrant in-patient hospitalization if no facility is reasonably available.

"Security Emergency" – An event which causes officials of the Temporary Country of Residence or officials of a Traveling Member's Home Country, to issue, for reasons other than medical, a recommendation that categories of persons which include the Traveling Member, should leave the Temporary Country of Residence.

"Temporary Country of Residence" – The country in which the Traveling Member, exclusive of the Home Country, is temporarily residing or traveling.

2. **Services.** Subject to payment by Client of the Annual Fees and other amounts in accordance with this Agreement, GR will provide the following Services to Client in accordance with the terms of this Agreement and this Appendix A. Client acknowledges and agrees that any such Services provided shall not establish diagnosis, treatment or a physician-patient relationship of any kind with such Traveling Member and/or Client.

a. **Hotline Services.** To the extent permitted by law, GR will provide 24/7 telephonic health and security information and advisory services for Client's Traveling Members ("Hotline Services"). The Global Hotline Service will consist of the following:

- (i) Medical advisory services from Global Rescue's team of medical professionals and special operations veterans;
- (ii) Medical referrals to local hospitals and clinics;
- (iii) Emergency message relay to friends/family;
- (iv) Lost baggage search assistance;
- (v) Lost passport and travel document assistance; and
- (vi) ATM locator services.

b. **Medical Transport Services – Nearest Appropriate.** GR will provide, arrange and pay all necessary and ordinary expenses for transport to the nearest appropriate hospital, clinic or medical provider as determined by GR in its sole discretion, of a Traveling Member who is Hospitalized ("Medical Transport Services"). For Hospitalizations lasting more than 3 days, as soon as such Traveling Member has stabilized sufficiently to enable air travel via commercial coach or business class seat, GR shall provide, arrange and pay all necessary and ordinary expenses for transport of the Traveling Member to their Home Country. In the event the Traveling Member has a condition that warrants Hospitalization and the Traveling Member is unable to obtain medical services at their location or at a reasonably nearby location, GR will provide, oversee and pay for Field Rescue Services of the Traveling Member. GR reserves the right to determine, in its sole discretion, the mode and timing of such transport. If a Traveling Member receives Field Rescue Services and the Traveling Member does not require Hospitalization, Client shall reimburse GR for the cost of such Field Rescue Services, at GR's then-current preferred rates. In addition, GR will provide, arrange and pay for reasonable expenses to transport a Traveling Member's mortal remains to a morgue, funeral home, or mortuary within the Traveling Member's Home Country. GR reserves the right to determine, in its sole discretion, the mode and timing of any transport provided hereunder. GR may use (or retain) any previously booked but unused ticket(s) or associated refunds/credits in connection with any transport or expense hereunder.

3. Limitations; Exclusions.

GR shall not be under any obligation to provide Services to a Traveling Member if GR determines, in its sole discretion, any of the following factors exist:

- i. The Traveling Member is over the age of 85 years old;
 - ii. The Traveling Member is not reasonably accessible or cannot be transported safely in GR's sole discretion;
 - iii. The Traveling Member is located in a region that is not safely accessible;
 - iv. The Traveling Member has a contagious or infectious disease which would endanger the Traveling Member, those in contact with the Traveling Member or whose transport is prohibited by law;
 - v. The Traveling Member's primary diagnosis is psychiatric in nature;
 - vi. The Traveling Member's condition is self-inflicted;
 - vii. The Traveling Member has committed or is accused of committing a criminal act;
 - viii. GR must violate a law, rule or regulation in order to provide Services to the Traveling Member;
 - ix. The Traveling Member has ever been diagnosed with and/or treated for a condition(s) for which an organ transplant is indicated (whether currently on a transplant list or not) and such transport is related, directly or indirectly, to such condition(s), treatment and/or transplant;
 - x. The Traveling Member's condition is one which was diagnosed and/or treated within the forty-five day period prior to notification to GR or for which symptoms existed during such time period which would cause an ordinarily prudent person to seek such diagnosis or treatment.
 - xi. The Traveling Member's condition occurred while or resulted from an act of war among European or North American states;
 - xii. The Traveling Member's condition is a result of nuclear reaction, radioactive or chemical contamination, or the Traveling Member has been exposed to ionizing radiation or radioactivity from irradiated nuclear fuel which would endanger the Traveling Member, those in contact with the Traveling Member or whose transport is prohibited by law;
 - xiii. The Traveling Member is traveling against the judgment of a medical professional, as determined in GR's sole discretion, while waiting for treatment, or for the purpose of obtaining medical treatment;
 - xiv. The Traveling Member is beyond her second trimester of pregnancy;
 - xv. The Traveling Member is engaged in an armed conflict, as a member of any army, guerilla, terrorist or other armed force, or is serving in a security function in any capacity;
 - xvi. The Traveling Member has a condition caused by the use of alcohol, drugs or intoxicants not prescribed by a physician;
 - xvii. The Traveling Member failed to obtain and/or maintain required immigration, work residence or similar visas, permits, or other documentation.
 - xviii. The Traveling Member is traveling in the Arctic above the 80th parallel North OR on/near the Antarctic continent below the 60th parallel South.
 - xix. The Traveling Member knowingly entered a region where the Traveling Member knew or should have reasonably known that a Security Emergency existed or was imminent;
 - xx. The Traveling Member was added to the Member Census while in a region where a Security Emergency existed or was imminent;
 - xxi. The Traveling Member has been kidnapped, held for ransom or held against their will or the Traveling Member placed themselves in a situation where kidnap, being held for ransom or being held against their will was likely.
4. **Services Maximum.** The cost of Medical Transport Services provided by GR pursuant to this Agreement shall be limited to \$2,000,000 in aggregate during the Term ("Service Maximum"). Notwithstanding the foregoing, the Service Maximum shall be subject to the following per-Traveling Member limitations: Medical Transport Services and/or Field Rescue Services - \$250,000; and, Mortal Remains Transport Services - \$15,000. Any costs in excess of the Service Maximum (aggregate and/or per-Traveling Member) shall be the sole responsibility of Client. Any such excess costs shall be paid at the time the Services are rendered, or in GR's sole discretion, will be invoiced to Client and paid by Client in accordance with the terms of this Agreement. Prior to GR providing Services with costs in excess to the Service Maximum (aggregate and/or per-Traveling Member), GR shall notify Client of the approximate excess costs and Client shall approve and pay such costs. If Client fails to approve and pay such excess costs, GR shall not be obligated to provide the Services which incur such excess costs. Notwithstanding anything herein to the contrary, GR shall not be under any obligation to provide more than two (2) transports (Medical and/or Mortal Remains) of any Traveling Member during the Term.

GR shall be subrogated to all of Client's and each Traveling Member's rights of recovery against any party for loss, to the extent payment and/or the costs therefore are made or incurred by GR and regardless of whether Client and/or such Traveling Member is made whole. Client and each Traveling Member hereby acknowledge the foregoing subrogation rights and agree to execute such further and other documents as GR may reasonably request in order to evidence such subrogation rights, whether before or after Services are performed. Without limiting the generality of the foregoing GR shall be entitled to enforce all rights Client and/or the Traveling Member has or otherwise would have had against such party, and/or to recover directly from Client and/or the Traveling Member from any amounts received and/or due from such party. It is further agreed that all costs and expenses incurred by GR in performing the Services shall conclusively be deemed to be reasonable.