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About US

Our promise to our customers is in our name: 'Now' is clear, innovative and accessible. This means clear, relevant information, easy-to-use online tools and fast service from people who respect your time. Our products are designed to be comprehensive and benefit rich.

Now Health International is a global business with its headquarters in Hong Kong and regional service centres in Hong Kong, Shanghai, Dubai, the United Kingdom, Singapore, Jakarta, Malta and Spain. In July 2015, Now Health's investor acquired Best Doctors Insurance, a major medical insurance provider with distribution throughout Latin America, the Caribbean and Canada. The combination of the two

businesses creates one of the largest providers of high-end international private medical insurance globally, with 16 sales/service offices, 125,000+ members, 407 staff and 5,000+ distribution partners.

Our innovative service proposition provides you with peace of mind that we will deliver a fast, accurate service when you need it most. Our award winning digital tools such as our smartphone app also make it easy for members to manage their plan while on the move, creating an exceptional customer experience.





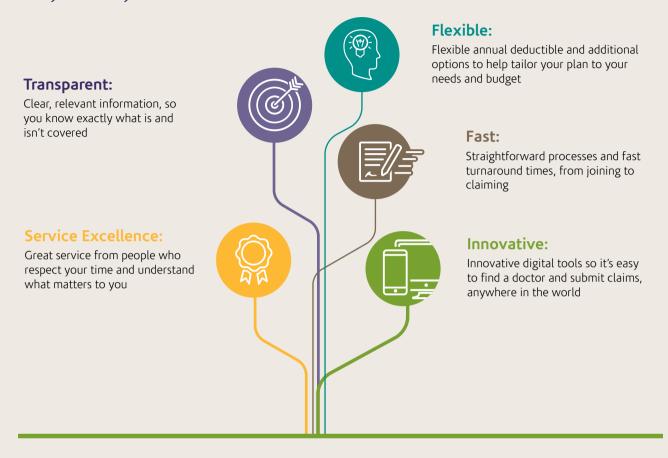
Our Insurance Partner

Our insurance partner is Best Doctors Insurance Limited. Best Doctors Insurance Limited is a non-resident Class 3B insurer in Bermuda. To be registered as a Class 3B insurer the minimum premium requirement is USD \$50 million and Best Doctors Insurance Limited continues to comply with the ongoing solvency requirements the Bermuda Monetary Authority (BMA) https://www.bma.bm place on us.



Why Choose Us

With us, it's easy to get immediate access to top-quality healthcare anywhere in the world. We make it simple to choose the right cover and access the best medical care for you and your family.



We are an award winning health insurance provider. From our products to our innovative service offer, we are continually working to deliver excellence for our customers.





SimpleCare: At a glance

SimpleCare is an affordable plan that is designed to provide vital health protection for all major health events, ensuring you can access quality healthcare when you need it most.

SimpleCare CORE	SimpleCare 100	SimpleCare 250		
In-Patient	In-Patient Out-Patient USD 1,000/EUR 800/GBP 625	H		
Ideal for someone who wants protection for serious medical conditions and emergencies	Suitable for those that want cover for major health events, as well basic cover for day to day medical expenses	Designed for those looking for more extensive but affordable cover, with a higher aggregate benefit limit for day to day medical expenses		

	SimpleCare CORE	SimpleCare 100	SimpleCare 250	
	Annual maximum up to USD 1,000,000/ EUR 800,000/ GBP 625,000	Annual maximum up to USD 1,500,000/ EUR 1,200,000/ GBP 937,500	Annual maximum up to USD 1,500,000/ EUR 1,200,000/ GBP 937,500	
Hospital & Surgery	Full refund	Full refund	Full refund	
Day-Patient/ Out-Patient Surgery	Full refund	Full refund	Full refund	
Cancer	Full refund	Full refund	Full refund	
Organ Transplant	Up to USD 100,000/ EUR 80,000/GBP 62,500	Up to USD 150,000/ EUR 120,000/GBP 93,750	Up to USD 150,000/ EUR 120,000/GBP 93,750	
Evacuation and Repatriation	Up to USD 100,000/ EUR 80,000/GBP 62,500	Up to USD 100,000/ EUR 80,000/GBP 62,500	Up to USD 100,000/ EUR 80,000/GBP 62,500	
Out-Patient	Not Covered	Up to USD1,000/ EUR 800/GBP 625	Up to USD 2,500/ EUR 2,000/GBP 1,550	
Dental Dental	Not Covered	Not Covered	80% up to USD 300/ EUR 240/GBP 185	
In/Day/Out-Patient Deductible	USD 500 /EUR 400/ GBP 310 default	USD 500 /EUR 400/ GBP 310 default	USD 500 /EUR 400/ GBP 310 default	



How to build your plan

Here's how you can build your own SimpleCare plan in four easy steps.

Select the level of cover	Sim	pleCare C	ORE	SimpleCare 100 In-Patient Out-Patient USD 1,000/ EUR 800/ GBP 625		SimpleCare 250 In-Patient Out-Patient USD 2,500/EUR 2,000/GBP 1,550			
	Residents of Africa			Area of Co Indian sub- Jordan, Le the Phi Network: S	-continent,	Area o. Africa, Indian sub Jordan, Lel the Phi Network: S	ional Optional f Cover: Europe, -continent, banon, and ilippines SimpleCare of Europe Optional Area of Cover: Worldwide excluding U.S.A. Network: SimpleCare Comprehensive		
Select the geographical	Residents of Europe		Default Area of Cover: Europe Network: SimpleCare Europe		Optional Area of Cover: Worldwide Excluding USA Network: SimpleCare Comprehensive				
area of cover	Residents of South East Asia (excluding Indonesia and Singapore)		Default Area of Cover: South East Asia (excluding Singapore) Network: SimpleCare South East Asia		oore) Care	Optional Area of Cover: Worldwide excluding U.S.A. Network: SimpleCare Comprehensive			
	Default Residents: Rest of the World Area of Cover: Worldwide excluding USA Network: SimpleCare Comprehensive			_					
Select the annual in/day/out-patient deductible	USD Nil	USD 150/ EUR 120/ GBP 95	USD 250/ EUR 200/ GBP 155	USD 500/ EUR 400/ GBP 310 (default)	USD1,000/ EUR 800/ GBP 625	USD 2,500/ EUR 2,000/ GBP 1,550	USD 5,000/ EUR 4,000/ GBP 3,125	USD 10,000/ EUR 8,000/ GBP 6,250	USD 15,000/ EUR 12,000/ GBP 9,375
Select any ONE out-patient option • For SimpleCare 100 & SimpleCare 250 • For deductibles USD 500/EUR 400/ GBP 310 and under	USD 25/EUR 20/GBP15 20% out-patient co-i out-patient per visit excess			co-insurance					



Who should buy this plan?



Meet Sarah

Sarah has recently moved abroad to study. It's her first time living away from home so her parents are paying for the cover. They need a cost-conscious solution while providing reassurance that she has access to top quality healthcare. She is looking for:

- Protection for accidents, hospitalisations and serious medical conditions
- Medical evacuation and repatriation to her home country
- Affordable cover as she is on a tight budget

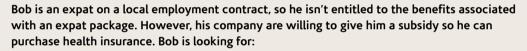
She should consider:

- SimpleCare CORE, which covers Sarah for all her major health needs
- A high annual in/day/out-patient deductible such as USD 5,000/EUR 4,000/ GBP 3,125 which will reduce her premium

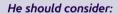
Why is this a good option:

- Full cover for hospital and surgery charges
- · Full cover for cancer treatment
- Evacuation and repatriation cover up to USD 100,000/EUR 80,000/GBP 62,500
- Access to our award-winning service and digital tools

Meet **Bob**



- Protection for accidents, hospitalisations and serious medical conditions
- Basic cover for minor day to day medical expenses, such as GP visits
- Health cover for his country of residence, as well as when he travels back to his home country to visit family



- SimpleCare 100, which covers Bob for all major health events, as well as up to USD 1,000/EUR 800/GBP 625 worth of out-patient treatment
- Our Worldwide cover (excluding USA)
 option, so Bob is covered when he travels
 home to visit family
- A low annual in/day/out-patient deductible such as USD 250/EUR 200/GBP 155, so he only has a small amount to pay once a year to access his plan

Why is this a good option:

- Full cover for hospital and surgery charges
- Full cover for cancer treatment
- Up to USD 1,000/EUR 800/GBP 625 per year to access out-patient care, drugs and dressings, physiotherapy and complementary medicine
- Access to our award-winning service and digital tools



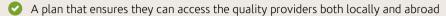


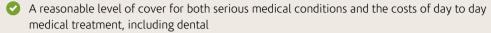
Who should buy this plan?



Meet the **Perez Family**

They are local nationals who are concerned about the quality of healthcare provision available to them in their home country. They are looking for:





Affordable cover for their whole family



They should consider:

- SimpleCare 250, which covers the family for all their major health needs, as well as up to USD 2,500/EUR 2,000/GBP 1,550 worth of out-patient treatment including dental
- A nil annual in/day/out-patient deductible, so they can access their plan with no up front cost to pay
- · They could also choose one of our risk-management tools for out-patient treatment, such as a 20% co-insurance, to help them keep their cover affordable

Why is this a good option:

- Full cover for hospital, surgery and cancer treatment
- Up to USD 2,500/EUR 2,000/GBP 1,550 per year per member to access out-patient care, drugs and dressings, physiotherapy and complementary medicine
- 80% cover up to USD 300/EUR 240/ GBP 185 per year per member for routine and complex dental treatment
- · Access to our award-winning service and digital tools



SimpleCare Benefit Schedule

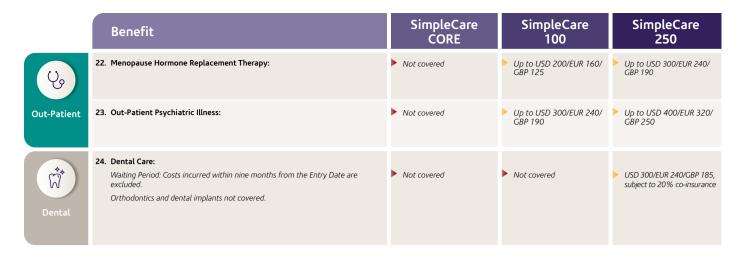
		Benefit	SimpleCare CORE	SimpleCare 100	SimpleCare 250
		Annual Maximum Plan Limit	USD 1,000,000/ EUR 800,000/ GBP 625,000	USD 1,500,000/ EUR 1,200,000/ GBP 937,500	USD 1,500,000/ EUR 1,200,000/ GBP 937,500
		Residents of Africa Area of Cover: Africa, Indian sub-continent, Jordan, Lebanon and the Philippines	Defaul	t Network: SimpleCare	Africa*
Geographical Area of Cover Default		Residents of Europe Area of Cover: Europe	Default	Network: SimpleCare	Europe [∞]
		Residents of South East Asia (excluding Indonesia and Singapore) Area of Cover: South East Asia (excluding Singapore)	Default Net	work: SimpleCare Sout	th East Asia [#]
		Residents: Rest of World Area of Cover: Worldwide excluding USA	Default Net	work: SimpleCare Com	prehensive ^Ø
	1.	Hospital Charges, Medical Practitioner and Specialist Fees: (i) Hospital charges (ii) Ancillary charges	(i) Full refund (ii) Up to USD 1,500/ EUR 1,200/GBP 930 per medical condition	(i) Full refund (ii) Up to USD 1,500/ EUR 1,200/GBP 930 per medical condition	(i) Full refund (ii) Up to USD 1,500/ EUR 1,200/GBP 930 per medical condition
Hospital & Surgery	2.	Diagnostic Procedures: MRI, PET & CT Scans	Full refund for in-patient pre and post-operative scans	Full refund	Full refund
	3.	Renal Failure and Renal Dialysis: (i) In-Patient basis (ii) Day-Patient or Out-Patient basis	(i) In-Patient pre and post-operative care up to six weeks full refund (ii) Up to USD 50,000/ EUR 40,000/ GBP 31,250	 (i) Up to six weeks full refund (ii) Up to USD 50,000/ EUR 40,000/ GBP 31,250 	 (i) Up to six weeks full refund (ii) Up to USD 50,000/ EUR 40,000/ GBP 31,250
	4.	Organ Transplant:	Up to USD 100,000/ EUR 80,000/GBP 62,500	Up to USD 150,000/ EUR 120,000/GBP 93,750	Up to USD 150,000/ EUR 120,000/GBP 93,750
	5.	Cancer Treatment:	Full refund	Full refund	Full refund
	6.	New Born Cover:	Up to USD 25,000/ EUR 20,000/GBP 15,625	Up to USD 35,000/ EUR 28,000/GBP 21,875	Up to USD 35,000/ EUR 28,000/GBP 21,875
	7.	Congenital Disorder:	Up to USD 25,000/ EUR 20,000/GBP 15,625	Up to USD 35,000/ EUR 28,000/GBP 21,875	Up to USD 35,000/ EUR 28,000/GBP 21,875
	8.	Parent Accommodation:	Full refund	Full refund	Full refund
	9.	Hospital Accommodation for New Born Accompanying their Mother:	Full refund	Full refund	Full refund
	10). Reconstructive Surgery:	Full refund	Full refund	Full refund
	11	. Day-Patient or Out-Patient Surgery:	Full refund	Full refund	▶ Full refund
	12	l. In-Patient Emergency Dental Treatment:	Full refund	Full refund	Full refund
	13	d. Rehabilitation:	Full refund up to 30 days per medical condition	Full refund up to 90 days per medical condition	Full refund up to 90 days per medical condition
Nursing Care	14	l. Nursing Care at Home:	Not covered	Full refund up to 30 days per medical condition	Full refund up to 30 days per medical condition

Benef	it	SimpleCare CORE	SimpleCa 100	re SimpleCare 250
15. Emergence	y Ambulance Transportation:	Full refund	Full refund	Full refund
Evacuatio Reasonabl (i) Transp (ii) Reason (iii) Reason (iv) Reason	in and Repatriation: in: e expenses for: portation costs able local travel costs to and from medical appointments able travel costs for a locally-accompanying person table costs for non-hospital accommodation costs into to country of residence or country of nationality treatment	Combined limit of USD 100,000/ EUR 80,000/GBP 62,5 (i) Full refund (ii) Full refund (iv) Up to USD 200/ EUR 160/GBP 125 per day, up to USD 7,500/ EUR 6,000/GBP 4, per person, per evacuation Full refund	 (i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 200 EUR 160/GBP in per day, up to USD 7,50 	 (i) Full refund (ii) Full refund (iii) Full refund (iv) Up to USD 200/ 25 per day, up to USD 7,500/ EUR 6,000/GBP 4,60 per person,
of Resid	f transportation of body or ashes to Country of Nationality or Co	(i) Full refund ountry (ii) Up to USD 10,000 EUR 8,000/GBP 6,		
18. Emergenc	y Non-Elective Treatment outside Area of Cover:	➤ Full refund for accider requiring in-patient or day-patient care Illness: in-patient and day-patient care up to USD 25,000/EUR 20,0 GBP 15,625	requiring in-patien day-patient care Illness: in-patient a day-patient care u	t or requiring in-patient or day-patient care nd Illness: in-patient and o to day-patient care up to
treatment (i) the tre- country (ii) this pla Note: This	payable for each night an insured person receives in-patient	per night, up to 30 nig		
	Out-Patient Limit le to Benefit 20 and 21	N/A	USD 1,000 EUR 800/ GBP 625	
(ii) Telecor	l Practitioner	 (i) and (ii) Pre-operative consult. within 15 days from the admission and postositalisation consult within 30 days follow. discharge from Hospit Up to maximum USD EUR 600/GBP 460 (iii) Not covered (iv) Not covered 	subject to Annual t Out-Patient Limit ration ng subject to Annual Subject to Annual Out-Patient Limit	iit (iv) Up to USD 150/ / EUR 120/GBP 95 pe Period of Cover (i), (ii), (iii) and (iv) subje to Annual Out-Patient.
(i) Physiot	nt Physiotherapy and Alternative Therapies: herapy ementary medicine and Treatment: osteopaths, chiropodists and ists, chiropractors, homeopaths, dietician and acupuncture Treat	▶ Not covered	(i) USD 60/EUR 48 per visit (ii) USD 60/EUR 48 per visit	per visit









	Geographical Area of Cover Options	SimpleCare CORE	SimpleCare 100	SimpleCare 250
(AR)	Residents of Africa			
Geographical Area of Cover	Area of Cover: Including Europe	➤ Network: SimpleCare Africa* and SimpleCare Europe∞	► Network: SimpleCare Africa* and SimpleCare Europe∞	➤ Network: SimpleCare Africa* and SimpleCare Europe [∞]
Options	Area of Cover: Worldwide Excluding USA	► Network: SimpleCare Comprehensive [©]	Network: SimpleCare Comprehensive [©]	Network: SimpleCare Comprehensive ⁹
	Residents of Europe			
	Area of Cover: Worldwide Excluding USA	Network: SimpleCare Comprehensive [®]	Network: SimpleCare Comprehensive [®]	Network: SimpleCare Comprehensive [®]
	Residents of South East Asia (excluding Indonesia and Singapore)			
	Area of Cover: Worldwide Excluding USA	Network: SimpleCare Comprehensive [®]	Network: SimpleCare Comprehensive [®]	Network: SimpleCare Comprehensive [®]

* SimpleCare Africa Network

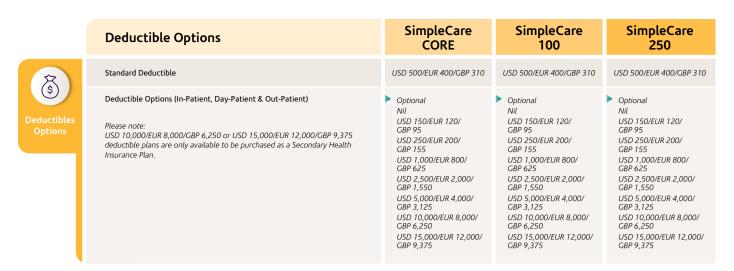
Our list of medical providers that is available to you if you are resident in Africa and you have not selected any geographical area option.

- # SimpleCare South East Asia Network
- Our list of medical providers that is available to you if you are resident in South East Asia (excluding Indonesia and Singapore) and you have not selected any geographical area option.
- $^{\it O}$ SimpleCare Comprehensive Network

Our list of medical providers that is available to you if you have extended your geographical area of cover to Worldwide Excluding USA.

∞ SimpleCare Europe Network

Our list of medical providers in Europe that is available to you if you are resident in Africa and have selected the geographical area option - Area of Cover: Africa, Europe, Indian Sub-Continent, Jordan, Lebanon, and the Philippines.



	Out-patient Options	SimpleCare CORE	SimpleCare 100	SimpleCare 250
Ų,	Out-Patient Per Visit Excess USD 25/EUR 20/GBP15 +	N/A	▶ Optional	▶ Optional
Out-Patient Options	Co-Insurance Out-patient Treatment 20% +	N/A	▶ Optional	▶ Optional

⁺ only available for plans with deductibles of USD 500/EUR 400/GBP 310 and under



How to use your plan?

When you need to use your plan, we've designed the process to be as straightforward as possible. Our innovative digital tools mean it is easy to manage your plan completely online.



Accessing In-Patient Treatment:

If you need to be admitted to hospital for day-patient or in-patient treatment, you must contact us first to request treatment pre-authorisation. We will then place a guarantee of payment with the medical provider so you don't need to pay anything.

Before seeking treatment you can use our Find a Medical Provider Tool to find a medical provider. This can be accessed online via:



Find a Medical Provider:



1) Our website,



 Our smartphone 'Now Health' App available for iPhone and Android; or



3) Your secure online portfolio.



Accessing Out-Patient Treatment:

If you select a plan that includes out-patient benefit, you can go to any medical practitioner of your choice or in our network, pay for your treatment and claim back your expenses online.



Ireatment:

Make a Claim:

If you have paid for out-patient treatment and need to submit a claim for reimbursement, you can do this in one of two ways, either via:



1) Our smartphone App for iPhone and Android; or



2) via your secure online portfolio.

Simply complete the online form and don't forget to attach any receipts or diagnostic reports. You will receive a notification to acknowledge receipt of your claim and you can track it using your secure online portfolio.



You can use your secure online portfolio to access all your plan information in just a few clicks. You can use your secure online portfolio to:



View and download your plan documents, including your certificate of insurance



Add your membership card to your smartphone wallet



Manage your information from anywhere:

NOW

Download your virtual membership card



Submit and track the status of your claims



Submit requests for treatment pre-authorisation



What We **Don't Cover**

There are some limitations that apply in addition to any personal exclusion we may detail in your Certificate of Insurance. These include treatments that may be considered a matter of personal choice (such as cosmetic treatment) and other treatments that are excluded from cover to keep premiums at an affordable level. For a full description, please refer to the members' handbook.

- 1 Act of terrorism, war and illegal acts
- 2 Administrative and shipping fees
- 3 Alcohol and drug abuse
- 4 Chemical exposure
- **5** Cosmetic treatment
- **6** Contamination
- 7 Chronic conditions (CORE plan only)
- 8 Coma or Vegetative State
- **9** Deductible, out-patient per visit excess or co-insurance
- 10 Dental care
 - unless this benefit is included within the core benefits of the plan
- 11 Developmental disorders
- 12 Dietary supplements and cosmetic products
- **13** Eating disorders
- 14 Experimental treatment and drugs
- 15 Eyesight tests or vision correction, hearing tests, hearing or visual aids
- 16 External prosthesis
- 17 Failure to follow medical advice
- **18** Foetal surgery
- 19 Genetic testing
- 20 Hazardous sports and pursuits
- 21 HIV, AIDS or sexually transmitted disease

- 22 Hormone Replacement Therapy

 unless caused due to medical intervention
- 23 Morbid obesity
- 24 Nursing homes, convalescence homes, health hydros and nature cure clinics
- 25 Palliative and Hospice Care
- **26** Pregnancy or maternity
- 27 Pre-existing Medical Conditions– unless agreed by us in writing
- 28 Professional sports
- 29 Psychiatric or Psychological Treatment– unless specified in your benefit schedule
- **30** Reproductive medicine
- 31) Routine examinations, health screening, and Vaccinations
- **32** Second opinions
- 33 Self-inflicted injuries or attempted suicide
- **34** Sexual problems and gender re-assignment
- 35 Sleep disorders
- 36 Travel/accommodation costs– except those pre-authorised by us
- 37 Travelling against medical advice
- 38 Treatment in high cost medical facilities
- **39** Treatment by a family member
- **40** Treatment charges outside of our reasonable and customary range



Join us today

It's quick and easy to join us. If you're looking for a simple and accessible approach to international health insurance, visit www.now-health.com or ask your intermediary for more information.

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Plans issued by Now Health International Limited, which is regulated by Dubai Financial Services Authority, register number F001448, are underwritten by Best Doctors Insurance Limited, which is regulated by the Bermuda Monetary Authority, register number 42307.

Plans are only available to those outside the UAE.

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Protect What Matters Most

At International Citizens Insurance (ICI), we're more than just an insurance provider —we're a trusted partner for navigating life abroad.

Whether you're a global citizen, expatriate, or organization, we offer comprehensive **health**, **life**, and **travel insurance solutions** tailored to your unique needs.

Our team of dedicated experts delivers personalized guidance and unwavering support, ensuring our clients feel confident, prepared, and fully protected wherever their journey takes them.

With a wide range of high-quality coverage options and a customer-first approach, our clients are informed, empowered, and cared for every step of the way.

Why Choose ICI?

Access to Top Global Insurers

We partner with multiple insurers to ensure you get the best options for your needs and budget.

Unbiased and Personal Advice

Your insurance needs are unique, and ICI will work with you to find the best option.

No Additional Fees

When you purchase through ICI, you get to work with our trusted advisors at the same price as going direct.

Claims Assistance and Customer Advocacy

Our strong insurer relationships and exceptional customer service make the entire process, from comparing plans to processing claims, simple and stress-free.

Get in Touch with Us!



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Email: <u>info@internationalinsurance.com</u>



Visit: www.internationalinsurance.com