

SimpleCare application form: Individuals and families (FMU)

For company use – intermediary details and stamp							
Intermediary company:	Fax number:						
	Email address:						
Contact name:	Official stamp:						
Telephone number:							
Please complete this form in BLOCK CAPITALS or apply online at www.now-he A deliberate or reckless misrepresentation by You may lead to Us voiding You We may void Your Plan or decline or reduce related claim payments. A misrepus, in establishing the terms of a contract (Your Plan). You should ensure that unsure on any matter You should contact Us .	IF Plan with loss of premium. Where You make a careless misrepresentation presentation is an untrue statement of fact relied on by one party, in this case						
Please keep a record of all information You supply to Us in connection with this application. Please enclose any medical reports or test results with Your application if they are available. We may ask You to complete a further medical questionnaire if We need more information. All the information You provide will be treated in strict confidence.							
We rely on the information that You provide in this form (i.e. Your representations) to decide whether or not to accept Your application, and whether or not We need to apply special terms. Special terms are exclusions or conditions that We may apply to Your cover. If You submit a claim for the Treatment of any existing condition which You did not tell Us about here or did not tell Us everything about, We may refuse to pay that claim. We also have the right to void Your Plan, or We may impose special terms on Your Plan which We will apply retrospectively. Please take the greatest care to ensure that this application form is completed fully and accurately. If, after completing Your application form and before the latest of either Our written acceptance, payment of premium or Your Start Date/Entry Date,							
anything occurs which affects the information You provided in this form, such Your Dependants , You must tell Us in writing about the change.							
We reserve the right to decline or accept Your application or to accept Your a Please send Your completed application form along with a copy of Your gove Now Health International Services (Europe) Limited, Dragonara Business Centremail it to EuropeSales@now-health.com.	· ·						
Section 1: Name of Planholder							
First name(s):	Family name:						
What do You like to be called?							
(If Your full name is John Andrew Smith, You might like to be called John or Mr Smith or Andy. We will addr	ess all correspondence to You in this way.)						
Section 2: Planholder details							
Address:							
Email address:							
Preferred telephone number (including country code):							
Is this Your Mobile O Home O Work O	If You would like SMS notifications, please tell us Your mobile number:						
Gender: Male () Female ()	Date of birth (dd/mm/yyyy): / /						
Country of Residence:	Nationality:						
Height (cm/ft):	Weight (kg/lbs):						
Occupation:	Occupation industry:						
Are You or any intended member of this policy, or any family member or close (If yes please provide further details)	e associate a politically exposed person? Yes O No O						

Section 3: Spouse and Dependant details							
Spouse details							
First name(s):			Family name:				
What does he/she like to be called?							
Gender: Male (Femal	e ()		Date of birth (dd	/mm/yyyy):	/	/	
Country of Residence:			Nationality:				
Height (cm/ft):	Weight (kg/lbs):						
Occupation:	Occupation indu	stry:					
Are You or any intended member of this policy, or any family member or close associate a politically exposed person? (If yes please provide further details) Yes No							
Dependant details	Dependant 1	De	pendant 2	Depe	ndant 3	Depe	ndant 4
First name(s):							
Family name:							
What do they like to be called?							
Gender:	Male 🔾 Female 🔾	Male \bigcirc	Female 🔾	Male 🔾	Female 🔾	Male 🔾	Female 🔾
Date of birth (dd/mm/yyyy):	/ /	/	/	/	/	/	/
Country of Residence:							
Nationality:							
Height (cm/ft):							
Weight (kg/lbs):							
Relationship to Planholder :							
Occupation (ages 16+):							
Section 4: Start Date							
Date on which You wish Your Now H	Health International Plan to sta	art (dd/mm/y	ууу):	/	/		
Cover cannot start until You have accepted all of Our terms and conditions following Our receipt of this application form and We have received the correct premium. You can apply for cover to start at a future date within 60 days of completion of this application form.							
Section 5: Our environme	ntal policy – Your doc	ument d	elivery settin	gs			
You can use Your secure online portfolio to view and download Your Plan documents, including Your Certificate of Insurance							
You can use Your secure	e online portfolio to download	Your virtua	l membership card				
Add Your membership card to Your smartphone wallet							

Section 6: Plan options

For detailed information about the **Plan** choices available, please refer to SimpleCare **Benefit Schedule**. Please indicate **Your Plan** choice, Geographical **Area of Cover** options, **Deductible**, and any **Out-Patient** options.

6.1 Choice of Plan

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							
Geographical Area of Cover Default	Geographical Area of Cover Default									
Area of Cover: Europe										
In-Patient and Day-Patient care	In-Patient and Day-Patient care									
Day-Patient or Out-Patient surgery	>	>	>							
Cancer Treatment	•	>	•							
Organ Transplant	>	>	>							
Congenital cover		>	>							
Rehabilitation	>	>	>							
Evacuation and Repatriation	•	>	•							
Out-Patient fees	•	>	>							
Dental Treatment	•	>	•							
Please Choose	0	0	0							
	▶ Full r	efund Not cover	ed Limited cover							
Choice of currency	USD (EUR (GBP 🔾							
6.2 Geographical Area of Cover Option	SimpleCare CORE	SimpleCare 100	SimpleCare 250							
Area of Cover: Worldwide Excluding USA	0	0	0							

6.3 Plan Deductible*	SimpleCare CORE	SimpleCare 100	SimpleCare 250
Standard Deductible	USD 500/ USD 500/ EUR 400/GBP 310 EUR 400/GBP 310		USD 500/ EUR 400/GBP 310
Optional Deductible			
Nil	0	0	0
USD 150/EUR 120/GBP 95	0	0	0
USD 250/EUR 200/GBP 155	0	0	0
USD 1,000/EUR 800/GBP 625	0	0	0
USD 2,500/EUR 2,000/GBP 1,550	0	0	0
USD 5,000/EUR 4,000/GBP 3,125	0	0	0
USD 10,000/EUR 8,000/GBP 6,250	0	0	0
USD 15,000/EUR 12,000/GBP 9,375	0	0	0

6.4 Out-Patient options**	SimpleCare CORE	SimpleCare 100	SimpleCare 250
USD 25/EUR 20/GBP 15 Out-Patient Per Visit Excess	N/A	0	0
20% Co-Insurance Out-Patient Treatment	N/A	0	0

^{*} If You would like to change from the Standard Deductible to one of the other options, please tick the appropriate box. Please note that the Plan Deductible applies to In-Patient, Day-Patient and Out-Patient Treatment is per Insured Person, per Period of Cover.
USD 10,000/EUR 8,000/GBP 6,250 or USD 15,000/EUR 12,000/GBP 9,375 Deductible is only available if You are covered by more than one health insurance policy. You can only select such Deductible options if You buy this Plan as a Secondary Health Insurance Plan.

^{**} Please note that **Out-Patient** Options can only be taken if **You** select a **Deductible** option of USD 500/EUR 400/GBP 310 or lower.

Section 7: Method and frequency of premium payment

If yes, please give dates of when insured and previous policy number:

If yes, please give details:

9.5 Have You ever had an application for Medical Insurance declined or had special terms imposed?

Please note that if the payment **You** are to make now is based on an indicative quote the amount due may change once **We** have reviewed this application. **You** will need to both agree and pay the revised premium before cover can start. Please select the frequency and payment type **You** would like to pay **Your** premiums in. Please note that quarterly premiums have a 3% surcharge and monthly premiums have a 5% surcharge.

	Annually	Semi-annually	Quarterly	Monthly
Credit card	0	0	0	0
Bank transfer	0	N/A	N/A	N/A

Credit card: We accept Visa, MasterCard, and American Express, please pay via the payment link which Our Customer Service Team will send to Your email address. If You have not received this payment link, please call Our team on +356 2260 5110. Your card issuer may charge an additional conversion or transaction fee to process this payment.

Bank transfer: Please use the relevant bank details for the currency of Your Plan. Please quote Your Plan number in the transfer details as a reference.

Bank transfer	USD account	EUR account	GBP account
Bank	Citibank	Citibank	Citibank
Bank account name	Now Health International Services (Europe) Limited	Now Health International Services (Europe) Limited	Now Health International Services (Europe) Limited
Address	Citibank, 1 North Wall Quay, Dublin 1, Ireland	Citibank, 1 North Wall Quay, Dublin 1, Ireland	Citibank, 1 North Wall Quay, Dublin 1, Ireland
Account no.	33494416	33494343	33494386
Sort code	990051	990051	990051
Swift code	CITIIE2X	CITIIE2X	CITIIE2X
IBAN no.	IE46CITI99005133494416	IE77CITI99005133494343	IE80CITI99005133494386

Section 8: Claim reimbursement			
Bank transfer - Please complete all details			
Account/payee name:		Payment currency:	
Name of bank:	Bank code:	Branch code:	
Branch address & country:			
Bank account currency:	IBAN no:		
Account no:	Routing code:		
Local banking code:	Swift code:		
Any other relevant information:			
Section 9: Insurance details			
9.1 Do You currently have health insurance with another company?		Yes 🔾	No 🔾
If yes, please give details:			
9.2 Do You intend to continue with the existing insurance?		Yes 🔾	No 🔾
9.3 Do You intend to buy this Plan as a Secondary Health Insurance Plan?		Yes 🔾	No 🔾
If You buy this Plan as a Secondary Health Insurance Plan, You must pr Insurance policy. If You have more than one health insurance policy, this			h
9.4 Have You been insured previously with Now Health International?		Yes 🔾	No 🔾

No 🔾

Yes 🔾

Section 10: Health declaration

If **You** have more than five **Dependants**, please use a separate sheet of paper and attach it to this application. **You** do not need to disclose matters related to common colds, **Vaccinations** or hayfever.

You d	You do not need to disclose matters related to common colds, Vaccinations or hayfever.								
		Planholder	Dependant (Spouse)	Dependant 1	Dependant 2	Dependant 3	Dependant 4		
10.1	Have You in the last five years ever undergone any Surgical Procedure , been a patient or been treated in a Hospital , clinic, sanatorium, nursing home or other medical institution where You were off work for more than one week, and/or received more than 10 days Treatment ?	Yes () No ()	Yes O No O	Yes O No O	Yes () No ()	Yes () No ()	Yes () No ()		
10.2	Are You currently taking any kind of medication (other than oral contraceptives), or is any Treatment or tests currently being performed or planned, or any day or In-Patient hospitalisation scheduled?	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()		
Have	You ever received Treatment, tests or investigations for, been diag	nosed with, or	been hospitali	ised or had sigr	ns or symptom	s of for:			
10.3	Asthma, bronchitis, tuberculosis, pneumonia or any other respiratory conditions?	Yes O	Yes O	Yes O	Yes () No ()	Yes () No ()	Yes () No ()		
10.4	Anxiety, depression, psychological, psychiatric, mental condition, drug or alcohol addiction or abuse?	Yes O No O	Yes O	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()		
10.5	Blood disorders, anaemia, haemophilia, thalassemia or other abnormal blood tests? Have You ever been tested positive for HIV, Hepatitis B or C?	Yes O No O	Yes O	Yes O	Yes (Yes (Yes () No ()		
10.6	Cancer, cyst, polyp, or any abnormal growth whether cancerous or benign?	Yes () No ()	Yes O	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()		
10.7	Digestive disorder including stomach, colon, rectum, hernia or any other bowel problems?	Yes O No O	Yes O No O	Yes O	Yes () No ()	Yes () No ()	Yes () No ()		
10.8	Disorders of the kidneys, spleen, liver, pancreas, bladder, prostate, renal or recurrent urinary conditions?	Yes O No O	Yes O	Yes O	Yes () No ()	Yes () No ()	Yes () No ()		
10.9	Diabetes, thyroid disorders or weight management problems?	Yes O No O	Yes O	Yes O No O	Yes O No O	Yes O No O	Yes () No ()		
10.10	Epilepsy, multiple sclerosis or other neurological conditions?	Yes O No O	Yes O	Yes O	Yes (Yes (Yes () No ()		
10.11	High blood pressure, heart or circulatory conditions, stroke or higher than normal cholesterol level?	Yes O No O	Yes O	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()		
10.12	Knee, back or skin disorders, rheumatism, gout, arthritis or disease of the bone, spine, joint, muscle?	Yes O No O	Yes () No ()	Yes O No O	Yes () No ()	Yes () No ()	Yes () No ()		
10.13	Any type of disease, physical impairment, congenital or hereditary disorder, disability, recurrent illness, major injury or Medical Condition not already noted above?	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()	Yes () No ()		
10.14	Have You ever suffered from any breast or gynaecological disorders?	Yes O No O N/A O	Yes () No () N/A ()						

Additional information

If You answered 'Yes' to any of questions 10.1 to 10.14, please provide details in the box below.

Please provide as much detail as possible, including the date and nature of diagnosis, frequency and severity of symptoms, date of last episode as well as details of any past, current or known future **Treatment**.

Member name	Diagnosis (If none made please describe the exact nature of symptoms suffered)	Date of consultation	Treatment received	Date of last treatment/ symptoms	Any underlying cause	Specific location on body including left or right	Outcome (e.g. on-going complete recovery, likely to recur) or for smears, frequency (annually, 6-monthly)

Section 11: Doctor's contact details

Please give details of **Your** current usual doctor or the one who is most familiar with **Your** medical history.

Medical Practitioner's details				
Name:	Telephone number:			
Address:				
Date of last attendance and reason:				

Section 12: Important notes

Quotations are valid for 30 days subject to the above details remaining the same and are issued in accordance with Now Health International **Plan** terms, conditions and exclusions.

The premiums quoted have been calculated based on each person's age at the date of the quotation. Premiums may be subject to change if the age of any person increases prior to the actual **Start Date** of **Your** Now Health International **Plan**. Cover cannot start until **You** have accepted all of **Our** terms and conditions following **Our** receipt of this application form and **We** have received the correct premium.

The premiums quoted have been based on Your Dependant's Body Mass Index being within normal limits.

Data protection

Please ensure that You show the following information to others covered under Your Plan or make them aware of its contents.

We and the Underwriters will deal with all personal information supplied in the strictest confidence as required by the Data Protection Act. We and Your Underwriters collect personal information about You and Your Dependents (including health, bank account and occupation) for the purpose of establishing and administering Your Plan. This includes information supplied by You, those family members, medical providers or Your employer (if applicable). Your information may be passed to Now Health group companies administrating Your Plan, Underwriters, Insurers, Reinsurers, Medical Practitioners, Medical Assistance Companies and Claims Administrators for these purposes, including those located outside Your country of residence. Confidentiality is required of any third parties to whom the administration of Your Plan may be subcontracted, including those based outside the country of Your residency. In certain circumstances, medical service providers (or others) may be asked to supply further information. Your personal details will not be disclosed to other organizations without Your consent.

You have a right of access to, and correction of, information that We hold about You. Please contact Us if You would like to exercise either of these rights. Some of the information We collect about You may be classified as "sensitive" – that is information about racial or ethnic origin and physical or mental health. Data protection laws impose specific conditions in relation to sensitive information, including, in some circumstances, the need to obtain Your explicit consent before We process the information. When You provide information about family members, We will take this as confirmation that You have their consent to do so. As the legal holder of the Plan all correspondence about the Plan, including claims correspondence, will be sent to the Planholder. If any family member over 18 insured under the Plan does not want this to happen they should apply for their own Plan.

When **You** provide information about **Your Dependants** or employees and their **Dependants**, **You** represent and warrant that **You** have obtained consent from **Your** employees and their **Dependants** to provide and receive information about their personal information and the cost of their medical insurance **Plan**, but not of medical condition.

There is a legal requirement, in certain circumstances, to disclose information to law enforcement agencies relating to suspicions of fraudulent claims and other crimes. If required, information will be disclosed to third parties including other insurers for the purposes of prevention or investigation of crime including fraud or otherwise improper claims where there is reasonable suspicion. This may involve adding non-medical information to a database that will be accessible to other insurers and law enforcement agencies. Additionally, the Medical Council or other relevant regulatory body will be notified about any issue where there is reason to believe a Medical Practitioner's fitness to practice may be impaired.

Please contact **Our** Customer Services team or write to **Us** at the address on the back of this form if **You** wish Now Health International group companies to contact **You** via letter, SMS or email with details of other IPMI or related product and services. A list of Now Health group companies, their contact details and **Our** Data Privacy Policy is available at www.now-health.com/privacy.

We need Your consent to use Your contact details for this purpose, which We will ask for before We start sending You any marketing communications. You do not have to give Your consent and You may withdraw Your consent at any time by contacting Our customer service at CustomerService@now-health.com or write to Us at the address on the back of this form.

Your health claims information may be shared by Now Health International Group companies to other Insurance Companies or Reinsurance Companies for the purposes of risk management, contract negotiations, research, development and analysis, as well as, to promote other products that may be of interest to You.

Do **You** consent to use of **Your** contact details for the purpose of **Us** contacting **You** by email, phone or post about other products and services **We** think may be of interest to **You**? If **You** consent, please tick this box \bigcirc .

Access to Medical Reports Act 1988

It may be necessary to obtain a medical report from **Your** usual Doctor/**Medical Practitioner** in connection with **Your** application to become a member under **Your Plan**. If **We** need to do this, this Act gives **You** specific rights and they are set out below. If **You** wish:

- You can refuse to give Your consent but if You do We may be unable to deal with Your application.
- 2. You can ask to see the report before it is sent to Us. If You give Your consent, We will be able to contact Your Doctor direct for a report. If You wish to see it, delete the word "NOT" in the declaration and We will inform the Doctor accordingly. Then the Doctor will not send it to Us until:
 - (i) You have seen the report and approved it; or
 - (ii) 21 days have passed since **We** requested the report and the Doctor has not heard from **You**.

Important note: The sooner We receive the report, the sooner We can deal with Your application for membership.

Your Doctor may refuse to let You see Your report if (s)he feels it will do serious harm to Your physical or mental health, or it will indicate the Doctor's intentions in respect of You, or it may reveal the identity of another person who has supplied information about You who is not a health professional but is involved in Your care. In such cases You will be entitled to see the remainder of the report. If this affects the entire report, Your Doctor must obtain Your consent before (s)he sends it to Us.

Sanctions Limitation and Exclusion

We will not provide cover nor pay claims under this Plan if Our obligations (or the obligations of Our group companies & administrators) under the laws of any relevant jurisdiction including Malta, UAE, UK, European Union, the United States of America, United Nations resolutions, trade or economic sanctions or international laws sanctions, prevents or restricts Us from doing so.

We will not provide You with any services or benefits including but not limited to acceptance of premium payments, claim payments and other reimbursements if in doing so, We violate applicable law, regulation, code or court order or are or will be otherwise sanctioned, prevented or restricted.

We may terminate Your Plan if We consider You or Your directors or officers as sanctioned persons, or You conduct an activity which is sanctioned, according to trade or economic laws & regulations.

Important note: We regard the rights above as best practice but the legal requirements may differ in the country in which You reside. Please contact Us for additional information regarding regulations in Your jurisdiction.

By signing this Application Form **You** consent to the processing and transfer of information (including sensitive information) described in this notice. Without this consent **We** will not be able to consider **Your** application.

Section 13: Declaration and authorisation

I hereby apply for cover on behalf of all the persons named in this application form for a Now Health International Plan as specified above.

I have received and read the **Benefit Schedule**, Terms and Conditions, **Definitions**, **Benefits** and exclusions of this **Plan**. I understand that the Application Form, **Certificate of Insurance**, **Benefit Schedule** and the Members' Handbook incorporating the **Plan** terms and conditions make up the contract between **Us** and all form part of the **Plan** Agreement. I am aware that cover shall be provided in accordance with the Agreement.

- I declare that the information given in this application is true and that disclosure in respect of each person included in this application is complete, even if some of the information provided is not in my own handwriting. I understand it is unlawful for me or my **Dependants** to knowingly provide false, incomplete or misleading facts or information to Now Health International for the purpose of defrauding or attempting to defraud Now Health International. Penalties may include imprisonment, fines, denial of coverage, loss of premium, loss of **Benefits** and legal damages.
- I understand that I must notify Now Health International Services (Europe) Limited of any changes in the facts contained in this application form, such as a
 change in the state of health of any person named in it, before the latest of either written acceptance, payment of premium or the Start Date/Entry Date.
- For the purpose of this application I authorise any doctor who has ever treated or advised any of the persons named in this application to provide Now Health International with any information they may require in connection with **Treatment** related to any claim under this **Plan**. I have discussed the terms of this authorisation with my partner and competent adult **Dependants**, and I have obtained their consent to the release of their healthcare information pursuant to this authorisation.
- I declare that I have read and understood the following from the members' handbook:
 - cancellation and termination rights
 - complaints procedures and referral rights
 - law and jurisdiction of the Plan
 - language of the Plan and Our service
 - compensation arrangements
 - Now Health International Services (Europe) Limited is acting on behalf of Starr Europe Insurance Limited for the purposes of issuing and administering
 Plans, receiving premiums and paying claims.
- I understand that Now Health International cannot be liable and therefore will not pay claims if my **Plan** is lapsed should Now Health International be unable to collect my premium for whatever reason and I do not provide Now Health International with an alternate method of payment within seven days of Now Health International requests for alternative methods of payment.
- I agree that where medical **Treatment** is received within the provider network by me or any of my **Dependants** and, except where previously agreed by Now Health International, it is determined that the **Treatment** or **Medical Condition** is not refundable within the terms and conditions of the **Plan**, I agree that I am liable to Now Health International for all claims settled for such medical **Treatment** in connection with any non-covered claim.
- I understand and confirm that where I have not repaid funds disbursed in good faith by Now Health International in respect of non-covered medical **Treatment**, valid claims may be offset against outstanding funds due to Now Health International and/or my **Plan** may be suspended until the outstanding amounts have been settled in full.
- I acknowledge that if it is determined by Now Health International that a claim was fraudulent my Plan may be voided with immediate effect.
- I understand that if I am able to claim any costs from another insurance policy for the cost of any treatment or benefits received, Now Health International Services (Europe) Limited will only be liable for a proportional share of the total costs.
- I have read the important notes.
- I agree to the declaration above and understand that cover is provided in accordance with the terms and conditions of the Now Health International Plan.

Signature (Insured/main applicant):	Date (dd/mm/yyyy):	
	/ /	

Now Health International Services (Europe) Limited is authorised and regulated by the Malta Financial Services Authority.

Now Health International Services (Europe) Limited, Registered Office: Dragonara Business Centre 5th Floor, Dragonara Road, St Julian's, STJ 3141, Malta. Company No. C94330.

SC EX 28004 2024 Page 8 of 8