

# WorldCare 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-health.com.  A deliberate or reckless misrepresentation by You may lead to Us voiding Your Plan with loss of premium. Where You make a careless misrepresentation We may void Your Plan or decline or reduce related claim payments. A misrepresentation is an untrue statement of fact relied on by one party, in this case Us, in establishing the terms of a contract (Your Plan). You should ensure that You complete Your application carefully, accurately and fairly. If You are unsure on any matter You should contact Us.  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 as a change in Your state of health or the state of health of any of 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 applica							
Section 1: Name of Planholder							
First name(s):	Family name:						
What do <b>You</b> like to be called?							
(If <b>Your</b> full name is John Andrew Smith, <b>You</b> might like to be called John or Mr Smith or Andy. <b>We</b> will address	ess all correspondence to <b>You</b> in this way.)						
Section 2: Planholder details							
Address:							
Email address:							
Preferred telephone number (including country code):							
Is this <b>Your</b> Mobile □ Home □ Work □	If <b>You</b> would like SMS notifications, please tell us <b>Your</b> 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 <b>You</b> or any intended member of this policy, or any family member or close associate a politically exposed person?  Yes  No   Uf yes please provide further details)							

Section 3: Spouse and Dependant details									
Spouse details									
First name(s):				Family name:					
What does he/she like to be called?									
Gender: Male □	ender: Male 🗆 Female 🗆				/mm/yyyy):	/	/		
Country of Residence:				Nationality:					
Height (cm/ft):				Weight (kg/lbs):					
Occupation:				Occupation indu	stry:				
Are <b>You</b> 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	Depe	ndant 1	De	pendant 2 Dependant 3		ndant 3	Dependant 4		
First name(s):									
Family name:									
What do they like to be called?									
Gender:	Male □	Female □	Male □	Female □	Male □	Female □	Male □	Female □	
Date of birth (dd/mm/yyyy):	/	/	/	/	/	/	/	/	
Country of Residence:									
Nationality:									
Height (cm/ft):									
Weight (kg/lbs):									
Relationship to <b>Planholder</b> :									
Occupation (ages 16+):									

## Section 4: Start Date

Date on which **You** wish **Your** Now Health International **Plan** to start (dd/mm/yyyy):

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 environmental policy - Your document delivery settings

- You can use Your secure online portfolio to view and download Plan documents, including Your Certificate of Insurance
- $\mathbf{You}$  can use  $\mathbf{Your}$  secure online portfolio to download  $\mathbf{Your}$  virtual membership card
- Add  $\mathbf{Your}$  membership card to  $\mathbf{Your}$  smartphone wallet

#### Section 6: Plan options

For detailed information about the Plan choices available, please refer to WorldCare Benefit Schedule. Please indicate Your Plan choice, Deductible, and any additional options.

#### (i) Choice of Plan

Benefit	Essential	Advance	Excel	Apex
Maximum annual limit	USD 3m/ EUR 2.4m/GBP 1.9m	USD 3.5m/ EUR 2.8m/GBP 2.2m	USD 4m/ EUR 3.2m/GBP 2.5m	USD 4.5m/ EUR 3.6m/GBP 2.8m
In-Patient and Day-Patient care	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Organ Transplant	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Cancer Treatment	<b>&gt;</b>	•	•	<b>&gt;</b>
Acute Medical Conditions during Pregnancy and childbirth	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Evacuation and Repatriation	•			•
Day-Patient or Out-Patient surgery	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Out-Patient Medical Practitioner fees		<b>&gt;</b>	•	<b>&gt;</b>
Rehabilitation	<b>&gt;</b>	<b>&gt;</b>	•	<b>&gt;</b>
Congenital cover	<b>•</b>	<b>•</b>		
Chronic Condition cover	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Routine and complex dental <b>Treatment</b>	•	<b>&gt;</b>		
Routine maternity cover	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>
Please choose				
		Full refund	Not covered	Limited cover
Choice of currency	USD □	EUF	R 🗆	GBP □

#### (ii) Plan Deductible

If You choose an Optional Deductible, on WorldCare Advance, WorldCare Excel or WorldCare Apex, You must also select an Out-Patient Co-Insurance Option or an Out-Patient Per Visit Excess Option. On WorldCare Essential if You choose an optional Deductible USD 150/EUR 120/GBP 95, USD 250/EUR 200/GBP 155, USD 500/EUR 400/GBP 310, USD 1,000/EUR 800/GBP 625, USD 2,500/EUR 2,000/GBP 1,550 or USD 5,000/EUR 4,000/GBP 3,125 and an **Out-Patient** Charges Option or **Out-Patient** Charges – Option 2, **You** must also select an **Out-Patient Co-Insurance** Option.

	Essential	Advance	Excel	Apex		
Standard <b>Deductible</b>	Nil	Nil	Nil	Nil		
Optional <b>Deductible</b>						
USD 150/EUR 120/GBP 95						
USD 250/EUR 200/GBP 155						
USD 500/EUR 400/GBP 310						
USD 1,000/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						
Out-Patient Per Visit Excess Option						
USD 25/EUR 20/GBP 15	N/A					
USD 15/EUR 12/ GBP 10	N/A					

(iii) Additional options	Essential	Advance	Excel	Apex
USA elective <b>Treatment</b> ^				
10% Co-Insurance on Out-Patient Treatment	□*			
20% Co-Insurance on Out-Patient Treatment	□*			
Out-Patient Charges		N/A	N/A	N/A
Out-Patient Charges – Option 2		N/A	N/A	N/A
Out-Patient Charges – Option 3	$\square^{\infty}$	N/A	N/A	N/A
Extended Evacuation and Repatriation Option				
Wellness, optical Benefits and Vaccinations $^{\varnothing}$				
Wellness, optical <b>Benefits</b> and <b>Vaccinations</b> – Option 2	N/A			
Wellness and Vaccinations – Option 3 $^{\varnothing}$				
Dental Care	□#		Already covered	Already covered
Removal of Maternity	N/A	N/A	N/A	

<sup>\*</sup> Please note that on WorldCare Essential a Co-Insurance Out-Patient Treatment Option can only be taken if You select an Out-Patient Charges Option or Out-Patient Charges Option 2.

Do No Out-Patient Co-Insurance Option and Out-Patient Per Visit Excess Option is allowed for WorldCare Essential with Out-Patient Charges — Option 3 as Out-Patient Charges — Option 3 on WorldCare Essential is subject to default USD 25/EUR 20/GBP 15 Out-Patient Per Visit Excess.

Double Default Care Can only be taken on WorldCare Essential if You select an Out-Patient Charges or Out-Patient Charges — Option 2.

<sup>OVE elective</sup> **Treatment** is not available if **You** selected an optional Regional Cover.

WorldCare Essential when **Out-Patient** Charges -Option 1 or 2 has been selected.

## Section 6: Plan options

## (iii) Additional options

We provide regional cover according to Your Country of Residence.

	Essential	Advance	Excel	Apex
Regional Cover Options				
Africa, Indian Sub-Continent, Jordan, Lebanon, and Philippines (residents of Africa)				
Africa, Europe, Indian Sub-Continent, Jordan, Lebanon, and Philippines (residents of Africa)				
Europe (excluding United Kingdom, Germany and Switzerland) (residents of Europe)				
South East Asia, Australia and New Zealand (excluding Singapore) (residents of South East Asia excluding Singapore)				
South Asia (residents of South Asia)				
Pacific Islands (residents of Pacific Islands)				

<sup>^</sup> US elective **Treatment** is not available if **You** selected an optional Regional Cover.

### Section 7: Method and frequency of premium payment

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				
Bank transfer		N/A	N/A	N/A

Credit card: We accept Visa, MasterCard and American Express. We will contact You to take the required payment. Your card issuer may charge an additional conversion or transaction fee to process this payment.

Bank transfer: Please make sure You tell Us Your family name in the transfer details and send it to the bank account below:

	USD account	E	EUR account		BP account
Bank	Citibank N.A.	(	Citibank N.A.	Cit	tibank N.A.
Bank account name	Now Health International Limited	Now Health International Limited Now Health International Limite			International Limited
Address	Oud Metha Road, Al Wasl Branch, Dubai, UAE			Road, Al Wasl Branch, ubai, UAE	
Sort code	N/A	N/A		N/A	
Swift code	CITIAEAD		CITIAEAD		CITIAEAD
IBAN no.	AE500211000000100708264	AE280211000000100708272 AE94021		AE9402110	000000100708248
For USD bank account	Correspondent Bank: "Citibank N.A., New York, USA. SWIFT:	CITIUS33"	For transfer to banks	Code	INS
For GBP & EUR bank account	Correspondent Bank: "Citibank London N.A. SWIFT: CITIGB2L'		in the UAE:	Description	Insurance Services

#### Section 8: Claim reimbursement method

Please indicate how You would like to receive claim reimbursement payments. Bank transfer is the most secure and quickest method.

#### For bank transfer

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 <b>You</b> currently have health insurance with another company?	Yes □	No □
If yes, please give details:		
9.2 Do <b>You</b> intend to continue with the existing insurance?	Yes □	No □
9.3 Have <b>You</b> been insured previously with Now Health International?	Yes □	No □
If yes, please give dates of when insured and previous policy number:		
Please also note to complete Section 6 even if <b>You</b> were previously insured with <b>Us</b> .		
9.4 Have <b>You</b> ever had an application for Medical Insurance declined or had special terms imposed?	Yes □	No □
If yes, please give details:		

## 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.

		Planholder	Dependant (Spouse)	Dependant 1	Dependant 2	Dependant 3	Dependant 4
10.1	Have <b>You</b> in the last five years ever undergone any <b>Surgical Procedure</b> , been a patient or been treated in a <b>Hospital</b> , clinic, sanatorium, nursing home or other medical institution where <b>You</b> were off work for more than one week, and/or received more than 10 days <b>Treatment</b> ?	Yes □ No □	Yes□ No□	Yes □ No □	Yes □ No □	Yes □ No □	Yes□ No□
10.2	Are <b>You</b> currently taking any kind of medication (other than oral contraceptives), or is any <b>Treatment</b> or tests currently being performed or planned, or any day or <b>In-Patient</b> 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 □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.4	Anxiety, depression, psychological, psychiatric, mental condition, drug or alcohol addiction or abuse?	Yes□ No□	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.5	Blood disorders, anaemia, haemophilia, thalassemia or other abnormal blood tests? Have <b>You</b> ever been tested positive for HIV, Hepatitis B or C?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.6	Cancer, cyst, polyp, or any abnormal growth whether cancerous or benign?	Yes□ No□	Yes □ No □	Yes □ No □	Yes□ No□	Yes□ No□	Yes □ No □
10.7	Digestive disorder including stomach, colon, rectum, hernia or any other bowel problems?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.8	Disorders of the kidneys, spleen, liver, pancreas, bladder, prostate, renal or recurrent urinary conditions?	Yes□ No□	Yes □ No □	Yes □ No □	Yes□ No□	Yes□ No□	Yes □ No □
10.9	Diabetes, thyroid disorders or weight management problems?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.10	Epilepsy, multiple sclerosis or other neurological conditions?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.11	High blood pressure, heart or circulatory conditions, stroke or higher than normal cholesterol level?	Yes□ No□	Yes □ No □	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 □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.13	Any type of disease, physical impairment, congenital or hereditary disorder, disability, recurrent illness, major injury or <b>Medical Condition</b> not already noted above?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □
10.14	Females only Have <b>You</b> ever suffered from any breast or gynaecological disorders?	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes □ No □	Yes□ No□

## 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/ Medication 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 <b>Your</b> current usual doctor or the one who is most familiar with <b>Your</b> medical history.				
Medical Practitioner's details	s. ma. 1991 mested meter j.			
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 <b>Plan</b> terms, conditions and exclusions.				
The premiums quoted have been calculated based on each person's age at the person increases prior to the actual <b>Start Date</b> of <b>Your</b> Now Health Internation conditions following <b>Our</b> receipt of this application form and <b>We</b> have received	onal <b>Plan</b> . Cover cannot start until <b>You</b> have accepted all of <b>Our</b> terms and			
The premiums quoted have been based on Your Body Mass Index bei	ing within normal limits.			
Data protection				
We and the Underwriters will collect certain information about You in the course of considering Your application and, if a Plan is issued to You, conducting Our relationship with You. This information will be processed for the purposes of underwriting Your insurance coverage, managing any Plan issued and administering claims. Your information may be passed to Underwriters, Insurers, Your Intermediary, Reinsurers, Medical Practitioners, Medical Assistance Companies and Claims Administrators for these purposes. The same duty of confidentiality is required of any third parties to whom the administration of Your Plan may be subcontracted. Your name and contact details will not be disclosed to other organisations (except as stated above).				
Now Health International may contact <b>You</b> with details of <b>Our</b> other products telephone or email if appropriate. If <b>You</b> do not wish <b>Us</b> to do this please tick	s and services which may be of interest to <b>You</b> . <b>You</b> may be contacted by post, this box $\square$ .			
Some of the information <b>We</b> collect about <b>You</b> may be classified as "sensitive	nout <b>You</b> . Please contact <b>Us</b> if <b>You</b> would like to exercise either of these rights.  " – that is information about racial or ethnic origin and physical or mental health.  nation, including, in some circumstances, the need to obtain <b>Your</b> explicit consent			
Important note: We regard the rights above as best practice but the Please contact Us for additional information regarding regulations in				
By signing this Application Form <b>You</b> consent to the processing and transfer o Without this consent <b>We</b> will not be able to consider <b>Your</b> application.	of information (including sensitive information) described in this notice.			
herein. You also consent to the collection, processing and use of Personal Dat companies as well as the transfer of Personal Data to the third parties mentio	e, You are declaring that You agree with the data processing practices described ta (as defined under the applicable data protection law) by the Now Health group ned herein for the purpose of providing the services set out under the terms of esignated jurisdictions for data transfer as per applicable Data Protection Laws.			
	der the age of eighteen (18). If you accept the above, please sign, date and check s consent of all persons to be covered pursuant to this application form, to submit			
☐ I consent ☐ I do not consent				
Now Health International may contact <b>You</b> with details of other products and telephone or email if appropriate.	I services which may be of interest to <b>You</b> . <b>You</b> may be contacted by post,			

☐ I consent

☐ I do not consent

#### 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 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 the following from the members' handbook:
  - cancellation and termination rights
  - complaints procedures
  - law and jurisdiction of the Plan
  - language of the **Plan** and **Our** service
  - compensation arrangements
  - Now Health International Limited is acting on behalf of Best Doctors 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 Limited will only be liable for a proportional share of the total costs.
- IWWe understand that I am / we are purchasing an international policy which provides international flexibility and coverage in accordance with the terms of the policy issued in the Dubai International Financial Centre by Now Health International Limited (regulated by the Dubai Financial Services Authority) and underwritten by Best Doctors Insurance Limited (regulated by the Bermuda Monetary Authority). I/We understand that policy may not be issued locally therefore may not fulfill all local regulatory requirements.
- · 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):		
	/	/	

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.

Now Health International Limited, Registered Office: Unit OT 19-37, Level 19, Central Park Offices, DIFC, United Arab Emirates PO Box 482055, Dubai, UAE

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