

Complaints Procedures

PREMIÈRE HEALTHCARE PLAN

EFFECTIVE 1st NOVEMBER 2009

We endeavour to meet our customers' expectations at all times. We understand that from time to time complaints may arise. Our complaints handling procedures are based on the rules prescribed by the UK's Financial Services Authority and our aim is to resolve any complaints that we receive both fairly and promptly.

Who should I contact with a complaint?

Aetna Global Benefits (Europe) Limited
2nd Floor
8 Eastcheap
London
EC3M 1AE

TF +1 866 320 4023*
Collect +1 813 775 0244
F +44 (0) 870 442 4377
E EuropeServices@aetna.com

* International toll free number requires an access code. Please refer to the website www.att.com/business_traveler to locate the number for the country from which you are dialling.

Summary of our complaints handling procedures

Your complaint will:

1. be acknowledged promptly, confirming who will be responsible for investigating your complaint.
2. be investigated competently, efficiently and impartially, ensuring that we keep you informed on progress.
3. be assessed fairly, consistently and promptly.
4. within eight weeks, receive either a letter giving the status of your complaint or a final response detailing the outcome of the investigation and, if you purchased your cover in the UK, offering you the right to refer your complaint to an Ombudsman Service should you remain dissatisfied.

UK policyholders - Financial Ombudsman Service:

Web site:
<http://www.financialombudsman.org.uk/accessibility/easyread.htm>

Telephone:
0845 080 1800 or 0300 123 9 123

Financial Services Compensation Scheme

Aetna Global Benefits (Europe) Limited is covered by the Financial Services Compensation Scheme (FSCS). This means that you may be entitled to compensation from the scheme if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim and would provide cover for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit. Further information about compensation is available from the FSCS at www.fscs.org.uk or telephone 020 7892 7300.

If you take any of the action mentioned above, it will not affect any rights you may have to take legal action.

www.goodhealthworldwide.com/premiere

The Premiere Health Care Plan is administered by Medical Administrators International S.A.S. 37, rue Anatole, F- 92300 Levallois Perret, France. Tel: +33 (0) 1 77 68 01 64, Fax: +33 (0) 1 77 68 01 68. Société par Actions Simplifiée de courtage d'assurances au capital de 200.000 Euros R.C.S. PARIS B 451 649 982 - APE 672Z. Garantie Financière et Assurance de Responsabilité Civile Professionnelle conformes aux articles L 530-1 et L 530-2 du Code des Assurances.

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