

Plan changes update

For members renewing their Channel Islands UltraCare plans For plans with a start date on or after 1 May 2017

Welcome to your Plan changes update which tells you about the changes to our individual and family plans from 1 May 2017.

Company name change

We want you to know that you can count on us to provide you with the service and support you expect and deserve. We also want you to know that there are some exciting changes ahead for our company and our members.

We're now part of Aetna, one of the largest and most innovative providers of international private medical insurance. As a result of the acquisition by Aetna Inc., InterGlobal Insurance Company Limited has changed its name to Aetna Insurance Company Limited and InterGlobal Limited has changed its name to Aetna Global Benefits (UK) Limited. The company will continue to trade under the 'InterGlobal' brand until further notice.

We expect that Aetna's acquisition of InterGlobal will provide many advantages for you in the future. We are looking forward to sharing more with you soon.

We would like to take this opportunity to thank you for your continued custom. If you have any questions about our plans or would like a quotation, please contact your advisor or us.

Premium changes

After a thorough review of all our plans, premiums have increased in line with medical inflation. Please refer to your renewal quotation for specific details that apply to you.

Claim form changes

We have listened to feedback from our clients and as a result have developed a new set of Claim forms to make it easier for you if you ever need to make a claim. We are now able to provide you with new forms for Personal accident, Compassionate emergency visit and Mortal remains claims.

Don't forget that we can also accept scanned claims. See your Claims procedures for information on how to do this.

Finally, another development on our Claim forms has been to make them interactive, enabling you to type directly into them before you print and sign them. We hope that you will find this makes the process of submitting a claim to be much more efficient.

International helpline telephone number changes

Some of the telephone numbers for our International helpline are changing. Please refer to your Claims procedures and the back of your new membership card for details. However please don't worry if you dial the current numbers as these will still connect you directly to the International helpline.

Table of benefits changes

We have not made any changes to any of our Tables of Benefits for 2017.

Plan guide changes

General conditions and benefit exclusions

We have included passports and travel documents within this benefit exclusion as shown below:

BET35 Loss or theft of cash, traveller's cheques, postal or money orders, passports, travel documents, or any valuables not personally carried by you, unless held in a safety deposit box or safe that is not in your room or apartment.

If coverage provided by this policy violates or will violate any United States (US), United Nations (UN), European Union (EU) or other applicable economic or trade sanctions, the coverage is immediately considered invalid. For example, Aetna companies cannot make payments or reimburse for health care or other claims or services if it violates a financial sanction regulation. This includes sanctions related to a blocked person or entity, or a country under sanction by the US, unless permitted under a valid written Office of Foreign Assets Control (OFAC) license. For more information on OFAC, visit www.treasury.gov/resource-center/sanctions/Pages/default.aspx.

Plans are underwritten by Aetna Insurance Company Limited, registered in England (Company Registration No. 05956141), which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference No. 458505). Plans are administered on behalf of the insurer by Aetna Global Benefits (UK) Limited, registered in England (Company Registration No. 03554885), which is authorised and regulated by the Financial Conduct Authority (Firm Reference No. 312279). Both companies are registered at 50 Cannon Street, London, EC4N 6JJ, United Kingdom.