



Euro Trainees Medical Plan

Health Insurance with Allianz Care
Eurotrainees - FWC EAC/2022/OP/0003

Updated August 2023



Content / topics

- | | | | |
|---|----------------------------|---|----------------------------------|
| 1 | Your health insurance plan | 4 | Hospitalisation & Assistance |
| 2 | Your insurance certificate | 5 | How to claim |
| 3 | What you are covered for | 6 | Individual continuation of cover |
-
-
-
-

Your health insurance plan

Your dedicated page

www.allianzcare.com/eurotrainees

Here you can access:

- ① Member Guide & Table of Benefits
- ① Forms: Treatment Guarantee, Claim, Dental Cost Estimate
- ① FAQ section
- ① how to apply for an individual extension when your traineeship has ended
- ① Access to MyHealth digital services for easy claim submission (available once you have an individual policy number)

Allianz @ Care

Allianz Care Healthcare Plan for European Institutions Trainees

A comprehensive insurance solution designed specifically for trainees at European Institutions. Covering a range of in-patient and out-patient treatments, our plan offers peace of mind worldwide (T&Cs and regulatory restrictions apply).

Content Plan Benefits Claim / Pre-approval FAQ Continuation Plan Providers Contacts **MyHealth**

Your benefits explained

There are 2 sets of different terms and conditions applicable depending on under which Framework Contract you are covered when your traineeship with the European Institution started.

- If your traineeship started after the 01/07/2023, you have received a certificate by email prior or at the start of your traineeship confirming the type of cover and insurance period. Go the section "Your traineeship started after 01/07/2023" to consult and/or download the respective Table of Benefits relating to your type of cover, Member Guide, Claim Form, Treatment Guarantee Form and Dental Cost Estimate Form.
- If your traineeship started before 01/07/2023, you received a welcome letter from your traineeship office. Go the section "Your traineeship started before 01/07/2023" to consult and/or download the Member Guide, Table of Benefits, Claim Form, Treatment Guarantee Form and Dental Cost Estimate Form.

Your traineeship started after 01/07/2023	Your traineeship started before 01/07/2023
<ul style="list-style-type: none">① MEMBERS GUIDE (COMING SOON)> TABLE OF BENEFITS - PRIMARY PLAN> TABLE OF BENEFITS - COMPLEMENTARY PLAN> TABLE OF BENEFITS - CONTINUATION PRIMARY PLAN> TABLE OF BENEFITS - CONTINUATION COMPLEMENTARY PLAN> TREATMENT GUARANTEE FORM> CLAIM FORM> DENTAL COST ESTIMATE FORM	<ul style="list-style-type: none">> MEMBERS GUIDE> TABLE OF BENEFITS> TREATMENT GUARANTEE FORM> CLAIM FORM> DENTAL COST ESTIMATE FORM

How to claim or get treatment pre-approval

First time claimant?	Pay and Claim	Treatment pre-approval
<ul style="list-style-type: none">• If it is your first time claiming, we first need to set up your policy before you can submit your 1st medical refund.• Download and fill in the applicable Claim form available in the "Plan Benefits" section above	<p>For outpatient treatment</p> <ul style="list-style-type: none">• Get an insurance statement from your local insurance provider. ①	<p>For Hospitalisation and in-patient treatment</p> <ul style="list-style-type: none">• Get an insurance statement from your local insurance provider. ①

Health insurance for the European Institutions Trainees

A medical plan providing you with reimbursement for medical and dental expenses which may occur during the time of your traineeship, within the limits described in the Table of Benefits.



This plan provides you with cover for:

- ⌚ Doctor's consultation
- ⌚ Surgical operation
- ⌚ Hospitalisation
- ⌚ Pharmaceutical products
- ⌚ Dental treatments
- ⌚ Diagnostic tests
- ⌚ Paramedical care

Your health insurance certificate

Getting confirmation of coverage



Your Insurance Certificate

You will receive it by email stating the period of cover, type of cover, contact information and what to do in case of a claim. You will not receive your personal policy number.



Your policy number

Allianz has access to a list of all insured declared by the traineeship office under their global insurance policy during your traineeship. When you claim or call, you identify yourself as a Eurotrainee and state your full name.



Your first claim

When claiming for the first time for Medical Costs, in the Claim Form you cannot indicate your personal policy number, as this will only be created upon submission of your first refund request.

Your welcome email

Aetna Questions Created - Message (Plain Text)

File Message Help Tell me what you want to do

Delete Archive Move Reply Reply All Forward Sensitivity Share to Teams List Mark Unread Find Zoom Report Reply with Meeting Poll

Email Subject: Your Insurance Certificate requested by the European Institution Traineeship Office – EUROTRAINEE Illness insurance EAC/2022/OP/0003

Important electronic communication:
THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT REPLY TO THE SENDER. IF YOU DO SEND AN EMAIL TO THIS SERVER EMAIL ADDRESS NO REPLY WILL BE PROVIDED.
Marsh forwards this message and its attachment(s) in electronic form only. Therefore, this message and its attachment is an original which you should retain electronically or in printed form and note that you will NOT receive a hard copy of your documents in the mail.
Many thanks for your kind understanding and cooperation.

Dear Insured,

This email confirms you have been enrolled with Allianz Care for the illness insurance regarding the FWC EAC/2022/OP/0003. Upon request of the European Institution Traineeship office, please find attached your Insurance Certificate (in English, French and German) indicating your Full Name, Insurance Period, Type of Cover that was purchased by the EU Traineeship Office with mention of their policy number.
The certificate is an original and you will NOT receive a hard copy of this document in the post. If the information in the certificate contains errors, please contact the EU Traineeship Office so they can update the information where applicable and issue a new certificate (and do not contact the insurer or Marsh regarding the certificate as we will not be able to assist you).
Your individual member policy number is not indicated in the certificate as your individual policy number can only be created upon submission of your first medical claim refund request.

We strongly advise you to carefully read the information in the certificate and in the dedicated information website <https://www.allianzcare.com/en/group-hub/eurotrainees.html> in the Section "Your benefits explained – After the 01/07/2023".
You can download or consult the following documents:

- ✓ Member Guide
- ✓ Table of Benefits per Plan
- ✓ Treatment Guarantee Form
- ✓ Claim form
- ✓ Dental Cost Estimate Form

Besides valuable information available in English, French and German, the website also contains

- ✓ A FAQ section
- ✓ The link to the Allianz Health App for Easy Claims (you can only use if you have an individual policy number)
- ✓ How to apply for an individual extension when your traineeship has ended.

Allianz Care HELPLINE
In case of a planned surgery/emergency hospitalisation, need of assistance or queries you may have on the cover, please call the Allianz Care Helpline available 24/7/365.
For hospitalisation (in-patient care and out-patient surgery) Allianz can arrange for direct settlement of the bill with your hospital for the costs covered. Please advise Allianz at least 5 days before being hospitalised for planned surgery and as soon as possible for emergency hospitalisations.
Please contact the Helpline by email phone at igohelpline@e.allianz.com or by phone at +32 2 210 6501 and clearly identify yourself as a Eurotrainee, state your full name, date of birth and the identity of the European Institution Traineeship Office indicated in your certificate.

HOW TO CLAIM for refund of medical costs
When claiming for the first, download the claim form from the website <https://www.allianzcare.com/en/group-hub/eurotrainees.html>, follow the instructions and send the claim form and all supporting documents to ISOclaims@allianzworldwidecare.com. When claiming for the first time for Medical Costs, you cannot indicate your individual policy number in the claim form, as a personal member policy will only be created upon submission of your first claim refund request. Consequently if you contact the insurer prior to your first claim for information by phone and/or email, please clearly identify yourself as an Eurotrainee and state your full name, date of birth and the European Institution. After you have submitted your first claim refund request, the insurer Allianz Care will provide you with your individual policy number and you can use for future reference the "MyHealth App for Easy Claims" to follow-up on the status of your claim(s) and declare new medical costs.

General Data Protection Regulation (GDPR)
We respect and protect your privacy to provide you with our services. Please read [here](#) how we process your personal data.
For the purpose of placing and servicing your insurance policy, MARSH needs to process some of your personal data. Aside your name, birth date, email, etc. we occasionally may also have to store emails containing sensitive data you and the EU Traineeship Office that purchased the insurance for you, shared with MARSH. For instance, when we are informed of a specific physical condition, regarding an injury that occurred during your traineeship or medical cost related invoices.
For processing your health data, your consent is needed. Please give us [here](#) your consent. Please find [here](#) the legal basis for processing the judicial data of your policy.

How to complete the Consent Form (GDPR):

- On the Address box: fill in your home residence address
- Name of company: fill in your Family Name + First Name
- Policy Number: fill in the "EU Institution Allianz Policy Nr" stated in the certificate
- Zone "Claim Ref": fill in « N/A (not applicable) »
- Zones "Client number" & "Invoice number": fill in « 083 733 Eurotrainee »

Regards,
MARSH S.A. administrative contractor for the FWC EAC/2022/OP/0003 contract in place with ALLIANZ CARE

Your insurance certificate

CERTIFICATE OF INSURANCE

In our capacity as insurer of the 'FWC EAC/2022/OP/003 – EU Institutions Trainees' we confirm that the insured trainee or spouse/child accompanying the insured trainee abroad listed below has a health insurance cover with Allianz Care for all worldwide travels during the insured period.

Contract Details:

Insurer:	Allianz Care
In collaboration with broker:	Marsh Belgium
EU Institution Policyholder:	TO BE COMPLETED
EU Institution Allianz Policy N°:	TO BE COMPLETED
Allianz Group ref.:	TO BE COMPLETED
Individual Member Policy N°:	Will be created after 1 st claim refund request

Insured Member Details:

Family Name:	TO BE COMPLETED
First Name:	TO BE COMPLETED
Date of Birth:	TO BE COMPLETED
Type of Insured:	TO BE COMPLETED
Country residence:	TO BE COMPLETED

Insurance Plan Details:

Start Date cover (0:00h):	TO BE COMPLETED
End Date Cover (23:59h):	TO BE COMPLETED
Type of Cover purchased:	TO BE COMPLETED

The healthcare insurance covers benefits under the following plans:

- Core Plan
- Out-patient Plan
- Dental Plan

A summary of the benefits per Plan is provided in the table below, per type of cover:

- Primary:** refund of the covered costs as of 1st euro up to insured limit.
- Complementary:** refund of the covered costs up to the insured limit after mandatory first intervention of a social security or other equivalent primary health insurance.
- Primary & Complementary:** combined refund of the covered costs by both plans.

For detailed information, please go to the dedicated website <https://www.allianzcare.com/en/group-hub/eurotrainees.html>. You can view/download the Member Guide, Table of Benefits, Treatment Guarantee Form, Claim form, Dental Cost Estimate Form. More information is also available, such as an FAQ section, how to apply for an individual extension when your traineeship has ended, the link to the Allianz MyHealth App for easy Claims (available once you have an individual policy number), the Provider finder, etc.

In case of a planned surgery/emergency hospitalisation and assistance, please call the 24/7 Allianz Care Helpline at +32 2 210 6501 and identify yourself as a Eurotrainee, state your full name, date of birth and specify the European Institution you are training with.

	Health Insurance Core Plan	
	Limits Cover Primary	Limits Cover Complementary
Important Notes* for more information on Treatment Guarantee	No Limit	No Limit
ment)	€535 per night	€535 per night
	85% refund	100% refund
only be purchased when you	85% refund	100% refund
theatre charges ¹	85% refund	100% refund
	85% refund	100% refund
	85% refund	100% refund
	85% refund	100% refund
ying in hospital with	€40 per day	€40 per day
isfiguring accident or surgery (s during your period of cover)	85% refund	100% refund
ant Notes* for more information on Treatment Guarantee	100% refund	100% refund
	100% refund	100% refund
me ²	85% refund	100% refund
ust commence within 14 days (al treatment ceases) (reatment for three or more dition)	85% refund	100% refund
	80% refund	100% refund
	85% refund	100% refund
	85% refund	100% refund
	85% refund	100% refund
	100% refund	100% refund
al prosthetic device for	€675	€675
	85% refund	100% refund
th ²	85% refund	100% refund
mity home	85% refund	100% refund

	Dental Plan	
	Primary	Complementary
Orthopaedic footwear, soles, bandages, other medical equipment	€130	€130
Maximum plan benefit	€750	€750
Long term care ²	85% refund max. 90 days per lifetime €2.350	100% refund max. 90 days per lifetime €2.350
a range	Services available	Services available
on-line chat	Services available	Services available
onal ity	Services available	Services available
er)	Services available	Services available
online and	Services available	Services available
s and more.	Services available	Services available
rogram (es)	Services available	Services available
s, if you have d	Services available	Services available
	Included in overall limit	Included in overall limit
when you	85% refund	100% refund
	€50 per visit	€50 per visit
	€70 per visit	€70 per visit
	€100	€100
ney)	Full refund	Full refund
	85% refund	100% refund
	85% refund	100% refund
	85% refund	85% refund
apy.	€40 per visit	€40 per visit
and	€300	€300
	€1.500 per	€1.500 per devise

Member Guide* accepted by the EU Institutions Institution is available on the website and stipulate the respective rights and

Allianz guarantees cover for certain treatment treatment Guarantee is not obtained for the t. ally necessary, Allianz will only pay 80% of d with a ², Allianz will only pay 50% of the Guide, or simply contact the Allianz Care

Allianz can arrange for direct settlement of the r planned surgery and as soon as possible mail/ phone at lgohelpline@e.allianz.com or

Terms of your policy. Please refer to the or simply contact the Allianz Helpline

The maximum plan benefit, which applies in total, per member, per Insurance Year, benefit limit, which may be provided on a "per it" basis, such as per trip, per visit or per the costs for the specific benefit e.g. 65% here the term "100% refund" appears next left, if one applies to your plan(s). All limits your Table of Benefits.

What are you
covered for?

Type of plans



Primary: refund of the covered costs as of 1st euro up to insured limit.

Complementary: refund of the covered costs up to the insured limit after mandatory first intervention of a social security or other equivalent primary health insurance.

Primary & Complementary: combined refund of the covered costs by both plans.

Cover for all plans

- ⌚ Core Plan
- ⌚ Out-patient Plan
- ⌚ Dental Plan

Area of cover

You are covered worldwide during your period of insurance, including when returning home or during holidays.

WHAT ARE YOU COVERED FOR?

Your benefits explained

Terms and Conditions

All the conditions of coverage are included in the **Table of Benefits** and **Member Guide** available on www.allianzcare.com/eurotrainees in the section 'Your benefits explained' under the tab 'Your traineeship started after 01/07/2023'.

Please consult your benefit guide to understand how you are covered, the limits and exclusions that apply.

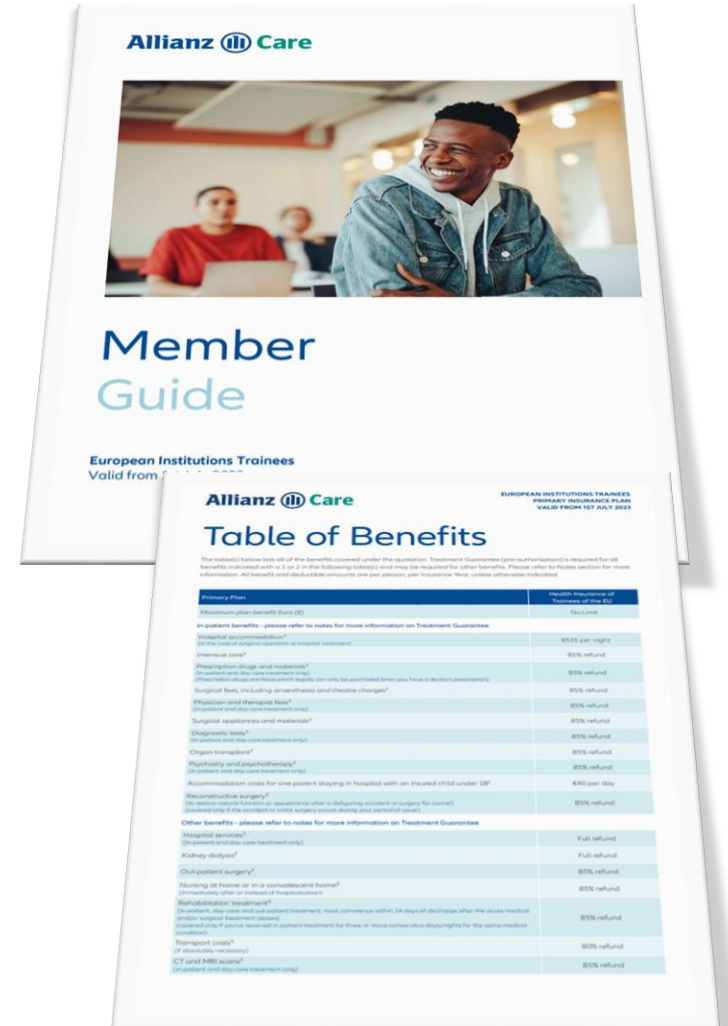
Chronic and pre-existing conditions

Those are covered within the terms of your policy. Please refer to the 'Definitions' section of the "Member Guide". For further information or contact the Allianz Helpline by phone

+32 2 210 6501 or by email igohelpline@e.allianz.com.

Exclusions:

Cosmetic, preventative treatments, etc ...



WHAT ARE YOU COVERED FOR?

Outpatient cover

Doctor, specialist, dentist visits



Out-patient cover

This is cover for treatments where:

- ④ you are not hospitalized
- ④ and you pay the treatment provider first and then claim for the medical costs incurred.

Freedom to choose the medical provider of your choice

We do not recommend providers, but we do offer an easy-to-use Provider Finder on our website and MyHealth digital services.

When you make an appointment, always check the price the doctor will charge and if need to bring cash or can pay with bank card for the medical visit.

For some treatment you need prior approval

This means that you need to submit your treatment plan to our in-house medical team in order to obtain authorisation for some treatments.

This is the case for dental prostheses or treatment which is not given by a doctor.

Our medical team can be contacted at:

igomedical@e.allianz.com

Hospitalisation & assistance

Hospitalisation

For hospitalisation (in-patient care and out-patient surgery)

Contact us and we will arrange for direct settlement with your hospital.

Please advise us at least 5 days before being hospitalised for planned hospitalisations and as soon as possible for emergency hospitalisations.

Contact our Helpline at:

 igohelpline@e.allianz.com

 +32 2 210 65 01



If you need assistance



For prior-approval request



You can contact our medical team directly:

 igomedical@e.allianz.com



For assistance 24/7/365

Please contact our Helpline:

 +32 2 210 65 01
 igohelpline@e.allianz.com

How to claim

Are you also covered by a primary insurance scheme? (eg. social security)

Step 1: submit claim to your primary insurance scheme

If you are entitled to claim from another insurance scheme, you must first send your claim to the other insurance.

Step 2: submit claim to Allianz

Once you have been reimbursed and have a settlement statement, you can submit your claim to Allianz and include this information.

You will be refunded by Allianz with the difference within the Terms and Conditions applicable.



Important note when claiming within a primary insurance cover

- ⊙ You may only claim once for an amount of medical expenses.
- ⊙ If your primary insurer refunded you for a part or total amount of expenses, you may not claim for these same refunds with another primary insurer.

1st Claim?

Fill in all the sections of the claim form

In Policyholder details, you cannot complete the personal policy number if you are claiming for the first time.

You can find the EU Institution policy number on your certificate.

Send by email to
IGOCclaims@allianzworldwidecare.com

The image shows a computer monitor displaying the Allianz Care Group Claim Form. The form is titled "Allianz Care Group Claim Form" and includes the EC Trainees logo and reference number "FWC EAC/2022/OP/0003". Below the title, there is a note: "Please complete this form in BLOCK CAPITALS. You can also use our MyHealth Digital Services to submit your claim online: www.allianzcare.com/en/myhealth.html". A blue banner with a white exclamation mark icon contains the text: "Don't forget: You must submit your claims within the claiming deadline set out in your Member Guide, available at www.allianzcare.com/en/group-hub/eurotrainees.html".

The form is divided into two main sections:

- 1 Policyholder's details**
 - Eurotrainee institution: [Grid]
 - Personal policy number (N/A when claiming for the 1st time): [Grid]
 - EU Institution group policy number (The number is indicated on your Insurance Certificate): [Grid]
 - Date of birth: [Grid]
 - First name: [Grid]
 - Surname: [Grid]
 - Latest correspondence address: [Grid]
 - Telephone number: [Grid]
 - Email: [Grid]
 - Do you have any national/public or state provided health insurance cover in your home country or country of residence e.g. National Health Insurance? Yes No
 - If Yes, please name the cover provided. Please give your reference number/identifier with the state. [Grid]
- 2 Patient's details (if different from policyholder)**
 - First name: [Grid]
 - Surname: [Grid]
 - Date of birth: [Grid]
 - Gender: Male Female

Claim for your **medical expenses**

Submit your 1st claim*

Fill out the claim form available on www.allianzcare.com/eurotrainees

Submit your claim via IGOClaims@allianzworldwidecare.com and don't forget to indicate your bank account details.

Submit other claims

- ⌚ You will be able to send any future claims or additional costs to your 1st claim through MyHealth digital services.
- ⌚ You will need your individual policy number to register through MyHealth for the 1st time.

Claims processing

Your claim will be processed within 5 days of submitting as long as all relevant information has been included.

You will receive a notification once your claim is settled.

* Important information

If you do not yet have a policy number assigned clearly state the following: 1) you are a EUROTRAINEE member and have 'unrostered' health cover, 2) you do not yet have an individual policy number, 3) give your full name, date of birth, email and nationality 4) and specify the European Institution you are training with.

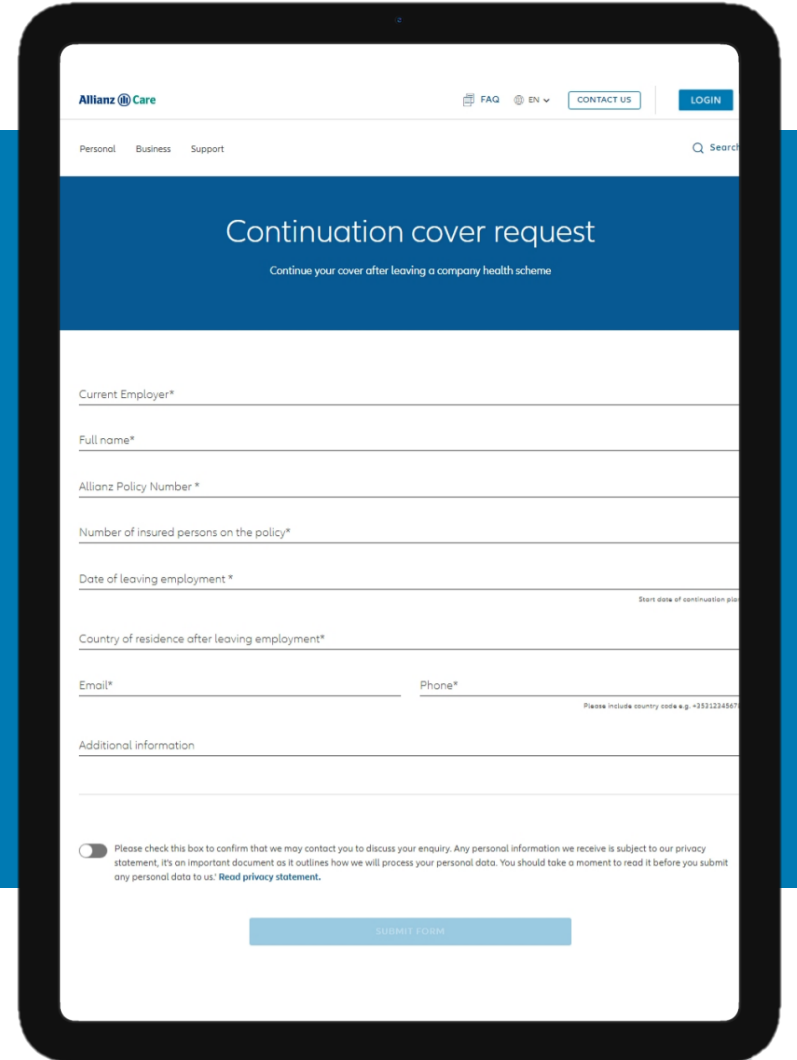
Individual continuation of cover

How to apply for a continuation of cover

At the end of your internship

You are welcome to prolong your insurance cover on an individual basis directly with the insurer for a period of between 1 and 12 consecutive months, from the expiry date of your group policy. This request must be made in writing within one month from the date your internship ends.

Got to www.allianzcare.com/eurotrainees, click on Continuation plan and complete the on-line form. Once submitted, the Allianz individual team will contact you to discuss a quote and the condition of the continuation of the same cover.



The screenshot displays the Allianz @ Care website interface for a 'Continuation cover request'. The page features a blue header with the Allianz @ Care logo, navigation links for 'FAQ', 'EN', 'CONTACT US', and 'LOGIN', and a search bar. Below the header, the main content area is titled 'Continuation cover request' with the subtitle 'Continue your cover after leaving a company health scheme'. The form includes several input fields: 'Current Employer*', 'Full name*', 'Allianz Policy Number *', 'Number of insured persons on the policy*', 'Date of leaving employment *', 'Country of residence after leaving employment*', 'Email*', and 'Phone*'. A checkbox is present for 'Additional information'. At the bottom, there is a 'SUBMIT FORM' button and a privacy notice: 'Please check this box to confirm that we may contact you to discuss your enquiry. Any personal information we receive is subject to our privacy statement, it's an important document as it outlines how we will process your personal data. You should take a moment to read it before you submit any personal data to us.' 'Read privacy statement.'

Key takeaways and contacts

Your contacts

Helpline 24/7:



English



French



German

+32 2 210 65 01

www.allianzcare.com/eurotrainees

Got a question?

Check out the frequently asked question page on our website or chat live with a customer agent.



MyHealth digital services
my.allianzcare.com



Mind coaching via chat
[WYSA app](#)



Expatriate assistance programme
<https://awcsexpat.lifeworks.com/>



Health coaching app
[Allianz HealthSteps](#)

Thank you!



Appendix

MyHealth digital services

MYHEALTH

MyHealth digital services for members



Manage account



Policy information



Easy claims
submission



LiveChat



Health & Wellness Hub



Telehealth Hub



Provider finder



Register to MyHealth

Access your information anytime, anywhere from any computer or mobile device.

It is supported by the strictest security and data protection measures.

There is a [self-registration functionality](#) for you to create your own account.

Once registered, these credentials will also work to allow access to the Mobile App.

All you need to get started is:

- Policy Number
- Date of Birth
- First 3 characters of your surname (incl. apostrophes, dashes etc.)

Register to MyHealth

1

Allianz

Let's get you setup

Please enter the email address you would like to use as your Username

Email

CONTINUE SETUP

Any issues, call the Helpdesk on xxxx

2

Allianz

Let's get you setup

A 6 digit security code was sent to the email address you provided.

Enter your 6 digit security code

CONFIRM SECURITY CODE

[→ RESEND SECURITY CODE](#)

3

Allianz

Let's get you setup

Create your password

Password

Confirm password

NEXT

Choose an email as username

Your username must be unique, ie. it cannot be used by more than one user.

It does **not** have to be the same as your Residence email address.

Updating the Username email will **not** update your Residence email address.

Validate your email address

Enters the 6-digit PIN that you have received (via email) and submit.

You have the option to 'Resend Security code' if you did not receive it.


Create a password

Enter and confirm your new password.

It must include:

- At least 8 characters
- Upper and lowercase letters
- At least 1 special character
- At least 1 number

Register to MyHealth

Allianz 

Almost there

I, Steve Smith, agree to the following:


1. Permission to collect, store and use my health data.

AWP Health & Life S.A (T/A Allianz Partners) may collect, store and use my health data in order to administer the policy, for example to provide me with a quote for insurance cover, underwrite the risks to be insured or process any claims. AWP Health & Life S.A may store my health data in accordance with the Consumer Code of the law applying to my insurance policy with AWP Health & Life S.A or any other applicable law requiring its retention.

Data consent

You will be asked to give Data Consent

This is needed so that we can communicate with providers, such as hospitals and administer your claims.

Allianz  My Claims My Benefits Privacy

Would you like to hear about other products and services?

I, Emilia Wright, understand that my personal data will only be processed for the following reasons and activities that I have expressly agreed to by indicating

Permission to send me marketing and promotional material.

I agree that AWP Health & Life S.A may collect, use and disclose my personal data to provide me with marketing information that may be of interest to me by indicating below.

Information that AWP Health & Life S.A send about their products and services, including updates on their latest promotions and new products and services.

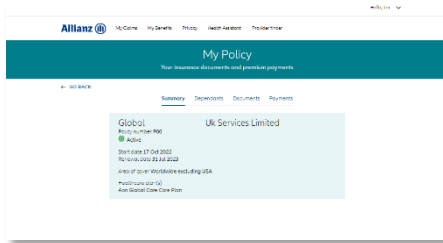
Information sent by other Allianz Group companies* on their products and services.
* I understand that information will be sent directly by other Allianz Group companies, and that you shall disclose my relevant contact information to them for that

Cookie Policy
We use cookies on our website. By using our website, you allow us to store cookies on your computer/device. Visit our Privacy Page to find out more, including how to disable cookies. [Privacy Statement](#)

Marketing preferences

You will also be asked to choose Marketing preferences.

MyHealth digital services

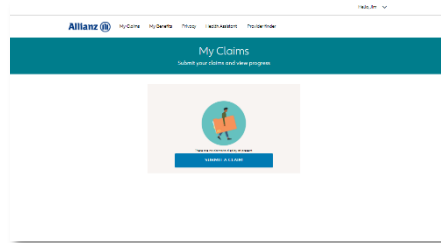


My policy

Access your policy on the go

Displays details such as:

- Cover dates, area of cover, plan names
- dependants on the policy
- access to policy documents and digital membership card

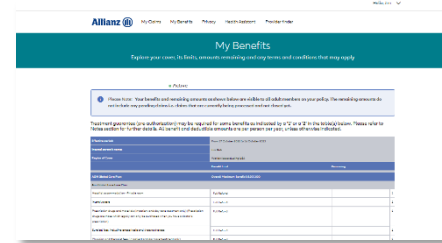


My Claims

Submit and track your claims

Provide a few details, take a picture or upload invoice and submit your claim.

Track your claims online with status updates and access claims history with statement of accounts (for policyholder).

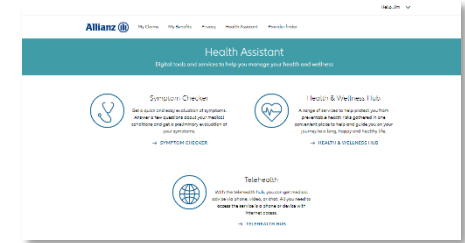


My Benefits

Explore your cover

The table of benefit displayed for all insured members by default.

It can be filtered per insured member.



Health Assistant

Manage your health & wellness

You can access there:

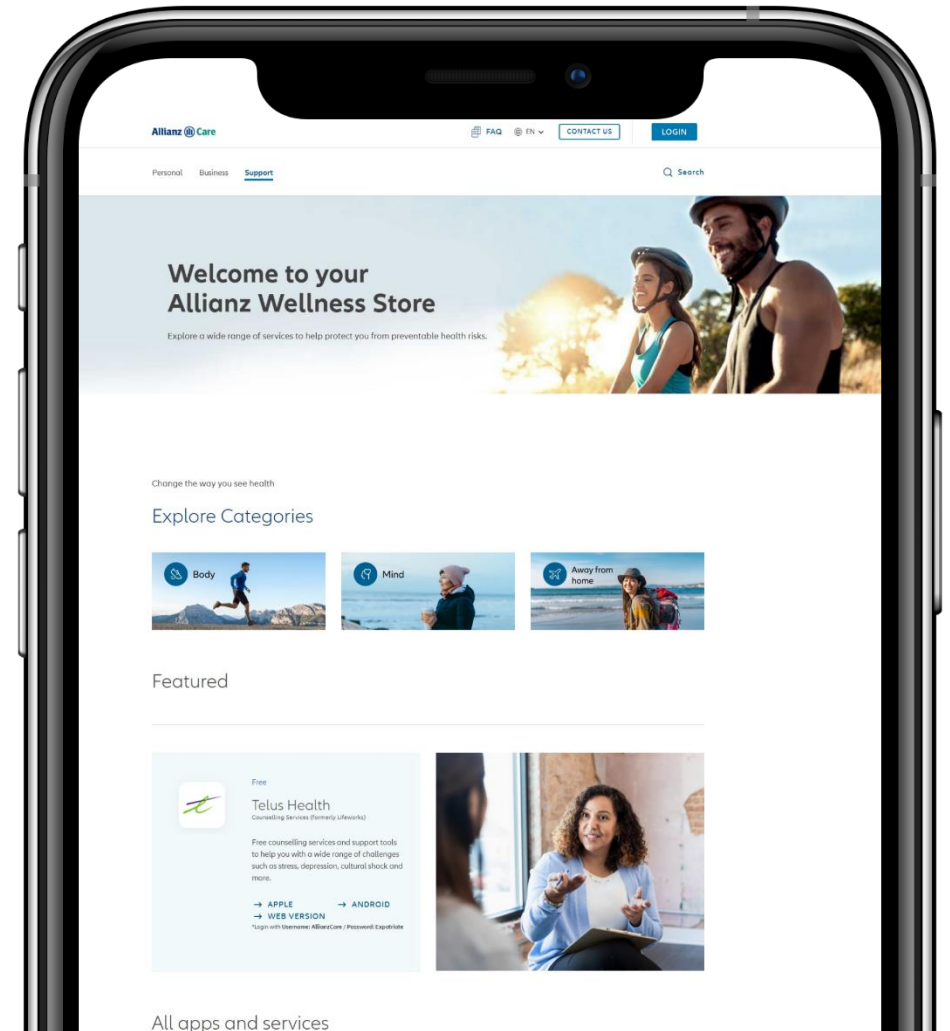
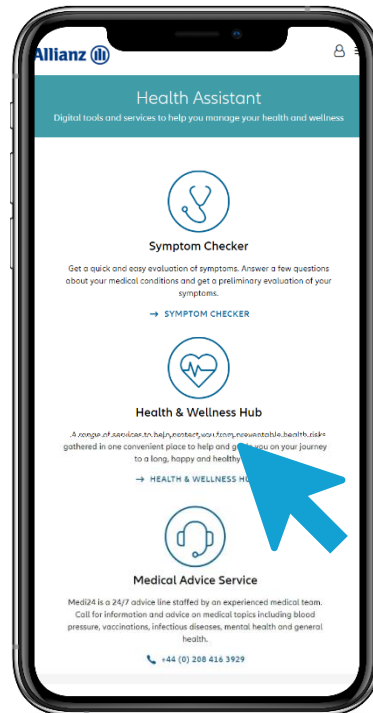
- Telehealth hub
- Health & wellness hub
- Symptom checker
- Emergency services
- Pharmacy aid and medical translator

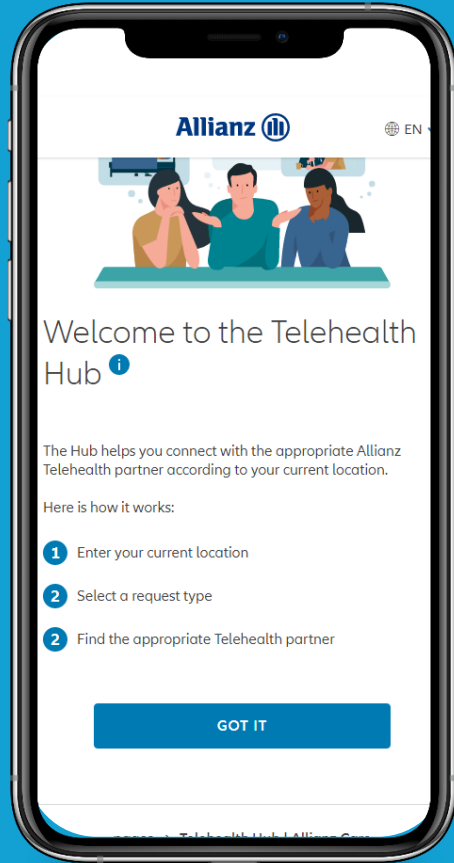
Your wellness store within MyHealth



All your health & wellness support from Allianz Care in one place.

Look for your Health Assistant within MyHealth digital services





Fee per consultation model

Multiple telemedecine providers 1 single entry point

Telehealth Hub within MyHealth digital services

➤ **EUROPE** : 28 EU countries, UK, Switzerland



➤ **MEA** : UAE, Egypt, Rest of MEA (advice)

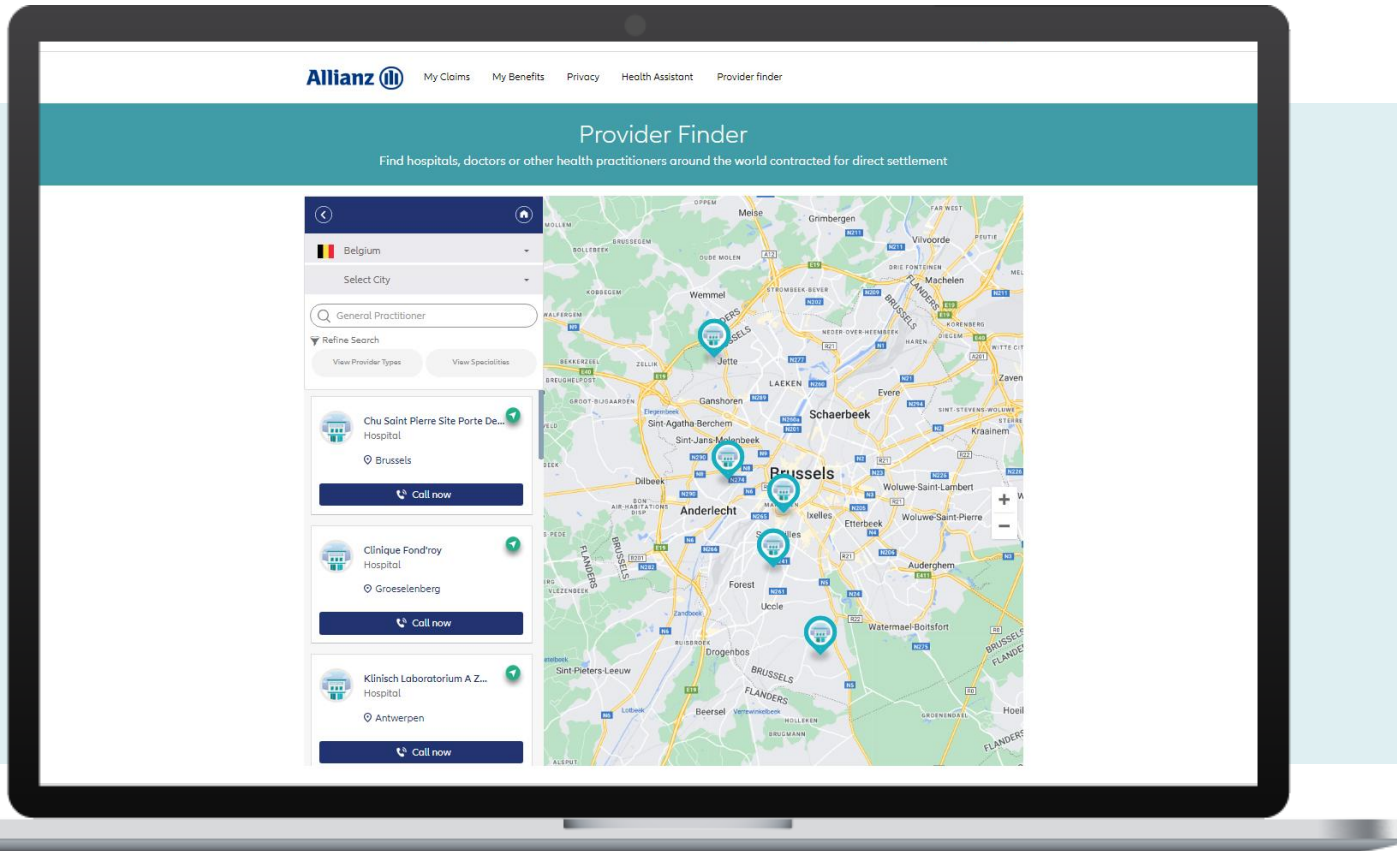


➤ **APAC** : Singapore, Hong Kong, Malaysia, India, Indonesia, Philippines, Thailand



➤ **AMERICAS** : Mexico, USA, Rest of LATAM excl Brazil (advice)





Provider finder

There is a Provider Finder, available within MyHealth digital services for members.

It includes geolocation, so it's easy for members to find a provider near them that we have direct billing arrangement with.