

2 MEDICAL DETAILS (all sections must be completed by the doctor in overall charge of the patient's treatment)

Medical Practitioner's details:

Name:	
Address:	
Qualifications:	
Diagnosis:	

Onset date when symptoms first noticed by patient:

D	D	M	M	Y	Y
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When did the patient first see a doctor?

D	D	M	M	Y	Y
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Details of treatment:	

Details of operation:	

Details of medication:	

Hospital dates:

Admission date:

D	D	M	M	Y	Y
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Discharge date:

D	D	M	M	Y	Y
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Name and address of admitting hospital:

Reference number:

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Name:	
Address:	
Telephone:	
Fax:	
Email:	

Medical practitioner's / dental surgeon's signature

Date

3 CASH BENEFIT

The hospital should complete this section if you have stayed in hospital overnight without charge, and your plan includes a Cash Benefit.

I confirm that
was in hospital from to
and this hospital did not charge for accommodation.

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The hospital needs to stamp this claim form here:

6 YOUR CONSENT TO OBTAIN A MEDICAL REPORT

IMPORTANT INFORMATION

Please read this section carefully, as it sets out your rights in relation to medical reports.

In order to process your claim, we may need to apply for a medical report from any doctor who has attended you. To apply, we need you to give your consent by signing the declaration below.

You can choose from three courses of action:

1. You can give your consent without asking to see the doctor's report before it is sent to us. The report will then be sent directly to us by the doctor.

2. You can give your consent, but ask to see any report before it is sent to us, in which case you will have 21 days, after we notify you that we have requested a report from the doctor, to contact your doctor to make arrangements to see the report. If you fail to contact the doctor within 21 days, he will be entitled to send the report direct to us. If however you contact your doctor with a view to seeing the report, you must give the doctor written consent before he can release it to us. You may ask your doctor to change the report if you think it is misleading. If your doctor refuses, you can insist on adding your own comment to the report before it is sent to us.

Should you give your consent to us obtaining a report without indicating that you wish to see it, you can change your mind by contacting your doctor before the report is sent to us, in which case you will have the opportunity to see the report and ask the doctor to change the report or add your comments before it is sent to us, or withhold your consent for its release.

3. You can withhold your consent but, if you do, please bear in mind that we may be unable to accept your claim.

Whether or not you indicate that you wish to see the report before it is sent, you have the right to ask your doctor to let you see a copy, provided that you ask him within six months of the report having been supplied to us.

Your doctor is entitled to withhold some or all of the information contained in the report if (a) he feels that it may be harmful to you or (b) it would indicate his intentions in respect of you or (c) would reveal the identity of another person without their consent (other than that provided by a health professional in their professional capacity in relation to your care). Your doctor may also make a reasonable charge for his services.

The undersigned authorises and requests any hospital, specialist, physician or other health provider to furnish Bupa or its duly authorised agent acting on Bupa's behalf with such information as Bupa or that agent may seek from them in connection with any treatment or other services provided to me or my dependant for the purpose of Bupa considering this claim.

If you receive treatment in the UK, by signing this form you are also confirming that you have been advised of your rights under the Access to Medical Reports Act 1988 and the Access to Personal Files and Medical Reports (NI) Order 1991.

I received treatment in the UK and I do (not) wish to see a copy of any medical report before it is sent to Bupa International.

(Delete the word NOT if you wish to see a copy of the report before it is sent to Bupa International).

Data Protection Notice

For the purposes of this form, Bupa shall mean Bupa (Asia) Limited as the insurer, and Bupa Insurance Services Limited, trading as Bupa International, as the administrator.

Purpose: Personal data collected on you, and where appropriate, your family, will be used by Bupa to process your claims, administer your policy and may be used to detect and prevent fraud or improper claims. If Bupa does not accept your application, your information may be recorded by us.

Confidentiality: The confidentiality of patient and member information is of paramount concern to the companies in the Bupa Group. To this end, Bupa fully complies with all applicable data protection legislation and medical confidentiality guidelines.

Bupa sometimes uses third parties to process data on its behalf. Such processing, which may be undertaken outside of Hong Kong, is subject to contractual restrictions with regard to confidentiality and security in addition to the obligations imposed by the Personal Data (Privacy) Ordinance.

Medical information: Medical information will be kept confidential. It will only be disclosed to those involved with your treatment or care, including your General Practitioner/Primary Health Physician, or to their agents, and, if applicable, to any person or organisation who may be responsible for meeting your treatment expenses, or their agents. Subject to you signing our applicable data consent form, Bupa and Bupa International may also share your medical information, and other personal data, with any third party intermediary who you may nominate and consent to sharing such data with, to enable the intermediary to manage all aspects of the policy on your behalf, for example setting up the policy, submitting and processing claims. For hearing or speech impaired members with a textphone, please call +44 (0) 1273 866 557. We also offer a choice of Braille, large print or audio for our letters and literature. Please let us know which you would prefer. Claims information may be discussed with the Bupa Agent/Adviser where you have requested the Adviser to assist you.

Member details: All membership documents and confirmation of how we have dealt with any claim you may make will be sent to the principal member.

Telephone calls: In the interest of continuously improving our service to members, your call will be recorded and may be monitored.

Research: Anonymised or aggregated data may be used by Bupa, or disclosed to others, for research or statistical purposes.

Fraud: Information may be disclosed to others with a view to preventing fraudulent or improper claims.

Names and addresses: Bupa does not make the names and addresses of members or patients available to other organisations for marketing purposes.

Keeping you informed: Bupa would, on occasion, like to keep you informed of Bupa products and services which it considers may be of interest to you.

Contact address: If you do not wish to receive information about Bupa's products and services, or have any other Data Protection queries please write to the Personal Data Privacy Officer, at Bupa House, 15-19 Bloomsbury Way, London WC1A 2BA or DataProtection@Bupa.com or write to Data Protection Officer, Bupa (Asia) Limited, 18/F DCH Commercial Centre, 25 Westlands Road, Quarry Bay, Hong Kong.

Personal information relating to you (and, if applicable, your dependents) may be used for the following purposes:

- processing, assessing and determining any Applications for insurance products and services;
- offering and providing products and services to you (and, if applicable, your dependents) and processing requests made by you (and, if applicable, your dependents) from time to time including but not limited to requests for addition, alteration, deletion, maintenance, management and operation of insurance benefits or insured members;
- any purposes in connection with any claims made by or against or otherwise involving you (and, if applicable, your dependents) in respect of any products and/or services provided by Bupa including without limitation, making, defending, analysing, investigating, processing, accessing, determining or responding to such claims;
- performing any functions and activities related to the products and/or services provided by Bupa including, without limitation, audit, reporting, market research, general servicing, maintenance of online and other services, identity verification, data matching, research and statistical analysis, and reinsurance arrangements;
- provision and design of products and services of Bupa;
- exercising Bupa's rights in connection with the provision of insurance products and services to you (and, if applicable, your dependents), from time to time, for example, to determine, collect and/or recover any amount of indebtedness owing from you or any person who has provided any security or undertaking for your liabilities;
- communication with you (and, if applicable, your dependents) in relation to any of the purposes set out in this Statement;
- enabling an actual or proposed assignee, transferee, participant or sub-participant of all or a substantial part of Bupa's rights or business to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation; and
- making disclosure to satisfy the requirements of any laws, rules and regulations, codes of practice, guidance notes or guidelines binding on Bupa.

Personal information collected or held by Bupa relating to you (and, if applicable, your dependents) will be kept confidential but Bupa may provide such Personal Information inside or outside the Hong Kong Special Administrative Region, for the purposes specified in the paragraphs directly above and below to the following classes of transferees:

- British United Provident Association Limited, Bupa Insurance Services Limited, Bupa Insurance Limited and Bupa International Limited ("Group Company");
- any insurance intermediaries authorised by you and Bupa
- any re-insurance companies authorised by Bupa;
- any agent, contractor or third party service providers who provide administrative, telecommunication, computer, payment, data processing or storage, printing, research or other services to Bupa in connection with operation of business (including without limitation insurers, banks, lawyers, accountants, claims investigators, debt collection agencies, data processing companies, research agencies and professional advisors);
- any actual or proposed assignee, transferee, participant or sub-participant of all or a substantial part of Bupa's rights or business;
- any person to whom Bupa is under an obligation to make disclosure under the requirements of any law, rules, regulations, codes of practice or guidelines binding on Bupa including, without limitation, any applicable regulators, governmental bodies, industry recognised bodies, credit reference agencies, the Courts, and where otherwise required by law.

Bupa may use your (or, if applicable, your dependents) Personal information to provide you (and, if applicable, your dependents) with Marketing Communications relating to the following products and services of Bupa or Group Company, including but not limited to:

- insurance and related services and products; and
- rewards, member activities, loyalty or privileges programmes and related services and products.

Bupa will not disclose Personal Information relating to you (and, if applicable, your dependents) to third parties for marketing purposes without your consent.

7 DECLARATION

IMPORTANT INFORMATION - TO BE COMPLETED BY THE PATIENT

I confirm that I give explicit consent to process my personal information with respect to this claim. I also give consent to Bupa to obtain my personal and medical information and that of my

dependants (if any) from my previous insurer. I confirm that I have brought this declaration and Privacy Statement to the attention of such dependants.

Patient's signature (Parent or guardian if patient is under 16)

Date

If you have any queries regarding your claim, log onto our website www.bupa-intl.com/membersworld or contact our customer services team on:

Telephone: +44 (0) 1273 718 413

Fax: +44 (0) 1273 820 517

Email: info@bupa-intl.com

Email is used for your convenience and speed, but we cannot always guarantee the security of this method of communication. You need to be aware that some companies and countries do monitor email traffic. You need to take this into account when choosing to use this method of communication.

Please refer to your membership certificate for details of your insurer.