



NBB Visa Platinum Cards

Emergency Services

As a NBB Platinum Cardholder, you can access the world's leading global health care and assistance network with over 3700 professionals, for 24 hours, across five continents. Our partners (the service providers) offer medical and technical support services in over 85 languages to those living and traveling outside their home countries. They also operate 24 – hour dedicated customer assistance programs and provide health care management and security consulting services to selected international clients.

Dedicated and caring doctors, nurses, multilingual coordinators, travel and aviation specialists and other professionals work round the clock with the service providers, for your assistance. In the event of a medical emergency, one of their doctors will be on the line to assist you, organize the treatment you need, keep the relevant people informed and monitor your progress until you are well and ready to leave for home.

The following sections detail the emergency medical and legal assistance that can be provided by our partner service providers.

A. Emergency Medical Services

1 Telephone Medical Advice

The service provider will arrange for the provision of medical advice to NBB Platinum Cardholders over the telephone. It must be noted that a telephone conversation, even with the local attending physician, can not establish diagnosis and must be treated as advice only.

2 Medical Service Provider Referral

The service provider can also provide to NBB cardholders, upon their request, the name, address, telephone number and if available, office hours of physicians, hospitals, clinics, dentists and dental clinics.

However, the service provider shall not be responsible for providing medical diagnosis or treatment. Although they will make such referrals, the quality of the Medical Service Providers cannot be guaranteed and the final selection of a Medical Service provider shall be the decision of NBB Cardholder. However the service provider will exercise maximum care and diligence in selecting the Medical Service Providers.

3 Monitoring of Medical Condition

The service provider will monitor the NBB Cardholder's medical condition during and after hospitalization, subject to any and all obligations in respect of confidentiality and relevant authorization.

4 Delivery of Essential Medicine or Equipment

The service provider will arrange to deliver to the NBB Cardholder essential medicines, drugs, medical supplies or medical equipment that are necessary for a Cardholder's care and / or treatment but which are not available at the Cardholder's location. The delivery of such medicine, drugs and medical supplies will be subjected to the laws and regulations applicable locally. Please note that the service provider will not pay for the costs of such medicine, drugs or medical supplies and any delivery costs thereof, and all costs must be borne by the Cardholder.

5 Dispatch of Physician

In the event of an emergency where either NBB Cardholder can not be adequately assisted by telephone for possible evacuation, or the Cardholder can not be moved and/or local medical treatment is unavailable, the service provider will send an appropriate medical practitioner to the Cardholder. Costs of medical practitioner, consultation charges and any related cost thereof will be paid by the Cardholder.

6 Guarantee of Hospital Admittance Deposit

The service provider will guarantee or pay any required hospital admittance deposit on behalf of NBB Cardholder up to US \$ 2,500. The provision of financial guarantees is subject to first securing payment from the Cardholder through his / her credit card or from funds from the family.

7. Arrangement of Emergency Medical Evacuation

When deemed medically necessary by the service provider, in the event of an illness or accident, provision of air and / or surface transportation will, medical care during transportation, communications and all usual ancillary services required to move the Cardholder to the nearest hospital where appropriate medical care is available, will be arranged by the service provider. Costs for the same will be borne by the Cardholder

8 Arrangement of Emergency Medical Repatriation

The service provider will arrange for the return of NBB Cardholder to the Principle Country of residence following the Cardholder's Emergency Medical Evacuation and subsequent hospitalization.

9 Arrangement of Transportation of Mortal Remains

In the case of death of a Cardholder whilst abroad, the service provider will assist with the necessary formalities and will arrange for the repatriation of the mortal remains to any location as may be selected by the Cardholder's legal personal representative.

10 Arrangement of Transportation to join a Cardholder

The service provider will arrange for round trip transportation for a person chosen by the Cardholder to join him / her if he / she has been hospitalized abroad.

11 Arrangement of Return of Children

If dependent children are left unattended as a result of a Cardholder's Accident or illness, the service provider will arrange the transportation for such children by common carrier to their normal place of residence. Qualified attendants will be provided when deemed appropriate by our partners.



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The above services (items (4) to (11)) are charged on a case-by-case basis. The provision of these chargeable Services is subject to the service provider first securing payment from the cardholder through his / her NBB credit card or from funds from the Cardholder's family.

B. Emergency Legal Services

1. Legal Referral

The service provider will provide NBB Cardholders with the name, address, and telephone number and if requested by the Cardholders and if available, office hours for referred lawyers and legal practitioners. They will not give any legal advice to the Cardholders. Also, they are not responsible for any legal fees or related charges, which is the responsibility of the Cardholder.

2. Interpreter Referral

Our partners will provide NBB Cardholder with the name, address, telephone numbers and if requested by the Cardholders and if available, office hours for interpreters world – wide. They will not be responsible for any interpreting fees or related charges, which is the responsibility of the Cardholder.

Entitlement of Benefits

To enjoy any of the above-mentioned benefits, the NBB Platinum Cardholder may contact any International SOS (ISOS) Alarm Center any time and from anywhere

The following information will have to be given at the Center:

1. Name of caller, telephone or fax number
2. Name, age, sex and NBB card number
3. Description of the member's condition
4. In case of illness the name, location and telephone number of the hospital will be required.

Additionally, the Cardholder will have to provide the name and telephone numbers of the presently treating doctor and the place where he can be reached at the moment.

International SOS Alarm Center Directory

UK

London

Alarm Center Tel (44) (208) 762 8008

Alarm Center Fax : (44) (208) 748 7744