

PRODUCT INFORMATION SHEET

The following information is to provide you, in the name of and on behalf of the insurer; an initial overview of the insurance policy offered. **This information is not conclusive.** The content of the contract is made up of the application, the respective insurance policy and the applicable benefits agreed in the tariff and the attached insurance conditions. The regulations set out in these documents are material to the insurance cover. Please therefore ensure that you read through all the policy terms carefully.

1. Which insurance contract is being offered?

The PANTAENIUS INTERNATIONAL CREW MEDICAL INSURANCE CONDITIONS relate to an international health insurance product for employed crew members who require an international health insurance policy.

You can choose from two levels of cover (Basic Plan/Premier Plan) and two geographical areas as set out in the applicable benefits agreed in the tariff. The selected benefits covered shall then be set out in the policy. Please note that the Premier Plan has extended cover in comparison to the Basic Plan.

2. Insured and non-insured risks

In the event of accident, illness or the occurrence of a medical emergency, i.e. bodily injury or a sudden and unforeseen illness suffered by the insured person or an existing diagnosed condition for which the insured person is receiving medical treatment which requires immediate inpatient or outpatient treatment by a recognised doctor; benefit shall be provided in accordance with the conditions of the PCMC in the following areas: Agency services/organisation, treatment costs, hospital stays and patient transport, search, rescue and recovery operations, death, pregnancy (Premier Plan), palliative care (Premier Plan), sickness benefit as agreed. The insurance cover also includes assistance services (Assistance) which become necessary during a journey.

All inpatient claims or claims which are likely to exceed the sum of £2,500/\$4,250/€3,250 require an advance agreement of costs via the 24 hour emergency service before any treatment is commenced. If this does not happen then you shall be responsible for the first £1,000/\$1,700/€1,300 of any such claim. Claims shall only be reimbursed if they are reported to Pantaenius within 90 days from the commencement of treatment. Invoices and receipts which are received more than 180 days after the invoice or receipt date are not covered.

Uninsured costs include costs arising from the purchase of organs as well as costs incurred by the donor. Any treatment abroad which was the sole reason or one of the reasons for undertaking the journey is not covered by the insurance.

Please note in addition that domestic (country of residence/home country) insurance cover can be limited. In this event cover is provided for a domestic trip of a maximum of 90 consecutive days. Please refer to Section C PCMC for more about this. Please refer to the Table of Benefits, your Certificate and the insurance conditions, for the exact scope and the preconditions for the benefit.

3. How much is the respective premium and when do you have to pay it?

Please refer to the recommendation, the application and the applicable insurance policy for the amount of the premium and the policy period. The premium is due two weeks after receipt of the insurance policy and the accompanying invoice. Should you culpably fail to pay the premium, the insurer shall be entitled to withdraw from the contract. If you fail to pay any of your subsequent premiums on time, you may jeopardise your insurance cover. Furthermore, this can lead to the insurance being terminated in certain circumstances. If you have completed a direct debit authority, please ensure that you have sufficient funds in your account.

4. What benefits are excluded?

Not all foreseeable events are covered. For example, losses which are intentionally caused by the insured person or losses caused by atomic energy are excluded from the policy.

Please refer to Section D and Section E § 3 PCMC for the exact extent of the exclusions.

5. What must be observed when concluding the contract?

In order that we may properly assess your application, please answer all questions fully and accurately in written or electronic form. You will find further information in the supplement about your pre-contractual duty of disclosure.

6. What must be observed during the term of the insurance contract?

The insurance contract may have to be amended if there is a change to the circumstances (increased risk) about which we enquired in the application or further documents. You must therefore inform us of any such changes.

7. What must be observed in the event of loss?

If a loss event occurs there are certain obligations with which you must comply. For example, you are obliged to report any loss without delay and follow the insurer's instructions. You must also mitigate the loss where possible. Please note that a breach of these obligations may lead to the insurer being released from its obligation to perform. Please refer to Section E § 4 PCMC for more about this.

8. What are the consequences if you fail to observe points 5.-7.?

Please observe the obligations set out in clauses 5. to 7. carefully as these are of great importance for the performance of the insurance contract. Failure to observe could therefore have serious consequences for you. Depending on the nature of the breach of obligation you could partially or even completely lose your insurance cover or the insurer could be entitled to withdraw from the insurance contract. Please refer to the PCMC insurance conditions for more details.

9. What is the term of the insurance contract and how can it be terminated?

The insurance cover commences on the date specified in the insurance policy. Please refer to the current insurance policy for the policy period. The insurance contract is concluded for a period of one year and is automatically renewed for a further year unless it is terminated in text form by no later than three months before expiry.

It is also possible to terminate the contract in the event of loss. Please refer to Section E §§ 1 & 2 PCMC for more details.

GENERAL CUSTOMER INFORMATION

Information about the insurer

Lloyd's Versicherer London
Niederlassung für Deutschland
Syndikat 510
D-60329 Frankfurt

Commercial Register A Frankfurt am Main 26467 The company's registered office is in London.

The statutory representative for Lloyd's Versicherer London, Niederlassung für Deutschland (German Office) is the general representative Jan Blumenthal.

Lloyd's Versicherer London provide direct insurance services and reinsurance services both in the area of non-life insurance and in the area of life insurance.

For further information please refer to the recommendation and the enclosed information sheet for the insurance partners on whose behalf Pantaenius GmbH is acting.

Information about the service provider company

a. Address

Tokio Marine Kiln Europe S.A.
Niederlassung für Deutschland
St Martin Tower
Franklinstraße 61-63
D-60486 Frankfurt am Main
Commercial Register B Frankfurt am Main 88817

b. Registered Office

The company's registered office is in Liège, Belgium.

c. Legal form

Limited company (S.A.) under Belgian law.

d. Statutory representative

The permanent representative for Tokio Marine Kiln Europe S.A., Niederlassung für Deutschland is the Managing Director Olivier Terlinden.

e. Responsible supervisory authority

Tokio Marine Kiln Europe S.A. is regulated by «L'Autorité des services et marchés financiers (FSMA), Rue du Congrès 12-14, 1000 Brussels, Belgium, www.fsma.be».

Key features of the insurance

For the key features of the insurance for which you have applied (e.g. the type, scope and commencement of the insurance cover and when your benefit becomes due) please refer to the product information sheet, the application, the insurance policy, the enclosed conditions and this general information.

Total price of the insurance

The amount of the premium including applicable insurance tax can be found in the overview contained in the covering letter and in your application.

Payment/performance, formation of the contract

The contract is formed when the insurance policy is sent to you following the assessment of your application. The insurance cover commences on the date and time specified in the policy. The objection that there is no obligation to perform before payment of the initial premium (§37(2) German Insurance Contract Law (VVG)) is excluded.

PANTAENIUS INTERNATIONAL CREW MEDICAL CONDITIONS (PCMC)

Period of validity

We consider ourselves bound by the quoted content and prices for this insurance cover for a period of three months after you have received these documents.

Cancellation policy

a. Right of cancellation

The insured person may cancel his contractual declaration in written or electronic form (e.g. letter, fax, email) within 14 days without having to give any reason.

The deadline commences after you have received written or electronic copies of each of the policy, the contractual provisions including the General Insurance Conditions, the further information in accordance with §7 (1 & 2) of the German Insurance Contract Law in conjunction with §1 to 4 of the Ordinance on the German Insurance Contract Law Information Obligations (VVG-InfoV) and this policy. With regard to contracts concluded electronically this does not apply until the insurer has fulfilled its obligations in accordance with §312g (1)(1) of the German Civil Code in conjunction with Article 246 §3 of the Introductory Act to the German Civil Code.

The timely sending of the notice of cancellation is sufficient for the purposes of meeting the revocation deadline. The cancellation notice must be sent to: Pantaenius GmbH, Postfach 11 07 29, D-20407 Hamburg; Pantaenius Spain S.L., c/. Torre de Pelaires, 5, 07015 Palma de Mallorca; Pantaenius GmbH, Succursale de Monaco, 34, quai Jean Charles Rey, 98000 Monaco; S.A.M. Pantaenius Monaco, 34, quai Jean Charles Rey, 98000 Monaco; Pantaenius UK Ltd., 1 Queen Anne Place, Marine Building, Plymouth, PL4 0FB.

b. Consequences of cancellation

In the event of effective cancellation the insurance cover shall terminate and you shall be refunded the part of the premium attributable to the period following receipt of the notice of cancellation if you have agreed that the insurance cover shall commence before the end of the cancellation period.

The part of the premium attributable to the time up to the receipt of the notice of cancellation may be retained; this relates to an amount which is calculated as follows: annual premium divided by the number of calendar days in the year multiplied by the number of days for which insurance cover existed.

The repayable amounts shall be refunded without delay, no later than 30 days after receipt of the notice of cancellation. If the insurance cover does not commence before the end of the cancellation period, an effective cancellation shall mean that any payments received and derived benefits (e.g. interest) shall be reimbursed.

c. Special note

The right of cancellation is excluded if the contract was performed in full by both parties at the express wish of the insured person before the insured person had exercised his right of cancellation.

There is no right of cancellation for contracts with a term of less than one month.

– End of the cancellation policy –

Right of termination

Please refer to the PCMC insurance conditions for the provisions on the right of termination. It is also possible to terminate the contract in the event of loss.

Applicable law

The law of the Federal Republic of Germany shall apply to the insurance contract.

Contract language

The language of the contract is English. Any communication shall be made exclusively in English.

Compensation

Lloyd's of London, German Branch is a member of the Financial Services Compensation Scheme (statutory bank deposit protection scheme in Great Britain). Compensation is provided under this scheme, even if members go out of business or go into liquidation and are no longer in a position to settle valid claims under their policies. For further information please refer to: <http://www.fscs.org.uk/>

Out-of-court complaints procedure

Should you wish to complain about decisions of the insurer, you may invoke the out-of-court complaint and redress procedures provided for by the Versicherungsombudsmann e.V. Postfach 080632, 10006 Berlin; info@versicherungsombudsmann.de. The procedure is free of charge for you. Your right to institute legal proceedings is not affected by this procedure. Please note that within your home country there may be further out-of-court complaint schemes to address your complaint to.

For complaints within the member states of the European Union as well as Island, Liechtenstein and Norway, the Financial Dispute Resolution Network "FIN-NET", provides contact data of national out-of-court complaint schemes, together with a standard complaint form.

http://ec.europa.eu/internal_market/fin-net/index_en.htm

Responsible supervisory authority

Lloyd's of London London are authorised by the Prudential Regulation Authority (PRA) and are regulated by the Financial Conduct Authority (FCA) and by the Prudential Regulation Authority (PRA) in London, United Kingdom.