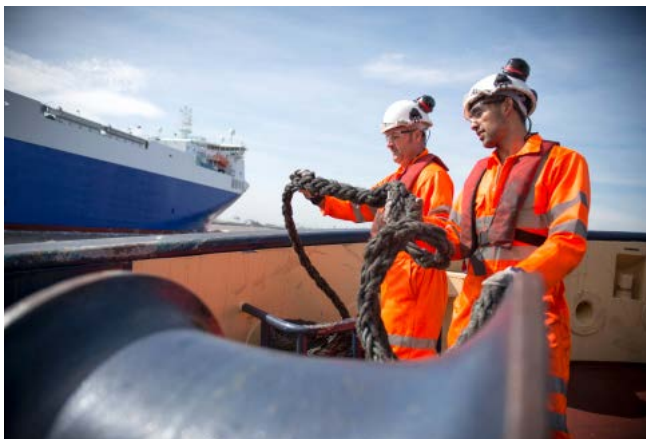




# Healthcare solutions for Steamship Mutual Members



## Marine Industry Healthcare solutions

Allianz Worldwide Care can provide a comprehensive range of international health insurance and repatriation services to the seafarers employed by Steamship Mutual Members and their dependants. Our marine solutions are fully compliant with the Maritime Labour Convention (MLC2006) requirements for onshore health cover and we offer an extensive choice of mandatory and voluntary benefits that cover day-to-day medical expenses as well as in-patient hospital costs.

## Over century of insurance expertise

As part of the Allianz Group, which also includes Allianz Global Corporate & Specialty (AGCS), one of the world's leading providers of marine insurance, we are able to draw on the resources and expertise of one of the largest insurers and financial services providers of the globe. Founded in 1890, the Allianz Group provides financial services to more than 85 million insured customers worldwide and has more than 100 years of marine insurance experience. This combined experience and specialist industry knowledge ensures that we are best positioned to fully understand and meet the needs of our clients.

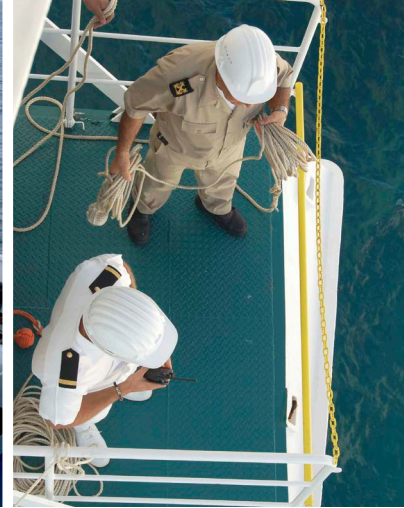
DRAWING ON  
**100+ YEARS**  
OF MARINE INSURANCE  
EXPERTISE



## Key reasons to choose an Allianz Worldwide Care Marine solution

- 1 Comprehensive healthcare plans that offer attractive benefits to help attract and retain staff.
- 2 Flexible, modular plan design allows you to create a plan that best suits your needs and budget.
- 3 Plans offer a comprehensive range of mandatory and voluntary benefits for both day-to-day medical expenses and in-patient hospital costs.
- 4 Our health cover meets all Maritime Labour Convention (MLC2006) requirements for onshore health cover.
- 5 Cover may be extended to include dependants and there are a number of geographical region-of-cover options to choose from.
- 6 Members have the freedom to choose their preferred doctors and hospitals.
- 7 We have effective and proven cost containment processes in place to help keep premiums down.
- 8 Where required, we have established partnerships with Allianz companies and other locally based insurers to provide locally admitted plans.
- 9 Log-in access to a sophisticated range of secure Online Services for Group Scheme Managers. From here you can view details of, manage and administer the scheme.
- 10 Medical provider networks can be designed on the basis of the client's needs, even in remote areas.
- 11 Range of funding options for large schemes, to suit budgetary requirements.
- 12 Comprehensive guidance and support for groups switching to Allianz Worldwide Care.

**Allianz**   
Worldwide Care



## Member Support Services

- Global direct settlement medical provider network offers members “cashless” access to in-patient treatment.
- 24/7 multilingual Helpline for general policy-related queries and Emergency Assistance Services.
- MyHealth app for fast and easy medical claims submission – no forms required. Other useful features include access to policy documents, even when offline, turn-by-turn directions to the nearest hospital, search for local equivalents of brand named drugs and translation of common ailments into one of 17 languages.
- Multiple ways to submit medical claims including via our MyHealth mobile app, email and fax.
- Fully completed medical claims are processed and payment instructions issued within 48 hours – one of the fastest turnaround times on the market.
- Local Medical Services teams available via our Helpline provide ‘on the ground’ medical support and case supervision.
- Locally assisted medical evacuation and repatriation services, using the most suitable local partner to provide fast, convenient and safe transport to a medical facility (when the member is onshore).
- Multilingual website provides access to our member web-based services at [www.allianzworldwidecare.com/members](http://www.allianzworldwidecare.com/members) where members can search for medical providers and access a suite of health and wellbeing resources.
- Key policy documents available in English, German, French, Spanish, Italian, Portuguese, Arabic, Chinese and Russian.

## Cover designed to fit your needs

We will work with you to establish your specific needs and develop a plan that best suits both your company’s needs and the needs of your employees. For large groups, a Client Relationship Manager will be assigned to provide ongoing support and to ensure the smooth running of the scheme.

## Consistently delivering excellent service

Our focus is on earning and maintaining client loyalty through superior levels of customer service. From the design of our market-leading international insurance products, to overseeing the treatment of a member, we’re there every step of the way. With 95% of our clients, many of whom are Fortune Global 500 companies, choosing to renew with us last year, the figures speak for themselves.

For further details, please contact our Sales Support Team, available Monday to Friday, 8:00am to 5:30pm (GMT) on:


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