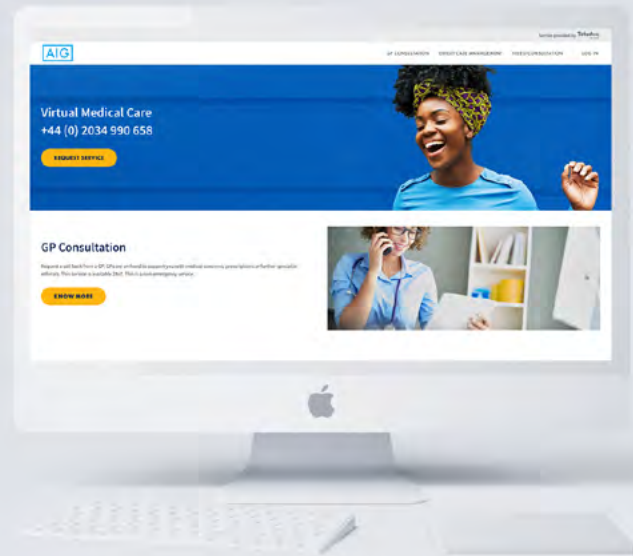


Virtual Medical Care

The existing Second Opinion Services within PAX, RPAX and XPAX **has been replaced and upgraded to Virtual Medical Care**. The new provider is Teladoc Health, a multinational and virtual healthcare company. Teladoc is the global leader in Virtual Care, providing one virtual 'front door' to a range of virtual healthcare services, **delivering over 4 million consultations globally in 2019**.

www.virtualmedicalcare.co.uk
02 034 990 658



Virtual Medical Care has two key components as follows:

GP Consultation

Round the clock access to GPs for medical advice, prescriptions or specialists referrals



Bookable
30 minute time slots

The GP Consultation service allows you to discuss and **resolve health concerns** with experienced General Medical Council (GMC) licensed GPs at **a time that suits you**.

GP Consultations can be accessed via a **website**, an **app** or **over the phone**, with the benefit of app based consultations allowing for video consultations. You can share images or upload medical documentation to the secure web portal before the consultation.

If required, onward **specialist referrals are available via the Expert Case Management service** or by open private referral.

Expert Case Management

Assessments by leading experts for complex medical cases or second opinions



Expert Case Management review via the website by calling the number provided

Expert Case Management enables you to access world-leading medical specialists **when a complex diagnosis or treatment plan is required**. This could be anything from cancer to diabetes, eczema to back pain. The service can also be used for a second medical opinion on an existing diagnosis or proposed treatment plan.

You will be **assigned a personal case manager**, who is a GP and will be in regular contact during the process. If necessary, the personal case manager will help collect all relevant medical information, **analyze medical documents** such as tests results and **help you formulate questions about you care**.

A clinical committee of experts will then select a world-leading specialist to **review the case and provide answers** and recommendations.

You can star an Expert Case Management review via the website or by calling the number provided.

Who is eligible?

All Insured Persons, including their Spouses/Partners, and their children (up to 18 or 23 if in full time education) under the PAX, RPAX and XPAX policies.

How to access

All existing Second Medical Opinion telephone numbers and websites that appear in the documentation already being used automatically redirect to Teladoc Health.

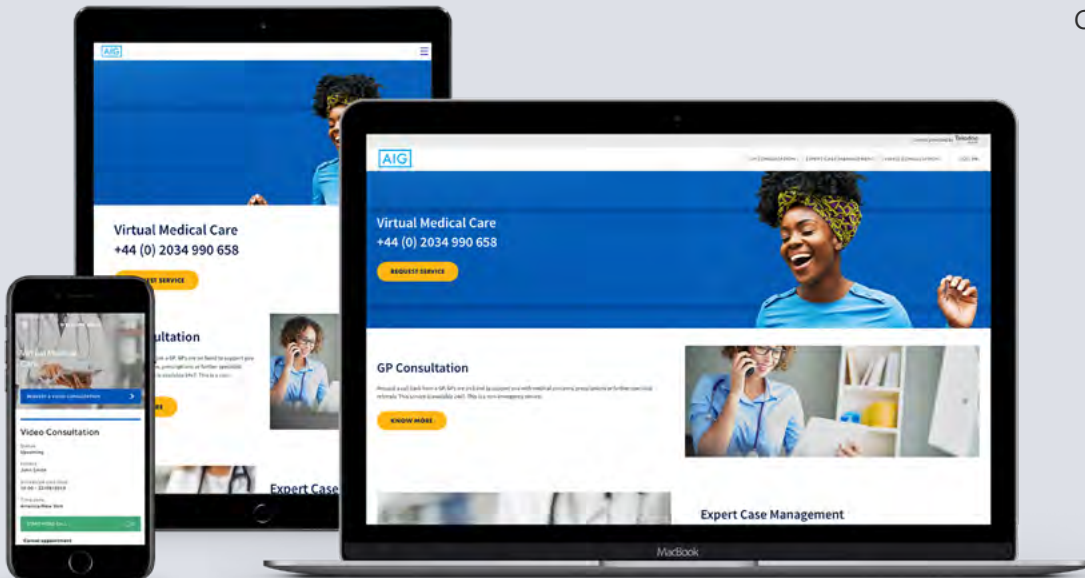


1 PAX – for Regular Armed Forces:
All first time access must be made by telephoning Virtual Medical Care.



2 RPAX and XPAX – for Reserves and Ex-Regulars:
With the policy number from their documentation, members can register for the service through the telephone, the website or the App.

www.virtualmedicalcare.co.uk
02 034 990 658



Click on the buttons below to download the app



Virtual Medical Care is a third-party service provided by Teladoc Health. Existing cases that have started a second opinion review before 1st December 2019 will continue to be managed by Medical Second Opinion until their resolutions.

American International Group, Inc. (AIG) is a leading global insurance organisation. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).