

# Group Personal Accident Certificate



**ZURICH AMERICAN INSURANCE COMPANY**

1299 Zurich Way  
Schaumburg, Illinois 60196

This is a summary of the insurance **We** provide on behalf of the **Policyholder** to **You** if **You** are within a class of **Eligible Persons** described in Section I - Schedule of Benefits and Coverages and if the required premiums are paid when due.

**THIS INSURANCE EVIDENCED BY THIS CERTIFICATE PROVIDES ACCIDENT COVERAGE ONLY. THE POLICY DOES NOT PROVIDE COVERAGE FOR SICKNESS.**

**THIS IS A SUMMARY OF COVERAGE ONLY WHICH SUMMARIZES AND EXPLAINS THE PARTS OF THE POLICY WHICH APPLY TO YOU.**

**FOR ALL TERMS AND CONDITIONS OF COVERAGE, PLEASE REVIEW THE POLICY ISSUED TO THE POLICYHOLDER AND ON FILE WITH THEM AT THEIR PLACE OF BUSINESS. YOU CAN OBTAIN A COPY OF THE POLICY FROM THE POLICYHOLDER.**

**THIS CERTIFICATE IS NOT AN INSURANCE POLICY. IN THE EVENT OF A CONFLICT OF PROVISIONS BETWEEN THE POLICY AND THIS CERTIFICATE, THE PROVISIONS OF THE POLICY WILL GOVERN.**

**PLEASE READ THIS CERTIFICATE CAREFULLY.**

**POLICYHOLDER:** National Wellness & Fitness Association

**POLICY NUMBER:** GPA 8837399

**POLICY INCEPTION:** September 1, 2025

**POLICY PERIOD:** September 1, 2025, to Continuous

(All Insurance begins and ends at 12:01 a.m. at the **Policyholder's** Address)

**PREMIUM:** Payable Monthly

**THIS IS A SUPPLEMENT TO HEALTH INSURANCE AND IS NOT A SUBSTITUTE FOR MAJOR MEDICAL COVERAGE. LACK OF MAJOR MEDICAL COVERAGE (OR OTHER MINIMUM ESSENTIAL COVERAGE) MAY RESULT IN AN ADDITIONAL PAYMENT WITH YOUR TAXES.**

**If the You have questions about coverage under this Policy or about a claim, the You should contact Us at the address shown on the face page of this Certificate or call 1-800-239-3503 or contact the agent who sold You this Certificate. If the discussion with Us or the agent or other representatives of the Company, or both, have failed to produce a satisfactory resolution to the problem, please contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013; Toll Free Number: 1-800-927 HELP.**

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## SECTION I – SCHEDULE

### A. CLASSIFICATION AND ELIGIBILITY

#### 1. Classification of Covered Persons

The following individuals are eligible to become **Covered Persons**:

Class I: **Members** of the **Policyholder** under the age of sixty-five (65) at time of enrollment, as on file with the Plan Administrator.

If a **Covered Person** suffers an **Injury** resulting in a **Covered Loss**, and he or she is covered under more than one Class, **We** will pay only one benefit, the largest benefit.

#### 2. Eligibility

**You** are eligible to become an **Insured** upon submission of completed enrollment material, if required:

Class I

Eligibility of **Your Dependents**:

**Dependent Child(ren)** of a Class I **Eligible Persons** are eligible to become **Covered Persons** if a parent becomes an **Insured**.

**Spouse** or **Domestic Partner** of Class **Eligible Persons** are eligible to become **Covered Persons** if the **Eligible Person** becomes an **Insured**. Such **Spouse** or **Domestic Partner** must be under age sixty-five (65).

A legally married **Spouse** or **Domestic Partner** will not be eligible for coverage as a **Dependent** if he or she is also an **Insured** under the **Policy**. If **You** and **Your** legally married **Spouse** or **Domestic Partner**, legally separated **Spouse** or **Domestic Partner**, or former **Spouse** or **Domestic Partner** are both **Insureds** under the **Policy**, only one may select a **Plan** covering their mutual **Dependents**.

### B. REPORTING AND NOTICE ADDRESS(ES)

Claim Reporting:

Administrative Concepts, Inc.  
P.O. Box 4000  
Collegeville, PA 19426  
(800) 410-9153  
EDI Payor ID: 22384

### C. SCHEDULE OF HAZARDS, COVERAGES AND BENEFITS

#### Plan 4

HAZARDS applicable to Class I **Contributory**:

| Hazard                          |
|---------------------------------|
| H-1 24 Hour Accident Protection |

COVERAGES applicable to Class I **Contributory**:

| Coverage                                    | Benefit Amount                                                                                                                                        |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| C-1 Accident Medical Expense Coverage:      |                                                                                                                                                       |
| Accident Medical Expense Benefit            | Maximum Benefit of \$15,000 per <b>Covered Person</b> per <b>Accident</b> subject to a \$0 Deductible per <b>Covered Person</b> per <b>Accident</b> . |
| C-3 Accidental Death Coverage:              |                                                                                                                                                       |
| Accidental Death Benefit                    | <b>Principal Sum</b> \$10,000 as set forth in the Principal Sum Schedule.                                                                             |
| Accidental Dismemberment and Plegia Benefit | <b>Covered Loss</b> of:<br>1. Both Hands or Both Feet: 100% of the <b>Principal Sum</b><br>2. One Hand and One Foot: 100% of the <b>Principal Sum</b> |

| Coverage | Benefit Amount                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | 3. One Hand or One Foot plus the loss of Sight of One Eye: 100% of the <b>Principal Sum</b><br>4. Sight of Both Eyes: 100% of the <b>Principal Sum</b><br>5. Speech and Hearing in Both Ears: 100% of the <b>Principal Sum</b><br>6. Speech or Hearing in Both Ears: 50% of the <b>Principal Sum</b><br>7. One Hand; One Foot; or Sight of One Eye: 50% of the <b>Principal Sum</b><br>8. Thumb and Index Finger of the Same Hand: 25% of the <b>Principal Sum</b><br>9. Hearing in One Ear: 25% of the <b>Principal Sum</b><br><br><b>Plegia:</b><br>1. Quadriplegia (total paralysis of All Four Limbs): 100% of the Principal Sum<br>2. Triplegia (total paralysis of Three <b>Limbs</b> ): 75% of the <b>Principal Sum</b><br>3. Paraplegia (total paralysis of Both Lower <b>Limbs</b> ): 75% of the <b>Principal Sum</b><br>4. Hemiplegia (total paralysis of Upper and Lower <b>Limbs</b> on One Side of the Body): 50% of the <b>Principal Sum</b><br>5. Uniplegia (total paralysis of One <b>Limb</b> ): 25% of the <b>Principal Sum</b> |

Additional Benefits Schedule applicable to Class I **Contributory** (Please refer to the Benefit Rider for details):

|                                  |                                                                                                                                                                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency Transportation Benefit | The maximum amount payable will be:<br>1. \$500<br>for any one <b>Accident</b> per <b>Covered Person</b><br>up to a maximum of two (2) Emergency Transportation Benefits payable per calendar year.<br>Time Frame: twenty-four (24) hours of the <b>Accident</b> . |
| Emergency Treatment Benefit      | The maximum amount payable will be:<br>1. \$300<br>for any one <b>Accident</b> per <b>Covered Person</b> up to a maximum of two (2) Emergency Treatment Benefits payable per calendar year.<br>Time Frame: twenty-four (24) hours of the <b>Accident</b> .         |

#### D. Principal Sum Schedule

|                                                                                                                                                                                                                                   |                                     |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------|
| Class I:                                                                                                                                                                                                                          | <b>Contributory:</b>                | \$10,000            |
| The <b>Principal Sum</b> for covered <b>Dependents</b> will be a percentage of <b>Your Principal Sum</b> , on the date of <b>Accident</b> , which is determined by multiplying <b>Your Principal Sum</b> by the percentage below. |                                     |                     |
| <b>Plan Selected</b>                                                                                                                                                                                                              | <b>% Spouse or Domestic Partner</b> | <b>% Child(ren)</b> |
| <b>Spouse or Domestic Partner</b> only:                                                                                                                                                                                           | 100%                                | 0%                  |
| <b>Dependent Child(ren)</b> only:                                                                                                                                                                                                 | 0%                                  | 100%                |
| <b>Spouse or Domestic Partner</b> and <b>Dependent Child(ren)</b> :                                                                                                                                                               | 100%                                | 100%                |
| In no event will the amount be greater than <b>Your Principal Sum</b> .                                                                                                                                                           |                                     |                     |

E. Premium Rate:

Enrollment Required: ☒ Yes ☐ No

**Contributory** Premium Due Date: Date defined under the **Policyholder's** written procedures as on file and approved by **Us**.

## SECTION II – ELIGIBILITY AND EFFECTIVE DATES OF INSURANCE

### Covered Person's Effective Date of **Contributory** Insurance:

the date defined under the **Policyholder's** written procedures as on file and approved by **Us**, following completion of the required **Waiting Period** indicated above, provided the completed enrollment material is received by the **Policyholder** prior thereto.

### Enrollment:

An **Eligible Person** may enroll for coverage under the **Policy** by making written or electronic application for coverage on an enrollment form furnished or approved by **Us**. Coverage will not become effective until the **Eligible Person** has enrolled himself or herself and his or her eligible **Dependents** and paid the required premium, if any.

Initial Enrollment: **Eligible Persons** should enroll themselves and their eligible **Dependents** within the number of days defined under the **Policyholder's** written procedures as on file and approved by **Us**.

Change in Family Status: An **Eligible Person** may enroll or **You** may change **Your** coverage if a change in family status occurs, provided written or electronic application to enroll is made within the number of days defined under the **Policyholder's** written procedures as on file and approved by **Us**. A change in family status means any of the following events:

1. marriage or establishment of a Domestic Partnership;
2. divorce or legal separation (including the dissolution of a Domestic Partnership);
3. birth or adoption of a **Dependent Child(ren)**; or
4. death of a **Spouse** or **Domestic Partner** or **Dependent Child(ren)**.

## SECTION III – DEFINITIONS

This section applies to all Hazards, Coverages and Benefits unless otherwise stated.

**Accident** or **Accidental** means a sudden, unexpected, specific and abrupt event that occurs by chance at an identifiable time and place during the **Policy** term.

**Active Member** means a member as defined by the **Policyholder**.

**Air Travel Carrier** means any civilian aircraft with a current and valid normal, transport, or commuter type standard airworthiness certificate as defined by the Federal Aviation Administration or its successor or an equivalent certification from a foreign government. This aircraft must be operated by a pilot with a current and valid:

1. medical certificate; and
2. pilot certificate with a proper rating to pilot such aircraft.

**Certificate(s)** means this Group Personal Accident Insurance Certificate.

**Contributory** means that **You** are required to pay all or a portion of the premium.

**Covered Loss** means a loss which meets the requisites of one or more benefits or additional benefits, results from an **Injury**, and for which benefits are payable under the **Policy**.

**Covered Person** means any person who has insurance under the terms of the **Policy**. It includes **You**, and **Your Spouse** or **Domestic Partner** and/or **Dependent Child(ren)** if a **Plan** covering the **Spouse** or **Domestic Partner** and/or **Dependent Child(ren)** is selected.

**Dependent** means **Your Spouse** or **Domestic Partner** and **Dependent Child(ren)**, as defined in this section. The **Dependent** will only be a covered **Dependent** if a **Plan** covering **Dependents** is selected.

**Dependent Child(ren)** means those unmarried **Child(ren)** of **Yours**, and those unmarried **Child(ren)** of **Your Spouse** or **Domestic Partner** who rely on **You** for more than 50% of their support, and are either: 1) less than twenty-six (26) years of age; 2) less than twenty-six (26) years of age and enrolled on a full-time basis in a college, university, or trade school, or who satisfy neither 1) nor 2), but who prior to his or her termination of coverage became incapable of self-sustaining employment by reason of mental incapacity or physical handicap. The **Dependent Child(ren)** will only be covered **Dependent Child(ren)** if a **Plan** covering **Dependent Child(ren)** is selected.

**Domestic Partner** if used in this **Policy**, means a person who qualifies as a **Domestic Partner** under the law of the State of California. A domestic partnership is established between the **Domestic Partner** and the **Insured** when both persons file a Declaration of Domestic Partnership with the Secretary of State pursuant to the California Family Code or an equivalent document issued by a local agency of California, another state, or a local agency of another state under which the domestic partnership was created.

A **Domestic Partner** will only be a covered **Domestic Partner** if a **Plan** covering **Your Domestic Partner** is selected.

**Eligible Person** means an individual who:

1. is in an Eligible Class as described in the Classification and Eligibility part of SECTION I - SCHEDULE; and
2. has satisfied the **Waiting Period** as described in the Classification and Eligibility part of SECTION I - SCHEDULE, if any.

**Hospital** means an institution which:

1. operates pursuant to law;
2. primarily and continuously provides medical care and treatment to sick and injured persons on an inpatient basis;
3. operates facilities for medical and surgical diagnosis and treatment by or under the supervision of **Physicians**; and
4. provides twenty-four (24) hour nursing service by or under the supervision of graduate registered nurses (R.N.).

**Hospital** does not mean any institution or part thereof which is used primarily as:

- a. a nursing home, convalescent home, or skilled nursing facility;
- b. a place of rest, custodial care, or for the aged;
- c. a clinic; or
- d. a place for the treatment of mental illness, alcoholism or substance abuse.

However, a place for the treatment of mental illness, alcoholism or substance abuse will be regarded as a **Hospital** if it is:

- (1) part of the institution that meets the requirements in subparagraphs 1 - 4 above; and
- (2) listed in the American Hospital Association Guide as a general **Hospital**.

**Hospital Confined or Hospital Confinement (Hospitalization)** means a stay by the **Covered Person** confined to a bed in a **Hospital** for which a room charge is made. The **Hospital Confinement** must be on the advice of a **Physician**, it must be **Medically Necessary**, and the result of **Injuries** sustained in an **Accident** or for rehabilitative care and treatment for **Injuries** sustained in an **Accident**. **Hospital Confinement** also means the period of **Hospital Confinement** that starts while the **Policy** is in force. If the **Hospital Confinement** follows a previously covered **Hospital Confinement**, it will be deemed a continuation of the first **Hospital Confinement** unless (1) the later **Hospital Confinement** is the result of an entirely unrelated **Injury** or (2) the **Hospital Confinements** are separated by ninety (90) days or more. **Hospitalization** that begins prior to the end of one calendar year and continues into the next calendar year will be considered one **Hospital Confinement**.

**Injury** means a bodily injury caused directly by an **Accident**, occurring on or after the **Covered Person's** Effective Date of coverage and while coverage is in force for the **Covered Person**.

**Insured** means a member who is eligible for coverage under the **Policy** as provided in the Classification and Eligibility part of SECTION I - SCHEDULE, and who completes the enrollment material, if required.

**Medically Necessary** means a medical or dental service, supply or course of treatment which:

1. is ordered or prescribed by a **Physician**; and
2. could not be eliminated without adversely affecting the patient's condition.

**Physician** means a person who is:

1. a doctor of medicine, osteopathy, or psychology (other than a chiropractor);
2. licensed to practice in the jurisdiction where care is being given;
3. practicing within the scope of that license; and
4. not **Related** to the **Covered Person** by blood or marriage.

**Plan** means the Hazards, Coverages and/or Benefits as set forth in the Schedule.

**Plegia** means a paralysis arising from an **Accidental Injury** resulting in a **Covered Loss**.

**Policy** means the Group Personal Accident Policy issued to the **Policyholder**.

**Policyholder** means the entity named in the Schedule of the **Policy**.

**Principal Residence** means the country of the legal domicile of the **Covered Person**.

**Principal Sum** means the amount of insurance applicable to the **Covered Person** as stated in the Principal Sum Schedule.

**Related** means a person who is a **Spouse** or **Domestic Partner**, an adult living in the same household, sibling, parent, step-parent, grandparent, aunt, uncle, niece, nephew, son, daughter, or grandchild or similar relationship in law.

**Spouse**, if used in the **Policy**, means **Your** legally married **Spouse**. A **Spouse** will only be a covered **Spouse** if a **Plan** covering **Your Spouse** is selected.

**War** or **Act of War** means the hostile contention by means of armed forces, carried on between nations, states, or rulers, or between citizens in the same nation or state.

**We, Us, and Our** refers to Zurich American Insurance Company.

**You or Your** means the **Insured** to whom a **Certificate** is issued.

## SECTION IV – HAZARDS

Subject to all the terms, conditions, limitations, and exclusions set forth in the **Policy**, the Hazards are also subject to the following additional terms, conditions, limitations, and exclusions.

The Hazards insured against by the **Policy** are:

H-1 24 Hour Accident Protection Coverage

An **Injury** sustained by a **Covered Person** resulting in a **Covered Loss** anywhere in the world.

Additional Hazard Limitations:

For purposes of this hazard only, the following additional limitation applies:

Coverage for air travel is limited to a **Covered Loss** sustained by **Covered Person** as a passenger, during a trip while riding in or on, boarding, or alighting from:

1. an **Air Travel Carrier**; or
2. any aircraft which is not subject to a certificate of airworthiness; whose design and customary and regular purpose is for transporting passengers; and which is operated by the Armed Forces of the United States of American or the Armed Forces of any foreign government.

## SECTION V – COVERAGES

Coverages afforded and Benefits payable are based on the Hazards insured against as set forth in the Schedule.

C – 1 Accident Medical Expense Coverage:

Accident Medical Expense Benefit

|                                   |
|-----------------------------------|
| Accident Medical Expense Schedule |
|-----------------------------------|

| Benefit          | Maximum Benefit per <b>Covered Person</b> per <b>Accident</b> | Deductible per <b>Covered Person</b> per <b>Accident</b> |
|------------------|---------------------------------------------------------------|----------------------------------------------------------|
| Accident Medical | as set forth in the Section I - Schedule                      | as set forth in the Section I - Schedule                 |

**We** will pay the **Reasonable and Customary** charges for **Medically Necessary Covered Medical Service(s)** incurred by the **Covered Person** due to an **Injury** resulting from an **Accident**, up to the Maximum Benefit set forth in the Accident Medical Expense Schedule. Coverage is provided in excess of the deductible(s) set forth in the Accident Medical Expense Schedule provided that:

1. the first treatment or service occurs within ninety (90) days of the **Injury**; and
2. the medical expenses are incurred within fifty-two (52) weeks of the **Injury**.

For purposes of this benefit only, the following additional definitions apply:

**Accident Medical** means the benefit provided for an **Insured** for a **Medically Necessary Covered Medical Service**.

**Covered Medical Service(s)** means any of the following services when **Medically Necessary** and resulting from a **Covered Injury**:

1. **Hospital** room and board expenses: the daily room rate when a **Covered Person** is **Hospital Confined** and general nursing care is provided and charged for by the **Hospital**. In computing the expenses payable under this benefit, the date of admission will be counted, but not the date of discharge;
2. ancillary **Hospital** expenses: services and supplies including operating room, laboratory tests, anesthesia and medicines (excluding take home drugs) when **Hospital Confined**;
3. medical emergency care (room and supplies) expenses incurred within seventy-two (72) hours of an **Accident** and including the attending **Physician's** charges, X-rays, laboratory procedures, use of the emergency room and supplies;
4. outpatient surgical room and supply expenses for use of the surgical facility;
5. outpatient diagnostic X-rays, laboratory procedures and tests;
6. **Physician** non-surgical treatment/examination expenses (excluding medicines) including the **Physician's** initial visit, each necessary follow-up visit and consultation visits when referred by the attending **Physician**;
7. **Physician's** surgical expenses: If an **Injury** requires multiple surgical procedures through the same incision, **We** will pay only one benefit, the largest of the procedures performed. If multiple surgical procedures are performed during the same operative session but through different incisions, **We** will pay for the most expensive procedure;
8. licensed Physician Assistant services;
9. the services of a registered nurse;
10. anesthesiologist expenses for pre-operative screening and administration of anesthesia during a surgical procedure whether on an inpatient or outpatient basis;
11. outpatient laboratory test expenses;
12. physiotherapy expenses on an inpatient or outpatient basis limited to one (1) visit per day to a maximum of four (4) visits. Expenses include treatment and office visits connected with such treatment when prescribed by a **Physician**, including diathermy, ultrasonic, whirlpool, or heat treatments, adjustments, manipulation, massage or any form of physical therapy;
13. x-ray expenses (including reading charges) but not for dental X-rays unless **Medically Necessary** to evaluate an **Injury**;
14. radiological procedures;
15. diagnostic imaging expenses including Magnetic Resonance Imaging (MRI) and Computed Axial Tomography (CAT) Scan;
16. ambulance expenses for transportation from the emergency site to the **Hospital**;

17. rehabilitative braces or appliances prescribed by a **Physician**. It must be durable medical equipment that:
  - a. is primarily and customarily used to serve a medical purpose;
  - b. can withstand repeated use; and
  - c. generally is not useful to a person in the absence of injury.No benefits will be paid for rental charges in excess of the purchase price.
18. prescription drug prescribed by a **Physician**, for **Injuries**;
19. medical equipment rental expenses for a wheelchair or other medical equipment that has therapeutic value for a **Covered Person**. **We** will not cover computers, motor vehicles or modifications to a motor vehicle, ramps and installation costs, eyeglasses and hearing aids; and
20. expenses for blood and blood transfusions; oxygen and its administration.

**Medical Repatriation** means transporting a **Covered Person** back to his or her **Principal Residence** or to the country where he or she was assigned due to the **Covered Person** being injured.

**Sound Natural Teeth** means natural teeth that are unaltered or are fully restored to their normal function and are disease free, have no decay, and are not more susceptible to injury than unaltered natural teeth.

**Reasonable and Customary** means the lesser of:

1. the charge made by **Physicians** or other health care providers for a given service or supply; or
2. the prevailing charge made by **Physicians** or other health care providers for a given service or supply in the geographical area where it is furnished.

Exclusions:

For purposes of this benefit only, the following additional exclusions apply:

**We** will not cover the following:

1. cosmetic, plastic or restorative surgery unless **Medically Necessary** for the treatment of the **Injury**;
2. any medical expenses related to pregnancy unless **Medically Necessary** for the treatment of the **Injury**;
3. **Injury** for which the **Covered Person** is entitled to benefits under Workers Compensation Benefits, Employer Liability Law, or other similar law;
4. travel outside of the United States of America;
5. personal comfort or convenience items, such as but not limited to **Hospital** telephone charges, television rental, or guest meals;
6. treatment by any person **Related** to the **Covered Person**;
7. expenses incurred for dental care, treatment, repair or replacement of **Sound Natural Teeth** unless **Medically Necessary** for the treatment of the **Injury**;
8. expenses incurred for eye examinations, eye glasses, contact lenses or hearing aids or the fitting, repair or replacement of these items unless **Medically Necessary** for the treatment of the **Injury**;
9. routine physical examinations and related medical services, or elective treatment or surgery, or experimental or investigative treatments or procedures;
10. a **Medical Repatriation**;
11. expenses incurred for psychological or psychiatric counseling of any kind or any expense for treatment of mental or nervous diseases or disorders;
12. expenses which the **Covered Person** is not legally obligated to pay;
13. expenses related to the repair or replacement of existing artificial limbs, eyes, or other prosthetic appliances, or rental of existing medical equipment unless for the purpose of modifying the item because the **Injury** has caused further impairment in the underlying bodily condition;

14. treatment involving conditions caused by repetitive motion injuries or cumulative trauma and not a result of an **Injury**;
15. treatment of Osgood-Schlatter's Disease;
16. Treatment resulting from complications of pregnancy due to a **Covered Injury**
17. Dental treatment for teeth including dental implants, gums or structures directly supporting the teeth performed as a result of a **Covered Injury**.

#### **CLAIM DENIAL AND INDEPENDENT MEDICAL REVIEW**

If a claim under the **Policy** is denied in whole or in part, **We** will provide a notice of **Our** decision, which shall include the specific factual bases for the decision, and details of the process for disputing a denied claim (including but not limited to the address to which a grievance should be sent, time limits on when a grievance must be filed, and time frames in which to expect a response).

An **Insured** may apply to the California Department of Insurance for an independent medical review of a decision to deny, modify, or delay health care services, based in whole or in part on a finding that the disputed health care services are not **Medically Necessary**, within six months of the decision. The commissioner may extend the application deadline beyond six months if the circumstances of a case warrant the extension.

This benefit is subject to the limitations in SECTION VII - GENERAL LIMITATIONS.

#### **C – 3 Accidental Death/Catastrophic Injury Coverage:**

##### **Accidental Death Benefit**

If a **Covered Person** suffers an **Injury** resulting in a loss of life, **We** will pay the applicable **Principal Sum** as set forth in the Schedule. The death must occur within 365 days of the **Injury**.

##### **Accidental Dismemberment and Plegia Benefit**

If a **Covered Person** suffers an **Injury** resulting in any of the following **Covered Losses**, **We** will pay the benefit amount set forth in the Schedule. The **Covered Loss** must occur within 365 days of the **Accident**.

The benefit amounts are based on the **Principal Sum** of the person suffering the **Covered Loss**.

A reduced benefit will be payable equal to 10% of the applicable Accidental Dismemberment Benefit for dismemberment where the dismembered body part is surgically reattached, provided all other provisions of the **Policy** are met. The balance of the applicable Accidental Dismemberment Benefit for such dismemberment will be paid if, after 365 day(s), the reattachment has failed to the extent that **Covered Loss of Use** then exists, provided all other provisions of the **Policy** are met.

For purposes of this benefit only:

##### **Covered Loss** means:

- a. For a Foot or Hand, actual severance through or above an Ankle or Wrist Joint;
- b. Actual severance through or above the Metacarpophalangeal Joint of a Thumb and Index Finger;
- c. Total and permanent loss of Sight;
- d. Total and permanent loss of Speech;
- e. Total and permanent loss of Hearing.

**Plegia** means permanent, complete and irreversible paralysis of one (1) or more **Limbs** as determined by a **Physician** and which must continue for twelve (12) consecutive months.

**Limb** means an Arm or a Leg.

Proof of total or functional paralysis may be required by **Us** on a periodic basis. Benefits are not payable for paralysis caused by a stroke.

This benefit is subject to the limitations in SECTION VII - GENERAL LIMITATIONS.

## SECTION VI – GENERAL EXCLUSIONS

This section applies to all Hazards, Coverages and Benefits unless otherwise stated.

A loss will not be a **Covered Loss** if it is caused by, contributed to, or results from:

1. suicide or any attempt at suicide or intentionally self-inflicted **Injury** or any attempt at intentionally self-inflicted **Injury**;
2. **War** or any **Act of War**, whether declared or undeclared;
3. involvement in any type of active military service, including Reserve or National Guard active duty which extends beyond thirty-one (31) consecutive days. This exclusion does not apply to the first thirty-one (31) consecutive days of active military service;
4. illness or disease, regardless of how contracted; medical or surgical treatment of illness or disease; or complications following the surgical treatment of illness or disease; except for **Accidental** ingestion of contaminated foods;
5. participation in the commission or attempted commission of any crime, any felony, an assault, insurrection or riot;
6. parasailing, bungee jumping, heli-skiing, or scuba diving;
7. being legally intoxicated while operating a motorized vehicle.
  - a. a **Covered Person** will be conclusively presumed to be legally intoxicated if the level of alcohol in his or her blood exceeds the amount at which a person is presumed, under the law of the locale in which the **Accident** occurred, to be intoxicated, if operating a motorized vehicle.
  - b. an autopsy report from a licensed medical examiner, law enforcement officer reports, or similar items will be considered proof of the **Covered Person's** intoxication;
8. being under the influence of any prescription drug, controlled substance, or hallucinogen, unless such prescription drug, controlled substance, or hallucinogen was prescribed by a **Physician** and taken in accordance with the prescribed dosage and in accordance with drug interaction warnings;
9. a heart attack or stroke caused by exertion prior to or at the same time as an **Accident**.

## SECTION VII – GENERAL LIMITATIONS

This section applies to all Hazards, Coverages and Benefits unless otherwise stated.

**Limitation on Multiple Covered Losses.** If a **Covered Person** suffers more than one **Covered Loss** as a result of the same **Accident**, **We** will pay only one benefit, the largest benefit.

**Limitation on Multiple Coverages and Benefits.** If a **Covered Person** suffers a **Covered Loss** which is payable under more than one benefit as a result of the same **Accident**, the most **We** will pay for these benefits in total is the **Covered Person's Principal Sum**.

**Limitation on Multiple Hazards.** If a **Covered Person** suffers a **Covered Loss** under more than one Hazard, **We** will pay only one benefit, the largest benefit.

## SECTION VIII - TERMINATION OF INSURANCE

**Termination by You.** After this **Policy** has been continued beyond its original term **You** may terminate this **Policy** at any time by written notice delivered or mailed to **Us**, effective on receipt or on such later date as may be specified in the notice.

**Termination by Us.** **We** may terminate this **Policy** at any time by written notice delivered to the **Policyholder**, or mailed to the **Policyholder's** last address as shown on **Our** records, stating when, not less than thirty-one (31) days thereafter, such termination shall be effective. **We** may also end this **Policy** for non-payment of premium on any premium due date if the payment is not received prior to the end of the Grace Period. **We** will mail a notice of such termination to the **Policyholder's** last address shown in **Our** records.

In the event of such termination by either **Us** or the **Policyholder**, **We** shall promptly return on a pro rata basis the unearned premium paid, if any, and the **Policyholder** shall promptly pay on a pro rata basis the earned premium which has not been paid.

Termination will be without prejudice to any claim which commenced prior to the effective date of termination.

A. Termination of **Covered Person's** Insurance

**You.** Insurance automatically terminates on the earliest of:

1. the date the **Policy** is terminated;
2. the date **You** cease to be eligible for insurance;
3. the expiration date of the period for which required premium has been paid for by **You**;
4. the date **You** fail to pay the required premium, if **You** are so required; or
5. the date **You** reach age seventy (70).

**Covered Person** other than **You.** Insurance terminates on the earliest of:

1. the date the insurance for **You** terminates;
2. the first premium due date after the person no longer qualifies as a **Covered Person**; or
3. for the covered **Spouse** or **Domestic Partner**, the date the covered **Spouse** or **Domestic Partner** reaches age seventy (70).

## SECTION IX - HOW TO FILE A CLAIM

- A. Notice. Written notice of claim must be given to us within ninety (90) days after the occurrence or commencement of any loss covered by the **Policy**, or as soon thereafter as is reasonably possible. Notice given by or on behalf of the claimant to **Us** at the address shown on the Schedule, or to any authorized agent of **Ours**, with information sufficient to identify the **Covered Person**, shall be deemed notice to **Us**.

Administrative Concepts, Inc.  
P.O. Box 4000  
Collegeville, PA 19426  
(800) 410-9153  
EDI Payor ID: 22384

The notice must be sent to the Claims Department, Zurich American Insurance Company, Administrative Concepts, Inc., or any of **Our** agents. Notice to **Our** agents is considered notice to **Us**.

- B. Claim Forms. Upon receipt of a written notice of claim, **We** will furnish to the claimant such forms as are usually furnished by **Us** for filing proofs of loss. If such forms are not furnished within fifteen (15) days after the giving of such notice the claimant shall be deemed to have complied with the requirements of this **Policy** as to proof of loss upon submitting, within the time fixed in the **Policy** for filing proofs of loss, written proof covering the occurrence, the character and the extent of the loss for which claim is made.
- C. Proof of Loss. Written Proof of Loss must be sent to **Us** within ninety (90) days of the **Covered Loss**. Failure to furnish Proof of Loss within such time will neither invalidate nor reduce any claim if it was not reasonably possible to furnish the Proof of Loss, and the proof was provided as soon as reasonably possible.

## SECTION X - PAYMENT OF CLAIMS

- A. Time of Payment. **We** will pay claims for all **Covered Losses**, other than **Covered Losses** for which the **Policy** provides any periodic payment, as soon as **We** receive written Proof of Loss. Unless an optional periodic payment is stated or chosen, any **Covered Loss** to be paid in periodic payments will be paid at the end of each four-week period. The unpaid balance, which remains when **Our** liability ends, will then be paid when **We** receive the proof of **Covered Loss**.
- B. Who We Will Pay.
1. Loss of Life of **You.** **Covered Losses** resulting from **Your** death are paid to the named beneficiary at the time of death. If there is no beneficiary named or the named beneficiary predeceases or dies at the same time as **You**, **We** will pay the benefit to **Your** estate.

2. Loss of Life of a **Covered Person** other than **You**. **Covered Losses** for the death of a **Covered Person** other than **You** will be paid to **You**. If **You** pre-decease or die at the same time as the **Covered Person** other than **You**, the benefit will be paid to the beneficiary unless the beneficiary designation has not been made or the beneficiary is no longer living at the time of death. In such case, the benefits will be paid to **Your** estate.
  3. All Other Claims. Benefits are to be paid to the **Covered Person**. He or she may direct in writing that all, or part of any indemnities provided by this **Policy** on account of hospital, nursing, medical or surgical service be paid directly to the hospital or person rendering such services, but it is not required that the service be rendered by a particular hospital or person.
  4. Any payment made by **Us** in good faith pursuant to this provision shall fully discharge **Us** to the extent of such payment.
- C. Physical Examination and Autopsy. **We** have the right and opportunity to examine the person of any individual whose injury or sickness is the basis of a claim when and as often as **We** may reasonably request while the claim is pending. Such examination will be at **Our** expense. **We** can have an autopsy performed unless forbidden by law.
- D. Choice of Service Provider. The **Covered Person** has the sole right to choose his or her **Physician** and **Hospital**.

## SECTION XI - GENERAL POLICY CONDITIONS

This section applies to all Hazards, Coverages and Benefits unless otherwise stated.

- A. Beneficiaries. **You** have the sole right to name a beneficiary. The beneficiary has no interest in the **Policy** other than to receive certain payments. **You** may change the beneficiary at any time unless **You** have assigned the interest in the **Policy**. In such case, the person to whom **You** have assigned the interest in the **Policy** may have the right to change the beneficiary. Consent to a change by a prior beneficiary is not needed. Any beneficiary designation must be submitted to **Us** in writing.
- B. Change or Waiver. A change or waiver of any terms or conditions of the **Policy** must be issued by **Us** in writing and signed by one of **Our** officers. No agent has authority to change or waive **Policy** terms or conditions. A failure to exercise any of **Our** rights under the **Policy** will not be deemed as a waiver of such rights in the same or future situations.
- C. Clerical Error. A clerical error or omission will not increase or continue **Your** Coverage, which otherwise would not be in force. If **You** apply for insurance for which **You** are not eligible, **We** will only be liable for any premiums paid to **Us**.
- D. Suit Against Us. No action on the **Policy** may be brought until sixty (60) days after written proof of **Covered Loss** has been sent to **Us**. Any action must commence within three (3) years of the date the written proof of **Covered Loss** was required to be submitted.
- E. Time Limit on Certain Defenses. In the absence of fraud, statements made by the **Policyholder** or a **Covered Person** are deemed representations and not warranties. No such statement will cause **Us** to deny or reduce the benefits due under the **Policy** or be used as a defense of a claim, unless it is contained in a signed written application. After two (2) years from the date coverage starts no such statement (except age) will cause the **Policy** to be contested.
- F. Arbitration. Any contest to a claim denial under the **Policy** will be settled by binding arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction. A single arbitrator will be mutually selected and the arbitration will occur at a mutually agreed time and place. The arbitration will occur at the offices of the American Arbitration Association nearest to the **Covered Person**. The arbitrator(s) will not award consequential or punitive damages in any arbitration under this section. This provision bars the institution of lawsuit by the **Covered Person**.

# Emergency Transportation Benefit



Zurich American Insurance Company  
1299 Zurich Way  
Schaumburg, Illinois 60196

## THIS RIDER CHANGES THE POLICY/CERTIFICATE. PLEASE READ IT CAREFULLY.

This rider modifies insurance provided under the Group Personal Accident Policy/Certificate.

It is hereby understood and agreed that the following changes are made and incorporated into the **Policy/Certificate**:

If a **Covered Person** must be transported to a **Hospital** or a **Satellite Emergency Center** by **Ambulance**, as a result of an **Injury** that requires **Medically Necessary Emergency Treatment**, We will pay an additional benefit if such transport occurred within the Time Frame set forth in the Additional Benefits Schedule. Only one Emergency Transportation Benefit is payable per **Accident** per **Covered Person**. The maximum number of Emergency Transportation Benefits payable per calendar year per **Covered Person** regardless of the number of **Accidents** is set forth in the Additional Benefits Schedule.

For purposes of this rider only, the following additional definitions apply:

**Ambulance** means any publicly or privately owned surface, water or air vehicle, including a helicopter, that is specifically designed and constructed or modified and equipped to be used, maintained or operated primarily for the transportation of individuals who are sick, injured or wounded. **Ambulance** does not include a surface, water or air vehicle that is owned and operated to accommodate an incapacitated or disabled person who does not require medical monitoring, care or treatment during transport.

**Emergency Treatment** means treatment provided in an emergency room of a **Hospital** for:

1. a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson with average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in placing the health of the person (or with respect to a pregnant woman, the health of her unborn child) in serious jeopardy;
2. serious impairment to bodily functions; or
3. serious dysfunction of any bodily organ or part.

**Satellite Emergency Center** means a licensed facility that provides outpatient care under the direction of a **Physician** on a twenty-four (24) hour basis. Available services must include:

1. diagnostic care, including laboratory services and diagnostic x-rays; and
2. treatment or medical care, including availability of the means for stabilization of emergency medical conditions.

A **Satellite Emergency Center** does not include a **Hospital** or an office maintained by a **Physician** for the practice of medicine or dentistry.

This benefit is not subject to the limitations in SECTION VII - GENERAL LIMITATIONS of the **Policy/Certificate**.

Except for the above, this rider does not vary, alter, waive, or extend any of the terms of the **Policy/Certificate** to which it is attached.

Effective Date: September 1, 2025 Attached to and forming a part of **Policy** No. GPA 8837399

Signed for by Zurich American Insurance Company:

President

September 1, 2025

Date

# Emergency Treatment Benefit



**Zurich American Insurance Company**  
1299 Zurich Way  
Schaumburg, Illinois 60196

## **THIS RIDER CHANGES THE POLICY/CERTIFICATE. PLEASE READ IT CAREFULLY.**

This rider modifies insurance provided under the Group Personal Accident Policy/Certificate.

It is hereby understood and agreed that the following changes are made and incorporated into the **Policy/Certificate**:

If a **Covered Person** requires **Medically Necessary Emergency Treatment** as a result of an **Injury**, **We** will pay an additional benefit if such **Medically Necessary Emergency Treatment** was received within the Time Frame set forth in the Additional Benefits Schedule. Only one Emergency Treatment Benefit is payable per **Accident**, per **Covered Person**. The maximum number of Emergency Treatment Benefits payable per calendar year per **Covered Person** regardless of the number of **Accidents** is set forth in the Additional Benefits Schedule.

For purposes of this rider only, the following additional definition applies:

**Emergency Treatment** means treatment provided in an emergency room of a **Hospital** for:

1. a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson with average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in placing the health of the person (or with respect to a pregnant woman, the health of her unborn child) in serious jeopardy;
2. serious impairment to bodily functions; or
3. serious dysfunction of any bodily organ or part.

This benefit is not subject to the limitations in SECTION VII - GENERAL LIMITATIONS of the **Policy/Certificate**.

Except for the above, this rider does not vary, alter, waive, or extend any of the terms of the **Policy/Certificate** to which it is attached.

Effective Date: September 1, 2025 Attached to and forming a part of **Policy** No. GPA 8837399

Signed for by Zurich American Insurance Company:

A handwritten signature in cursive script that reads 'Sierra Signarelli'.

President

September 1, 2025

Date

## **Advisory notice to policyholders regarding the U.S. Treasury Department's Office of Foreign Assets Control ("OFAC") regulations**

No coverage is provided by this policyholder notice nor can it be construed to replace any provisions of your policy. You should read your policy and review your declarations page for complete information on the coverages you are provided.

This notice provides information concerning possible impact on your insurance coverage due to directives issued by the U.S. Treasury Department's Office of Foreign Assets Control ("OFAC").

### **Please read this Notice carefully.**

OFAC administers and enforces sanctions policy based on Presidential declarations of "national emergency". OFAC has identified and listed numerous:

- Foreign agents;
- Front organizations;
- Terrorists;
- Terrorist organizations; and
- Narcotics traffickers;

as "Specially Designated Nationals and Blocked Persons." This list can be located on the United States Treasury's web site – <http://www.treasury.gov/about/organizational-structure/offices/Pages/Office-of-Foreign-Assets-Control.aspx>.

In accordance with OFAC regulations, if it is determined that you or any other insured, or any person or entity claiming the benefits of this insurance has violated U.S. sanctions law or is a Specially Designated National and Blocked Person, as identified by OFAC, this insurance will be considered a blocked or frozen contract and all provisions of this insurance are immediately subject to OFAC restrictions. When an insurance policy is considered to be such a blocked or frozen contract, no payments or premium refunds may be made without authorization from OFAC. Other limitations on premiums and payments also apply.

# SANCTIONS EXCLUSION ENDORSEMENT



## THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

The following exclusion is added to the policy to which it is attached and supersedes any existing sanctions language in the policy, whether included in an Exclusion Section or otherwise:

### SANCTIONS EXCLUSION

Notwithstanding any other terms under this policy, we shall not provide coverage nor will we make any payments or provide any service or benefit to any insured, beneficiary, or third party who may have any rights under this policy to the extent that such cover, payment, service, benefit, or any business or activity of the insured would violate applicable trade or economic sanctions listed by the Office of Foreign Assets Control of (OFAC) of the US Department of Treasury. OFAC maintains a list of Specially Designated Nationals and Blocked Persons.

If an insured or claimant appears on the list or otherwise is determined to have violated a sanction imposed by U.S. law, the policy will be considered blocked; and

If the policy is blocked, we will not pay any benefits or refund premiums without authorization from OFAC.

The term policy may be comprised of common policy terms and conditions, the declarations, notices, schedule, coverage parts, insuring agreement, application, enrollment form, and endorsements or riders, if any, for each coverage provided. Policy may also be referred to as contract or agreement.

We may be referred to as insurer, underwriter, we, us, and our, or as otherwise defined in the policy, and shall mean the company providing the coverage.

Insured may be referred to as policyholder, named insured, covered person, additional insured or claimant, or as otherwise defined in the policy, and shall mean the party, person or entity having defined rights under the policy.

These definitions may be found in various parts of the policy and any applicable riders or endorsements.

## ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED

Signed for Zurich American Insurance Company by:

A handwritten signature in cursive script that reads 'Sierra Signarelli'.

President

Date: 09/01/2025

## Privacy Notice

### We Take Important Steps to Protect the Nonpublic Personal Information We Collect About You

Dear Customer:

rev. January 2020

We care about your privacy. That is why we believe in your right to know what nonpublic personal information (“NPI”) we collect about you and what we do with that information. This Privacy Notice describes the NPI we collect about you and how we share and protect that information.

| Overview                                        | UNDERSTANDING HOW WE USE YOUR PERSONAL INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Why are you receiving this Notice?</b>       | <p>Financial institutions, which include the Company, choose how they share your NPI. Federal and state law gives consumers the right to limit some but not all sharing of that information. Federal law also requires us to tell you how we collect, share and safeguard your NPI. You are receiving this Privacy Notice because our records show either that you are a customer who is obtaining or has obtained insurance coverage or non-insurance products or services.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>What types of Information do we collect?</b> | <p>The types of NPI we collect depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>• Information about you we receive on applications or other forms, such as your name, address, telephone number, date of birth, your social security number, driver's license number, employment information, information about your income, assets and net worth, and medical information;</li> <li>• Information about your transactions with the Company and its affiliates;</li> <li>• Information about your insurance coverage, premiums, claims history, and payment history;</li> <li>• Data from insurance support organizations, government agencies, insurance information sharing bureaus;</li> <li>• Property information and similar data about you or your property, such as property appraisal reports; and</li> <li>• Information we receive from a consumer reporting agency or insurance information sharing bureau, such as a credit or fraud report.</li> </ul> <p>When your relationship with us ends, we may continue to share information about you as described in this Privacy Notice.</p> |
| <b>What do we do with the NPI we collect?</b>   | <p>We share your NPI in the course of supporting your insurance coverage or non-insurance products or services, as authorized by law, or with your consent. This includes sharing, as permitted by law, your NPI with affiliated parties and nonaffiliated third parties, as applicable, in the course of supporting your insurance coverage or non-insurance products.</p> <p>These affiliates and nonaffiliated third parties include:</p> <ul style="list-style-type: none"> <li>• Financial service providers, such as banks and other insurance companies;</li> <li>• Non-financial companies, such as medical providers and nonaffiliated service providers that perform marketing services on our behalf; and</li> <li>• Others, such as consumer reporting agencies and insurance information sharing bureaus.</li> </ul> <p>In the section below, we list the reasons we can share your NPI, whether we actually share your NPI, and whether you can opt out of this sharing (or if you are a resident of Vermont, whether you have the right to opt in to allowing this sharing).</p>                                                                                 |

| Reasons we can share your personal information                                                                                                                                                           | Does Company Share? | Can you opt out of this sharing or limit this sharing or is your authorization required for this sharing? |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------|
| <b>For our everyday business purposes</b> – such as to process your transactions, administer insurance coverage, products or services, maintain your account, prevent fraud and report to credit bureaus | Yes                 | No                                                                                                        |
| <b>For our marketing purposes</b> - to offer our products and services to you                                                                                                                            | Yes                 | No                                                                                                        |
| <b>For joint marketing with other financial companies</b>                                                                                                                                                | No                  | Not Applicable                                                                                            |
| <b>For our affiliates' everyday business purposes</b> – transaction and experience information                                                                                                           | Yes                 | No                                                                                                        |
| <b>For our affiliates' everyday business purposes</b> – information about your creditworthiness                                                                                                          | No                  | Not Applicable                                                                                            |
| <b>For our affiliates to market to you</b>                                                                                                                                                               | Yes                 | No                                                                                                        |
| <b>For non-affiliates to market their products to you</b>                                                                                                                                                | No                  | Not Applicable                                                                                            |

| Collecting and safeguarding information                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>How often do you notify me about your privacy practices?</b> | We must notify you about our sharing practices when you receive your policy, open an account or purchase a service, and each year while you are a customer, or when significant or legal changes require a revision. Please review the privacy policy posted on our website, ZurichNA.com. It contains additional information about our practices.                                                                                                                  |
| <b>Why do you collect my NPI?</b>                               | We collect NPI when you apply for insurance or file an insurance claim to help us provide you with our insurance products and services, and determine your insurability or other eligibility. We may also ask you and others for information to help us verify your identity in order to prevent money laundering and terrorism. Information in a report prepared by an insurance support organization may be retained by that organization and provided to others. |
| <b>What NPI do we share?</b>                                    | We may provide to affiliates and/or nonaffiliated third parties the same NPI listed above in the section entitled, "What types of information do we collect?"                                                                                                                                                                                                                                                                                                       |
| <b>How do you safeguard my NPI?</b>                             | Employees who have access to your NPI are required to maintain and protect the confidentiality of that information. Access to your personal information may be needed to conduct business on your behalf or to service your insurance coverage. In addition, we maintain physical, electronic and procedural measures to protect your personal information in compliance with applicable laws and regulatory standards.                                             |

**FOR RESIDENTS OF ARIZONA, CALIFORNIA, CONNECTICUT, GEORGIA, ILLINOIS, MAINE, MASSACHUSETTS, MINNESOTA, MONTANA, NEW JERSEY, NEVADA, NORTH CAROLINA, OHIO, OREGON, OR VIRGINIA:**

**You have the following individual rights under state law:**

Except for certain documents related to claims and lawsuits, you have the right to access the recorded personal information that we have collected about you which we reasonably can locate and retrieve. To access your recorded personal information, you must submit a request using our online form on our website, ZurichNA.com, or calling our toll-free number at 1-800-382-2150. You may also reasonably describe the information you seek in writing and send your written request to the Privacy Office via mail (Zurich – Privacy Office, 1299 Zurich Way, Schaumburg, IL 60196) or via email at [privacy.office@zurichna.com](mailto:privacy.office@zurichna.com). If you would like a copy of your recorded personal information that we reasonably can locate and retrieve, we may charge you a reasonable fee to cover the costs incurred in providing you a copy of the recorded information if it is permitted by law. If you request medical records, we may elect to supply that information to you through your designated medical professional for security purposes. We may also direct you to a consumer reporting agency to obtain certain consumer report information.

Generally, most of the recorded nonpublic personal information we collect about you and have in our possession is from policy applications or enrollment forms you submit to obtain our products and services, and is reflected in your statements and other documentation you receive from us. If you believe that the personal information we have about you in our records is incomplete or inaccurate, please let us know at once through any of the above methods, and we will investigate and correct any errors we find.

You also have the right to request the correction, amendment, or deletion of recorded personal information about you that we have in our possession. You may make your request using any of the above methods.

Residents of California and Nevada have additional rights over their non-public personal information if it is not governed by the Gramm-Leach-Bliley Act. For more information about these rights, please consult our online privacy policy posted on our website, ZurichNA.com.

**FOR RESIDENTS OF MASSACHUSETTS ONLY WHO ARE ZNA P&C CUSTOMERS:** You may ask in writing for the specific reasons for an adverse underwriting decision. An adverse underwriting decision is where we decline your application for insurance, offer to insure you at a higher than standard rate or terminate your coverage.

|                              |                              |
|------------------------------|------------------------------|
| <b>Key words and phrases</b> | <b>TERMS YOU SHOULD KNOW</b> |
|------------------------------|------------------------------|

| Definitions                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Everyday business purposes</b> | The actions necessary for financial companies like the Company to conduct business and manage customer accounts, such as: <ul style="list-style-type: none"><li>• Processing transactions, mailing and auditing services;</li><li>• Administering insurance coverage, product, services or claims;</li><li>• Providing information to credit bureaus;</li><li>• Protecting against fraud;</li><li>• Responding to court/governmental orders or subpoenas and legal investigations; and</li><li>• Responding to insurance regulatory authorities.</li></ul> |
| <b>Affiliates</b>                 | Financial or nonfinancial companies related by common ownership or control. <ul style="list-style-type: none"><li>• <i>Company affiliates include insurance and non-insurance companies under common ownership with the Company and that provide insurance and non-insurance products or services.</i></li></ul>                                                                                                                                                                                                                                           |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Nonaffiliated Third Parties</b> | <p>Financial or nonfinancial companies not related by common ownership or control. We may share your information with companies that we hire to perform marketing and business services for us, such as data processing, computer software maintenance and development, and transaction processing. When we share information with others to perform these services, they are required to take appropriate steps to protect this information and use it only for purposes of performing the services.</p> <ul style="list-style-type: none"> <li>• <i>The Company does not share information with nonaffiliates to market their products to you.</i></li> </ul> |
| <b>Joint marketing</b>             | <p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>• <i>The Company does not jointly market.</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Changes to this Privacy Notice; contact us</b> | <p>We may change the policies, standards and procedures described in this Notice at any time to comply with applicable laws and/or to conform to our current business practices. We will notify you of material changes.</p> <p>If you have any questions about your contract with us, you should contact your agent.</p> <p>If you have questions specific to our Privacy Notice, contact our Privacy Office via mail (Zurich – Privacy Office, 1299 Zurich Way, Schaumburg, IL 60196) or via email at <a href="mailto:privacy.office@zurichna.com">privacy.office@zurichna.com</a>.</p> |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

This Privacy Notice is sent on behalf of the following affiliated companies, which are referred to in this Privacy Notice, in the aggregate, as the “Company:”

*American Guarantee and Liability Insurance Company, American Zurich Insurance Company, Colonial American Casualty and Surety Company, Empire Fire & Marine Insurance Company, Empire Indemnity Insurance Company, The Fidelity and Deposit Company of Maryland, Steadfast Insurance Company, Universal Underwriters Insurance Company, Universal Underwriters of Texas Insurance Company, Zurich American Insurance Company, Zurich American Insurance Company of Illinois, The Zurich Services Corporation (together, “the ZNA P&C Companies”), Zurich American Life Insurance Company, and Zurich American Life Insurance Company of New York.*