



# COVID-19

## CUSTOMER UPDATE

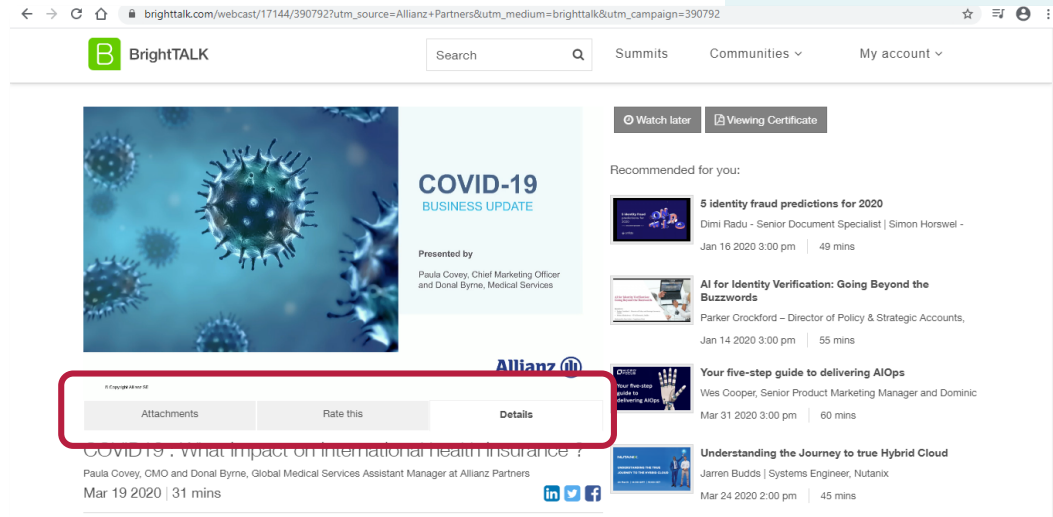
**Presented by**

Dr Ulrike Sucher, Chief Medical Officer





# WEBINAR HOUSEKEEPING



- Works best with headphones
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# COVID-19: WHAT IMPACT ON INTERNATIONAL HEALTH INSURANCE?

With the ongoing global COVID-19 (Coronavirus) outbreak, we'd like to share some helpful information and advice.



**Dr Ulrike Sucher** is the Medical Director for the International Health Business of Allianz Partners.

Since 2003 Dr. Ulrike Sucher has been responsible for ensuring the highest standards of medical care for Allianz Partners worldwide. Dr. Sucher graduated from the University of Vienna and was a General Practitioner in Colombia, Austria and China for 15 years before joining Allianz Partners. She is fluent in German, Spanish and English and is considered an authority in her field, participating regularly at international medical conferences.



# TODAYS AGENDA

**01** COVID-19

**02** CUSTOMER UPDATE



# ABOUT COVID-19

## WHAT IS IT?

Coronavirus (COVID-19) is a new strain in a large family of viruses that has not previously been identified in humans.

Illnesses from this family of viruses include the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory syndrome (SARS-CoV).

## COMMON SIGNS OF INFECTION

- Respiratory symptoms
- Fever
- Cough
- Shortness of breath
- Breathing difficulties

In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.



## DIFFERENCES FROM FLU

- Incubation period ranges 2-14 days (3 times longer than flu)
- More contagious as average person with mild symptoms spreads to more than 2 people (flu rate is half)
- COVID-19 is more aggressive than Influenza, with varying severity across geographical populations



# RECOMMENDATIONS TO PREVENT INFECTION

Reduce your risk of coronavirus infection



Clean hands with soap water or alcohol-based hand rub



Avoid close contact with anyone with cold or flu-like symptoms



Thoroughly cook meat and eggs



No unprotected contact with wild or farm animals



Cover nose and mouth when coughing and sneezing with tissue or flexed elbow



## PROTECT YOURSELF AND OTHERS FROM GETTING SICK **WASH YOUR HANDS**

- After coughing or sneezing
- When caring for the sick
- Before, during and after you prepared food
- Before eating
- After toilet use
- When hands are dirty
- After handling animals or animal waste



## PROTECT YOURSELF FROM GETTING SICK

Avoiding unprotected contact with sick people (including spitting in public, touching one's eyes, nose or mouth) and with live farm or wild animals





# ADVICE TO OUR CUSTOMERS

- Get the annual influenza vaccine as soon as possible
- Observe all recommendations from local government
- Avoid travelling to affected areas
- If you live in an affected area, quarantine yourself at home for 14 days
- If you are returning from an affected area, quarantine yourself at home for 14 days.
- Watch out for symptoms such as a cough, fever and sore throat. Call your doctor if you experience these symptoms. **Do not go to a hospital**







# WE'RE HERE FOR YOU

- Allianz Care is committed in our mission to keep our customers well
- All customers who have symptoms, are fully covered for reasonable and customary costs for tests and treatments for COVID-19 infection and any resulting complications, within the limits of your policy.
- If a customer has a confirmed COVID-19 diagnosis and an international standard of treatment is not available locally, customers will be evacuated to the nearest appropriate medical facility, subject to their policy
- Evacuation will always be subject to local health authority regulations





# EXCEPTIONAL SITUATION COVER

- In cases of self isolation, all medical treatment required to alleviate symptoms and treat complications are covered
- If a customer doesn't have an out-patient plan, we will cover outpatient costs for investigation and treatment of COVID-19, if you have symptoms and have a doctor's prescription
- If a customer found themselves outside their region of cover before a restriction of travel was recommended, out of area cover is extended from 6 weeks to 90 days
- We are following World Health Organisation on country restrictions exclusively





## COVID-19 MEDICAL ASSESSMENT

If customers are feeling concerned as to whether they may be infected with COVID-19, we advise them to contact Medi24 our 24/7 medical advice line, as they can get a COVID-19 medical assessment over the phone and receive advice on next steps to take.

Medi-24 provides advice in English, German, French and Italian on +44 (0) 208 416 3929

### NEW DIGITAL SERVICE

COVID-19 Digital Symptom Checker

<https://medi24.ch/en/coronacheck/>



## INTELLIGENCE CENTRE

Get the latest information on COVID-19, from our partner WorldAware, provider of travel security services to Allianz Care customers, is monitoring the situation closely.

For up to date intelligence alerts go to <https://www.worldaware.com/resources/intelligence-alerts/sars-cov-2-and-covid-19-coronavirus-intelligence-center>





## EMPLOYEE ASSISTANCE PROGRAM

With our EAP, you can be reassured that no matter what life throws at you, you can get support, anytime, anywhere.

Through our new wellbeing platform, you have access to a range of services, including:

- Expert counselling
- Financial advice
- Personalised wellbeing content
- Podcasts and audio tips

If customers are feeling distressed or anxious about COVID-19, we have support in place to help.

Your Digital well-being platform:  
<https://awcsexpat.lifeworks.com/>

Username: AllianzCare

Password: Expatriate

Access to the COVID-19 (Coronavirus) Toolkit:  
<https://awcsexpat.lifeworks.com/life/employee-assistance/articles/toolkits/covid-19-coronavirus-toolkit>





# OUR COMMITMENT TO YOU

We'd like to **reassure** you that we are prepared for potential impacts on our business

We have a **robust plan** in place to guarantee that we continue to be there for our customers, when they need us

As a result we are **confident** in our ability to continue to provide you with the support you're used to





**TIME FOR Q&A**

**THANK YOU FOR  
ATTENDING TODAY'S  
WEBINAR**

