



Claim form

for my Foreign Travel Health Insurance
according to the FlexMed Global Travel Tariff under
the Group Insurance Policy
KVE00007640 of Deutsche Telekom AG

Your contact: Customer Service
Telephone: 0049 221 148-41667
E-mail: business-travel@axa.de
Address: AXA Krankenversicherung AG
Expat Claims
Postfach 1320
65003 Wiesbaden

I am an employee of Deutsche Telekom AG / an affiliated Group company

Mr Mrs Ms

Surname, Name of the Employee: _____

Surname, Name of the Insured Person (if different): _____

I was invited by Deutsche Telekom AG / an affiliated Group company to travel abroad for
business reasons

Mr Mrs Ms

Surname, Name: _____

Invited by (name/department): _____

Further personal data

Date of birth: _____

Street, House No. (country of residence): _____

Postcode, Town/City (country of residence): _____

Country of residence: _____

Telephone (incl. country code): _____

Email address: _____

Have you claimed under this AXA Travel Insurance policy before? If YES, please provide your Customer Number:

Details of business travel abroad

Business travel took place:

From (dd/mm/yyyy): _____ To (dd/mm/yyyy): _____

Destination: _____



Details about the medical event

Condition that was treated: _____

Details of the medical treatment:

Please include supporting documentation such as the doctor's report, invoice and receipts with this form.

Bank account details

Name of account holder:

Currency to be reimbursed in:

Bank name and postal address:

IBAN:

Swift code:

Account number for Bank Accounts outside of Europe: _____

ABA Number (for USA accounts): _____

With my signature on Page 8 I confirm that the costs of medical treatment specified in the attached bills were incurred during the above-specified business trip which I undertook on behalf of the Deutsche Telekom AG / an affiliated Group company.

In addition, with my signature I submit the following printed release from the obligation to maintain medical confidentiality and data protection declaration.



Information on how your data is used

These guidelines offer you information on the processing of your personal data by AXA Krankenversicherung AG and your rights in accordance with data protection law.

The policy holder will pass on this information (e.g. to the insured party, to the different contributor etc.).

Responsible for data processing

AXA Krankenversicherung AG
AXA International Service Centre
Postfach 1320, 65003 Wiesbaden, Germany
Telephone: 0049 221/148 41667
E-Mail: business-travel@axa.de

You can contact our **data protection officer** by post with the contact details above, adding the reference 'data protection officer', or by email at: Datenschutz@axa.de

Purpose and legal bases of data processing

We process your personal data with respect to the EU basic order on data processing (GDPR), the federal data protection act (BDSG), the provisions relevant to data protection in the insurance contract act (VVG) and to all further applicable laws. Our company has in addition committed itself to adhering to the 'rules of conduct for personal data of the German insurance community', which are specified more precisely in the laws quoted above regarding the insurance community. You can access these at www.axa.de/datenschutz.

If you apply for insurance cover, then we need the details you specified in this connection in order to conclude the contract. Insofar as an insurance contract is concluded, we process the data in order to fulfil the contract, e.g. to issue the policy or to send invoices. Among other things, we require information about damage in order to assess the extent of damage and whether there is a valid claim.

It is not possible to conclude or fulfil an insurance contract without also processing your personal data.

Moreover, we require your personal data to produce statistics used specifically in the insurance industry, e.g. for the development of new rates or the fulfilment of regulatory obligations. We use the data contained in all contracts concluded with an AXA company to consider the entire customer relationship, for instance to provide advice on policy adjustment, supplements, for goodwill decisions or to exchange full information.

The legal bases for this processing of personal data for pre-contractual and contractual purposes and for

the assessment of claims is Art. 6 (1b) GDPR. Insofar as particular categories of personal data (e.g. data on your health when concluding a health insurance contract) are necessary for these purposes, we obtain your informed consent according to Art. 9 (2a) in conjunction with Art. 7 GDPR. Where we produce statistics with these categories, we do so according to the provisions set out in Art. 9 (2j) GDPR in conjunction with Section 27 BDSG.

We also process your personal data in order to protect our justified interests or the justified interests of third parties (Art. 6 (1f) GDPR). This may be necessary in the following cases especially:

- to guarantee IT security and IT operations, including tests (when such activities are not already necessary for fulfilment of the contract);
- to advertise our own insurance products and other products by companies within the AXA Group, their cooperation partners and to conduct market research and surveys;
- to prevent and investigate criminal offences, in particular, we use data analysis to identify indications of potential insurance fraud;
- for risk management within the company and the AXA Group overall;
- for business management and to improve processes, services and products.

In addition, we process your personal data for the fulfilment of statutory requirements, for instance regulatory requirements, obligations to retain data under commercial and fiscal law or to satisfy our advisory duties. The applicable statutory provisions in conjunction with Art. 6 (1c) GDPR are the legal bases for processing in this case.

Where we wish to process your personal data for purposes not specified above, we will inform you in advance on our website and elsewhere in compliance with the statutory requirements (www.axa.de/Datenschutz).

Recipient categories for personal data

Agents:

Insofar as an agent assists you in the management of your insurance contracts, your agent will process the application, contractual and claim data required to fulfil the contract. Our company also transmits this data to your agent whenever the agent requires this information to support and advise you in matters of insurance and financial services.



Data processing within our group of companies
Specialised enterprises or divisions within our group of companies are assigned central responsibility for certain data processing tasks for the group of affiliated companies. Insofar as an insurance contract exists between you and one or several of the companies in our group, a central enterprise within the group may be responsible for the processing of your data, for instance to manage contact details, for technical customer services, for contract and benefit/claim management, for collections/disbursements or for central mail processing. You will find the companies participating in centralised data processing in our List of Service Providers.

External contractors and service providers:
In some cases, we use external contractors and service providers in order to fulfil our contractual and legal requirements.

You will find a list of the contractors and service providers with whom we have more than temporary business relationships in the overview in the Appendix and in its updated version on our website at www.axa.de/Datenschutz.

Other recipients:
Further, we may transmit your personal data to other recipients, for instance government agencies, to satisfy statutory disclosure obligations (e.g. social insurance agencies, financial authorities or law enforcement authorities).

Duration of data retention

We erase your personal data as soon as it is no longer necessary for the purposes set out above. In this regard, it is possible that personal data may be retained for as long as claims can be raised against our company (statutory limitation period of three to thirty years). We also retain your personal data if we are required to do so by law. Relevant obligations to furnish evidence and data retention requirements are as stated in the German Commercial Code (HGB), the Fiscal Code (AO), the Money Laundering Act (GwG) and elsewhere. As stated therein, the retention periods are up to ten years.

Rights of the data subject

You are entitled to demand information concerning the personal data retained about you. To do so, contact the address provided above. Moreover, you are entitled demand the correction or erasure of your data, provided certain conditions are satisfied. You may also have the right to restrict processing of your data and the right to demand release of your data in a structured, standard and machine-readable form.

Right to object

You are entitled to object to the processing of your personal data for the purpose of direct marketing.

Where we process your data for the protection of justified interests, you are entitled to object to this processing on grounds relating to your personal situation that override the right to data processing.

Right to complain

You are entitled to contact the Data Protection Officer stated above or a supervisory data protection authority if you have a complaint. The supervisory data protection authority responsible for us is:

State Commissioner for Data Protection and Freedom of Information
North Rhine-Westphalia
Kavalleriestrasse 2–4
40213 Düsseldorf
Germany

Data exchange with your previous insurer

In the event of a claim, it may be necessary to exchange personal information with your previous insurer as stated in your application. Only necessary information will be exchanged.

Data transmission to a third country

Where we transmit data to service providers outside of the European Economic Area (EEA), we will only do so insofar as the EU Commission has attested that the third country maintains appropriate data security standards or other appropriate data protection guarantees are in place (e.g. the company has defined binding, internal data privacy policies, adheres to EU-standard contractual clauses or has implemented EU-US Privacy Shield). You may request detailed information in this regard and on data privacy standards maintained by our service providers using the contact details provided above.



Consent to the collection and usage of health data and declaration of release from the duty to maintain confidentiality

The provisions of the German Insurance Contract Act, the EU data protection ordinance, of the Federal Data Protection Act and other data protection regulations do not contain any sufficient legal bases for the collection, processing and usage of health data by insurance companies. In order to collect and use your health, we, AXA Krankenversicherung AG, therefore require your declaration(s) of consent regarding data protection. In addition, we require your release from the duty to maintain confidentiality in order to be permitted to obtain health data from entities which must maintain confidentiality, from doctors for example. As a health insurance company we also require your release from the duty to maintain confidentiality in order to be permitted to pass your health data or other data protected according to Section 203 of the German Penal Code of the Federal Republic of Germany (StGB), such as, for example, the fact that a policy has been concluded with you, to other entities, for example, assistance companies, IT service providers or to the Association of Private Health Insurers.

You are at liberty to decline to submit the declaration of consent/release from duty of confidentiality or to revoke them at any point hereafter with effect for the future. The revocation is to be forwarded to: AXA Krankenversicherung AG, AXA International Service Centre, Postfach 1320, 65003 Wiesbaden, Germany or by email to business-travel@axa.de. We would however like to point out that as a rule the completion or implementation of the insurance contract will not be possible if the health data has not been processed.

The declarations concern the handling of your health data and other data protected by Section 203 StGB

- by AXA Krankenversicherung AG, Colonia-Allee 10-20, 51067 Cologne, Germany / AXA PPP Healthcare Ltd., 5 Old Broad Street, London EC2N 1AD, England, AXA Global Healthcare (UK) Ltd, 5 Old Broad Street, London EC2N 1AD, England , (jointly "AXA") itself (under 1),
- in connection with enquires made with third parties (under 2),
- for communication to entities outside of AXA (under 3)

The declarations apply to those persons you legally represent such as your children, insofar as these do not realise the consequences of this declaration and are therefore not in a position to submit their own declarations.

1. AXA – collection, storage and usage of the health data you provide

I hereby consent to AXA acquiring, storing and using the data supplied by me in this application insofar as this is required for the substantiation, management or termination of this insurance policy.

2. Request for health data from third parties

2.1. Request for health data from third parties for the examination of the obligation to honour a claim.

In order to appraise the obligation to perform we may have to examine information regarding your state of health upon which you have based your claims or which arise from documents submitted (e.g. invoices, prescriptions, medical appraisals) or information provided, for example, by a doctor or other member of a medical profession.

Any such examination will only be conducted where required. To render this possible AXA require your consent, including a release from the duty to maintain confidentiality, for themselves and for the respective entities in the event that, within the scope of such enquiries, health data or other information protected pursuant to Section 203 StGB has to be communicated.

AXA will inform you in each individual case regarding the persons or establishments we require information from and for what purpose. You may then decide in each case whether you

- wish to procure the required documents yourself.
- or consent to the collection and usage of your health data by AXA, release the named persons or establishments and their employees from the duty to maintain confidentiality and consent to the communication of your health data to AXA.



2.2. Declarations in the event of your death

In order to examine the obligation to perform, it may be necessary to examine health information also after you have passed away. For this eventuality also, AXA shall require a declaration of consent and release from the duty to maintain confidentiality.

Insofar as we have to collect health data after your death, we shall obtain the declarations of consent and the release from the duty to maintain confidentiality from your heirs or – in the case of alternative provisions – from the beneficiaries of the policy.

3. Communication of your health data and other data protected pursuant to Section 203 StGB to entities outside of AXA.

AXA binds the following entities contractually to observe the regulations governing data protection and data security.

3.1. Communication of data for medical appraisal

It may be necessary to appoint a medical appraiser to assess the obligation to honour a claim. AXA require your consent and release from the duty to maintain confidentiality if, in this context, your health data and other data protected pursuant to Section 203 StGB is communicated. You shall be informed of any respective communication of data.

I hereby consent to AXA communicating my health data to medical appraisers insofar as this is necessary within the scope of an examination of the obligation to perform and that such data is used expediently and the results are communicated back to AXA. With regard to my health data and other data protected pursuant to Section 203 StGB, I hereby release the employees of AXA and the medical appraisers from their duty to maintain confidentiality.

3.2. Transfer of tasks to other entities (companies or persons)

AXA do not carry out certain tasks themselves such as, for example, claims processing or operating the customer call centre, which may involve the collection, processing or usage of your health data; we commission another company of the AXA Group or another entity to carry out this work and provide such services. This includes, in particular: AXA Assistance (UK) Ltd, AXA Assistance USA and AXA Business Services Private Limited. If your data protected pursuant to Section 203 StGB is communicated in this connection, AXA require your release from the duty to maintain confidentiality for themselves and for the other entities where required.

We keep a continually updated list of the entities and categories of entities which, according to the agreement, collect, process or use health data on our behalf, stating the assigned duties. The currently applicable list is attached as an appendix to the declaration of consent. A current list can also be called up via the Internet under www.AXA.de/Datenschutz or requested from the KVIB department (AXA Krankenversicherung AG, Colonia Allee 10-20, 51067 Cologne, Germany, Tel.: 0049 221 / 148 41667). AXA require your consent to communicate your health data and for such data to be used by the entities named in the list.

I hereby consent to AXA communicating my health data to the entities named in the list referred to above and to the collection, processing and usage of my health data by those entities for the designated purposes and to the same extent as AXA is permitted to do so. Where required, I hereby release the employees of the AXA group of companies and other entities from their duty to maintain confidentiality with regard to the communication of health data and other data protected pursuant to Section 203 StGB.

3.3. Communication of data to reinsurers

In order to secure the fulfilment of your claims, we may involve reinsurers which assume the risk either partially or in full. In some cases, the reinsurers transfer risks to other reinsurers, to whom your data is also communicated. It is possible that we may present your claim to the reinsurer to enable the reinsurer to gain its own impression of the claim. This is common practice in cases where the sum insured is particularly high or if a risk is particularly difficult to classify.



In addition, by virtue of its expert knowledge, a reinsurer may be called upon to assist us with the assessment of a claim and with the appraisal of processes.

Where reinsurers have undertaken to cover the risk, they may check whether AXA have appraised a claim correctly.

In addition, data relating to your existing policies and applications is communicated to reinsurers to the extent required to enable them to examine whether and to what extent they can participate in the risk. Data relating to existing policies may be communicated to reinsurers for the purpose of settling premium payments and claims.

Data communicated for the above-named purposes is anonymous or under a pseudonym wherever possible, but personal data may also be used.

The reinsurers use your personal data only for the aforementioned purposes. AXA shall inform you of any communication of your health data to reinsurers.

Further information on the reinsurer used can be found at the following address: <https://www.axapphealthcare.co.uk/privacy-policy/>

I hereby consent to the communication of my health data – where required – to reinsurers and their usage thereof for the designated purposes. Where required, I hereby release the employees of AXA from their duty to maintain confidentiality with regard to the health data and other data protected pursuant to Section 203 StGB.

3.4. Forwarding data to independent intermediaries

As a matter of principle we do not forward any information regarding your health to independent intermediaries. However, in the following cases it is possible that data from which conclusions regarding your health can be drawn, or information protected pursuant to Section 203 StGB is communicated to intermediaries through your policy. To the extent required for policy-related consultation purposes, the agent looking after you can receive information regarding whether and possibly under what preconditions your policy can be accepted.

The intermediary who mediates your policy learns that the policy was concluded and the content thereof.

In the event of a change in the intermediary responsible for you to another intermediary, policy data containing information may be communicated to the new intermediary. In the event of any change in the intermediary who looks after you to another intermediary you will be informed prior to the forwarding of health data and you will be advised of your possibilities to object.

I hereby consent that AXA may, in the above-named cases, communicating my health data and other data protected pursuant to Section 203 StGB – where required – to the independent intermediary responsible for my insurance affairs and that such data may be collected, stored and used for consultation purposes.

This consent applies accordingly to data processing by broker pools or other service providers (e.g. operators of comparison software, broker administration programmes) which my intermediary involves in the conclusion and administration of my insurance policies. I can request my intermediary to provide information regarding the respective service providers

Place, date

x _____
Signature of employee or invited person

Place, date

x _____
Signature of all additional insured persons or that of their legal representatives, insofar as such persons (young children for example) cannot appraise the significance of the declaration themselves.