

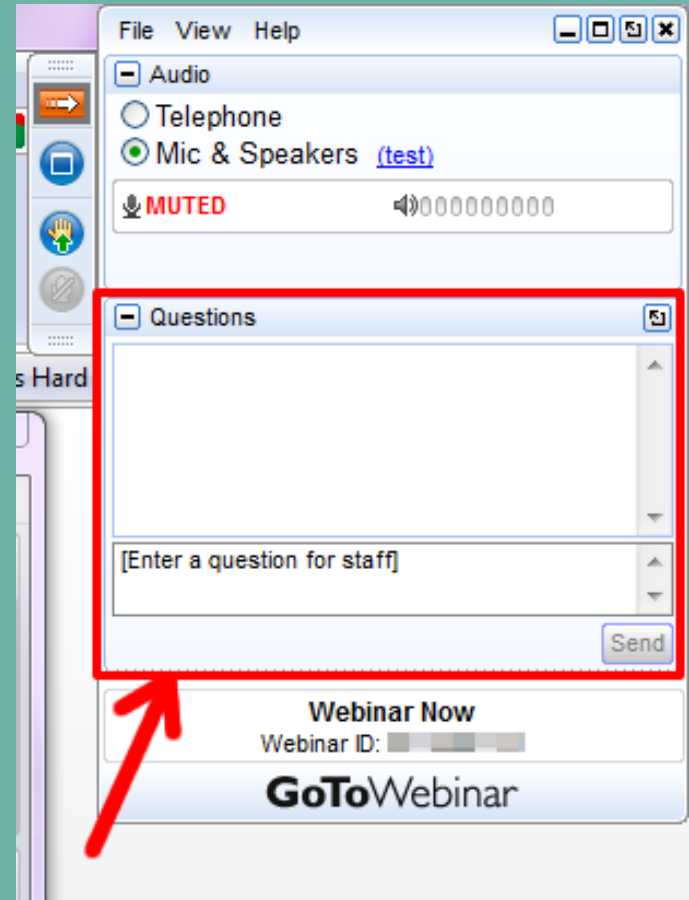


# The Airmic Leadership Group Roundtable Series

Duty of Care: What does the future hold?

CHUBB®

# Questions please



# Today's Panel



**Leon Burton** - *Head of Accident & Health Corporate and Affinity, UK*



**Sarah Nicholls** - *Claims Manager, Accident & Health Customer, Europe*



**James Ralph** - *Head of Accident & Health Corporate, London*

# COVID-19 medical expenses

International charity worker

CLAIM PAID:  
£108,000\*

POLICY BENEFITS:  
✓ Medical and additional expenses  
(e.g hospital cash and domestic expenses)



Our client was working for the Red Cross in the Central African Republic



We were contacted by our global Assistance Partner following the client's positive COVID-19 test

He was quickly admitted to a hospital with the appropriate specialist facilities



1

2



Our client was initially hospitalised locally

3



4

Due to the severity of his illness and high-risk status, an urgent repatriation was needed

5



A specialist air ambulance was arranged, and the client was taken back to France

6

# COVID-19 medical expenses

Business travel policyholder

CLAIM PAID:  
£197,000

## POLICY BENEFITS:

- ✓ Medical and additional expenses (e.g hospital cash and domestic expenses)



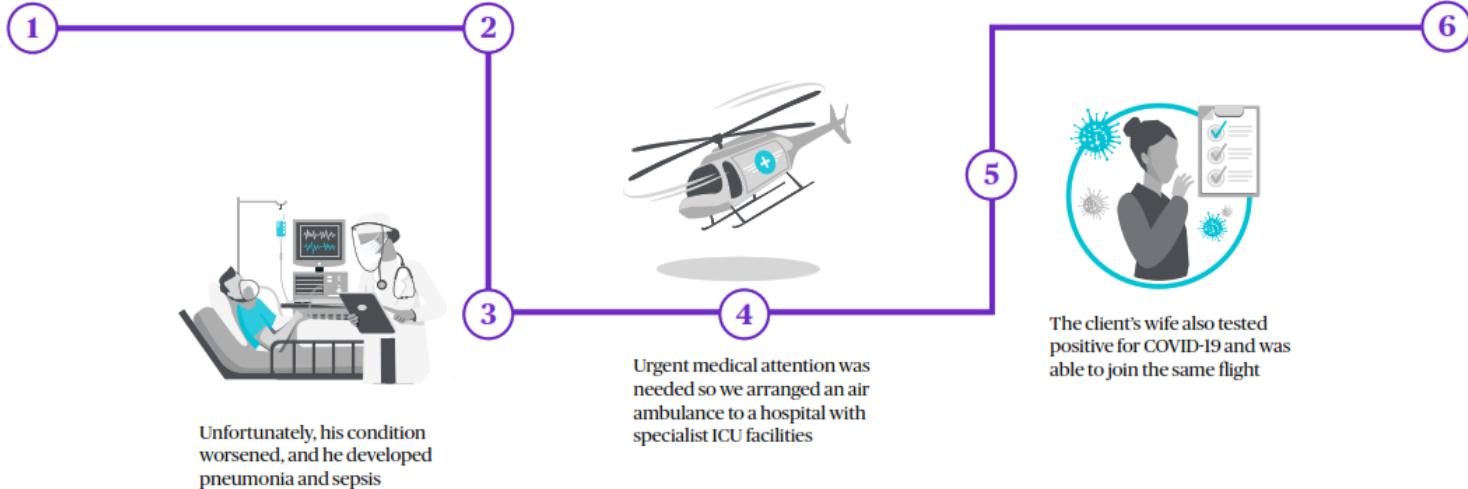
Our client and his wife were on an assignment



He developed COVID-like symptoms, and was admitted to a local military hospital



Both made a full recovery and no further medical treatment was required



# Mental health support

Business travel policyholder

CLAIM PAID:  
£130,000+

POLICY BENEFITS:  
✓ Medical and additional expenses



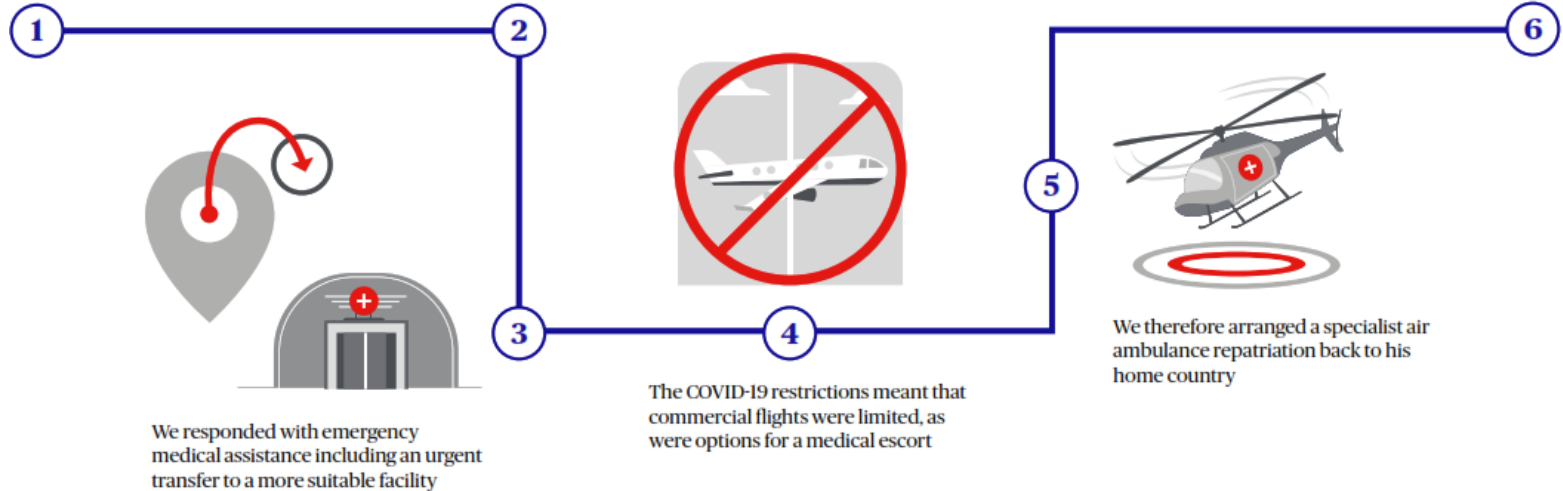
Our client was working on an assignment in Southern Africa and suffered a psychotic episode



He was admitted to a local clinic, which was not equipped to provide the specialist care needed



Upon arrival home, he was admitted to a specialist facility to continue treatment and recovery



# COVID-19 medical expenses

Business travel policyholder

CLAIM PAID:  
£341,000\*

POLICY BENEFITS:

- ✓ Medical and additional expenses (e.g hospital cash and domestic expenses)



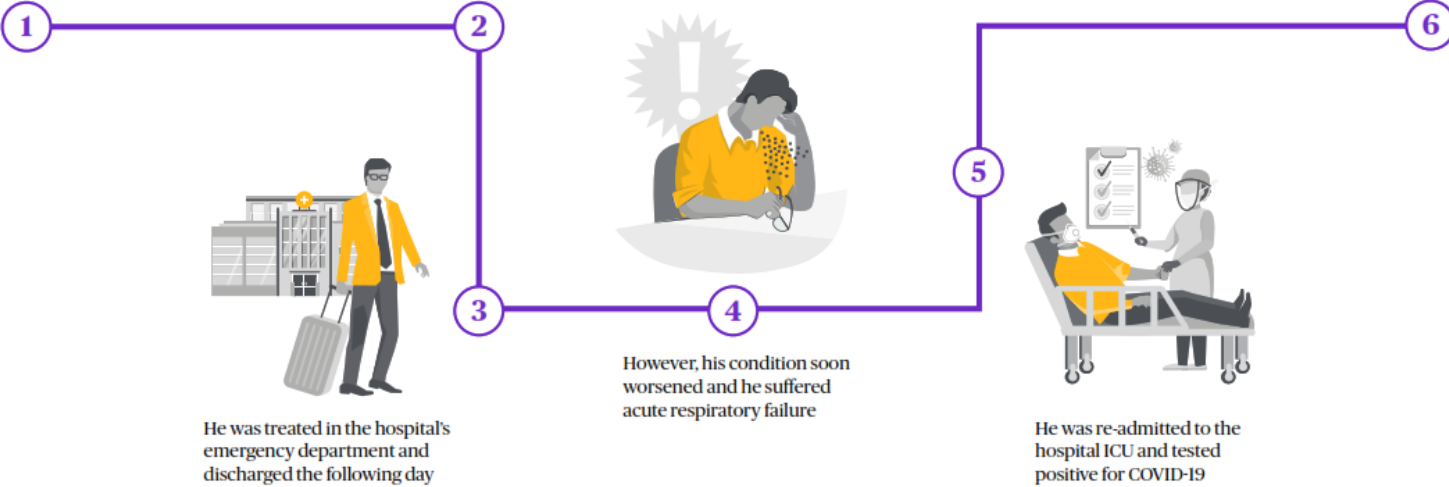
We received a call from the client at our 24/7 emergency assistance centre



Our client was travelling in the US and developed a cough and shortness of breath



Our client remained in hospital for long-term care and to ensure a stable recovery



\* All values converted from USD to GBP using exchange rate correct at February 2021

# Today's Panel



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