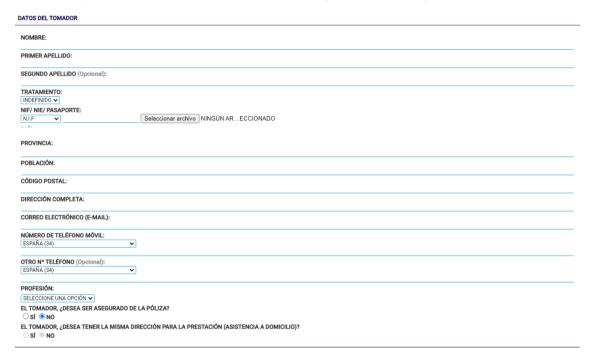


The purpose of this document is to help you to complete the application and health questionnaire for taking out **Nueva Mutua Sanitaria Health Insurance**, as well as to provide information to you about the entire contracting process related with your health insurance and about how to obtain the certificate that you will have to present to get your visa.

Insurance Application

Below, we provide some notes about the fields that you have to complete.



The policyholder will be you, even if someone else is paying. In student insurance, the policyholder must be the same person as the insured.

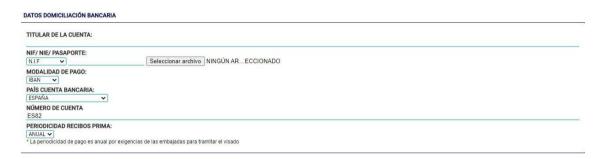
You can contract insurance using a Spanish National ID Card, Alien ID Card, or Passport.

Please pay attention when you provide the date on wich they arrive in Spain, is a very important piece of information.

Your email address is also an essential piece of information to be able to inform you of the status of the entire insurance contracting process. All communication with you will be done through the email you provide us with.

The address that you should include on the application is the address where you will reside in Spain. This is important because it will be the address where we will send you your insurance card, which is what you will need to use to go to the doctor.

If you still do not know where you are going to live, you can put your address in your country and later provide us with your address in Spain.

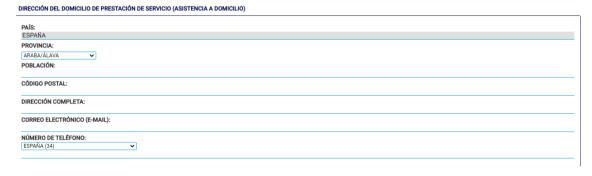


Insurance payment is made in a single lump sum by credit card. The insurance policy is annual.

Card payments may be made with VISA or MasterCard. Other credit cards like American Express may cause problems.

If any incidents arise with the payment, you can contact Esther García at +34 912 908 075 from 9:00 a.m. to 4:30 p.m. Payment may be made through the payment gateway with a bank card.

If your stay in Spain is for a period of less than one year, you must prove so by means of a certificate of studies and you will be charged the proportional part of the year for the time you are going to study in Spain.



It is important to know the address of where you are going to live in Spain because our insurance offers a medical service at home option; i.e., emergency care at home.

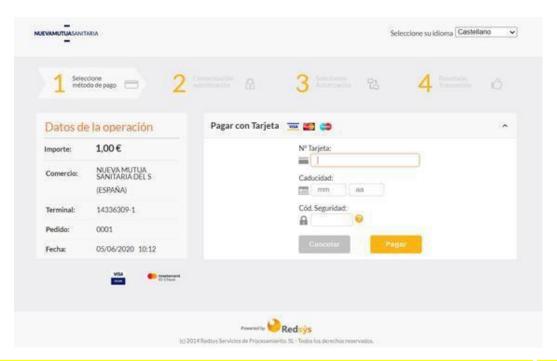
To inform you that the contracting process has started correctly, we will send you an email similar to the one shown below:

Dear xxxxx:

Below, we are providing information in relationship with the health insurance policy entered into with Nueva Mutua Sanitaria through xxxxxxx.

1. We hereby confirm that the application for your policy with Nueva Mutua Sanitaria has been processed.

To formalize your insurance coverage, you must proceed to make the annual payment. You will soon receive a link by email which will take you to our card payment gateway. PLEASE NOTE: THE VALIDITY OF THE LINK IS ONLY 5 DAYS. The link will take you to a screen like this one:



If the 5 days go by and you have not paid for the insurance policy through the link, the policy will be terminated and, if you wish, you can start a new insurance application.

- **2.** Below is your tentative insurance data:
 - Policy xxxxx
 - Insured Person Ref. No.: xxxxx
 - Registration Date: xx/xx/xxxx

IMPORTANT NOTE:

We need you to provide us as soon as possible with the following information, which is essential to correctly provide you with the health care you have contracted:

Address of residence in your country of origin, so that our company can handle your request in the event of needing medical transfer or medical repatriation.

- ADDRESS
- CITY
- PROVINCE OR STATE
- ZIP CODE
- COUNTRY

Likewise, it is necessary for you to inform us of the address where you will reside in Spain while you are studying. If you do not have this information yet, please let us know as soon as you know so that we can provide you with proper healthcare services in the event that we have to send a doctor to your home here in Spain.

- ADDRESS
- CITY
- PROVINCE OR STATE
- ZIP CODE

To do this, you just have to reply to this email and confirm this information.

The General Terms and Conditions for the Foreign Travel Care Policy are attached.

When the insurance payment is made, you will receive the specific conditions of your policy, which we ask that you please read and return signed.

You can find the approved list of providers at: https://www.nuevamutuasanitaria.es/cuadro-medico

To be able to register with the **NUEVA MUTUA SANITARIA PRIVATE AREA**, an exclusive space for insured individuals and policyholders, please send an email to: app@nuevamutuasanitaria.es. Once your registration is complete, you can access all the available services, which include:

- Digital health insurance card for the insured individuals on your policy.
- Access to the video consultation service.
- Information about the list of providers and making appointments.

- Certificates proving that your policy has been contracted and that you have travel care coverage.
- Possibility to register in the Mutua club of benefits and discounts, and more.

Sincerely,



Policy Department

Telephone: +34 91 290 80 75

Address: Calle Villanueva 14, 4ª planta, 28001, Madrid

Email: polizas@nuevamutuasanitaria.es

Lastly, once the payment of the policy has been made, we will send you the insurance documentation and the certificate that you will need to present at the Embassy or Consulate to be able to process your visa.

Remember that this process may take about 3 business days, so please do not wait until the last minute to start the process to contract insurance. The insurance contracting process can be undertaken up to 3 months before the date of your arrival in Spain and you will only be charged for the period of your stay.

Here is a copy of the certificate that we will send you:

