



BUPA
REWARDS
PROGRAM

WELCOME TO BUPA REWARDS

A program created to recognize the value of the relationship between Bupa Latin America and the Caribbean and our producers.

This guide will provide a detailed review of the program's benefits and the qualification criteria needed to participate. We invite you to be part of this selective group of Bupa partners.

PROGRAM SUMMARY

	SILVER	GOLD	PLATINUM	DIAMOND
	INDIVIDUAL AGENT		AGENCY	
New Business Production	\$50,000 - \$100,000	\$101,000+	\$100,000 - \$250,000	\$251,000
Special Award	Certificate	Plaque	Plaque	Plaque
Promotional Items	Yes	Yes	Yes	Yes
Recognition at annual convention	Yes	Yes	Yes	Yes
Activity	—	Yes	Yes	Yes
Miami Reloaded	—	Hotel and Event	Hotel and Event	Hotel, Flight and event
Annual Round Table	—	Yes (In-Market)	Yes (In-Market)	Yes (Miami)
Marketing Funds	—	1%	1%	2%
Online Catalog	—	Yes	Yes	Yes
AA Admirals Club Membership	—	—	50%	100%

* Retention	90%	88%	88%	86%
* Portfolio	\$200,000	\$500,000	\$500,000	\$1,000,000

note: Qualification criteria is subject to change at Bupa's discretion.

* Please see page 3 of the program conditions

PROGRAM CONDITIONS

How to enter the Bupa Rewards Program?

- To enter the program, the producer must meet the minimum new business production target as illustrated in page 2.
- Once the new business production is met, the producer must meet one or more of the additional selection criteria (Retention and Portfolio). Loss ratio is also taken into consideration when qualifying for the program.
- New Business Production is defined as new applications received at Bupa and activated between January 1st and December 31st.
- Qualification period is from January 1st through December 31st.
- Once the requirements have been met, members will be invited to the Bupa Rewards program at the beginning of each year.
- Only individual and community rated production will apply. Experienced Rated Groups do not qualify for this program.
- Business Partners do not qualify to participate in Bupa Rewards.

How to retain membership?

- Once in the program, the producer must meet any two (2) of the three (3) selection criteria in order to retain status (New Business Production, Retention and/or Portfolio)
- Producers with a loss ratio greater than 60% in a calendar year will be downgraded one level (for example Gold members will drop to Silver, and Silver members will be withdrawn from the program for that year).

By accepting the invitation to be part of the Bupa Rewards Program, the individual or entity agrees that:

- a. he/she has read, understood, and accepted the program rules, and
- b. he/she authorizes “BUPA” to process his/her data and personal information, and disclose such data to third parties, in accordance with BUPA’s privacy statement.
- c. he/she releases “BUPA” and their respective directors, officers, employees, and representatives (collectively “Releasees”) from any and all actions, claims, or demands that he/she’s assignees, heirs, distributees, guardians, next of kin, spouse and legal representatives now have, or may have in the future, for injury, death, or property damage, related to (i) my participation in any activities in connection with this program, (ii) the negligence or other acts, whether directly connected to these activities or not, and however caused, by any Releasee, or (iii) the condition of the premises where these activities occur, whether or not he/she is then participating in the activities. He/she also agrees that he/she’s assignees; heirs, distributees, guardians, next of kin, spouse and legal representatives will not make a claim against, sue, or attach the property of any Releasee in connection with any of the matters covered by this release.

No waiver or amendment of these General Rules shall be binding upon “BUPA” unless in writing and signed by a duly authorized representative.

In addition to these General Rules, the individual or entity may be subject to additional terms and conditions that may apply when he/she participates in any event or uses any particular service or property sponsored or owned by Bupa, such as international travel, sports tournaments, etc.

GENERAL RULES BUPA REWARDS PROGRAM

Bupa Insurance Company, Bupa Worldwide and all its affiliates companies, (“BUPA”) reserves the right in its sole discretion, without prior notice or obligation, to modify or terminate the Bupa Rewards Program, and to invite or not invite, include or exclude any individual or entity to participate or not participate in the program, even if he/she otherwise meets or does not meet the conditions required to participate.

PROGRAM BENEFIT DEFINITIONS

Special award

The producer will receive a Silver, Gold, Platinum, or Diamond member award and a welcome letter to the Bupa Rewards program.

Promotional Items Catalog

Producers will have access to the Bupa Rewards Catalog in order to redeem Marketing Funds and purchase promotional items. As a benefit to Diamond, Platinum and Gold members, the cost of the item order(s) may be fully deducted from the producer's available marketing funds. International freight will be added to the cost of the order and will be deducted from the marketing funds. Bupa will not be responsible for custom release. For more information, refer to the Marketing Funds benefit.

Promotional Items

Members will receive monthly promotional Bupa branded material.

Recognition at Annual Convention

Bupa will recognize the top producers in each category at its annual convention. An achievement award will be given based on new annual production.

Annual Activity or Tournament

Bupa will hold an annual activity in Miami or in a country within the region. Producers in certain membership tiers will receive an invitation to participate.

Miami Reloaded

Miami Reloaded is more than just a mere visit to Bupa headquarters. Members will have the opportunity to visit the Miami office to participate in a sales meeting. The producer will also be invited to attend a special event such as a sporting event, concert, or a play. Expenses will be covered only for the producer and is limited to one per year. Please refer to Program Benefits.

Annual Round Table

The Annual Round Table is a great opportunity to voice your interests and share experiences directly with executives from Bupa Latin America and the Caribbean. Members will be invited to participate in an annual Round Table meeting. Please refer to Program Benefits.

American Airlines Admirals Club Membership

Bupa will award the producer an annual membership to the American Airlines Admirals Club or its equivalent value in a different airline. The cost of the Admirals Club membership or its equivalent will be limited to US\$500 per year. Bupa will reimburse the Admirals Club membership or equivalent in full for Diamond agencies and 50 percent for Platinum agencies.

MARKETING FUNDS (MF)

Marketing Funds (MF) represent a percentage of the member's new business written premium. Members can receive from one to two percent Marketing Funds of their current new business written premium. The primary goal of the program is to complement the member's promotional efforts in order to directly and measurably drive new sales.

Bupa's Marketing Funds program is a 50/50, shared cost partnership between the general producer and Bupa. For example, if a Producer hosts a seminar valued at US\$2,000, Bupa will cover US\$1,000 from the producer's earned Marketing Funds. The remaining US\$1,000 is the producer's responsibility. For more information, please refer to Marketing Funds benefit section.

How the Program Works

- **Accruals** — Bupa accrues up to a maximum 1 percent Marketing Funds of new business written premium for Platinum and Gold Agencies and 2 percent for Diamond Agencies. These funds accumulate on a calendar year basis, but are available up to March 31st of the following year. After March 31st, all positive balances from the previous year will be cancelled. Individual Agent Production will not be counted towards the agency's Marketing Funds accruals. New businesses are only applied once, either to an individual agent's Marketing Funds or towards the Agency's Marketing Funds.
- **Balance Inquiries** — Reports including marketing funds update will be sent to producers on a monthly basis
- **Pre-Approval** — Pre-approval is required for participation in any Marketing Funds program. We reserve the right to deny reimbursement on expenses that are not pre-approved. In order to obtain pre-approval, producer must send the following information to Bupa Rewards: date, description of event, purpose and estimated cost.
- **Reimbursement** — To obtain reimbursement for pre-approved Marketing Funds expenses, forward supporting documentation (Vendor's invoice, proof of payment, and proof of event held along with the Marketing Funds Request Form fully completed) to the Bupa Rewards team via E-mail at: buparewards@bupalatinamerica.com. Bupa will determine final reimbursement and the amount of credit based on the documentation provided. Bupa will issue a reimbursement for 50% of the total cost of qualified, pre-approved promotions. Reimbursements are made only to the producer's commission account.
- **Year End Claims** – Platinum, Diamond and Gold members are given until March 31st to use previous years' Marketing Funds. As of April 1st, the previous year's marketing Funds balance will be cancelled. Any Marketing Funds request for previous year will not be accepted after March 31st.
- **Other** - Bupa is not responsible for late, lost, damaged, incomplete, misaddressed, or misdirected Marketing Funds requests. The individual submitting the request will be notified regarding approval within ten (10) business days. If you are not contacted within ten (10) business days, send your request to: buparewards@bupalatinamerica.com to verify receipt of your request.

THE MARKETING FUNDS CAN BE USED FOR THE FOLLOWING INITIATIVES

Events — Promotional events, sponsorships, tradeshow, golf tournaments and other similar activities.

Promotional Items — A selection of promotional items will be available through a special catalog. As a benefit to Diamond, Platinum and Gold members, the cost of the item order(s) may be fully deducted from the producer's available marketing funds. Once approved, please complete and submit the Marketing Funds Request Form. All expenses, including international freight, will be debited from the producer's marketing funds account.

Advertising — Bupa Marketing Funds are available for advertising in magazines, newspapers, trade association directories and newsletters. Bupa does not recognize marketing funds participation associated with advertisements that feature or mention companies in direct competition with our products and/or services. All advertising must be pre-approved to ensure adherence to Bupa's brand guidelines.

Agency Development — Trainings, seminars, contests and travel related to Bupa (only flight and hotel will be reimbursed). Please include agency name and copy of agenda if applies.

CONTACT OUR BUPA REWARDS TEAM AT

- Office: +1 (305) 398-7400
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 - E-mail: buparewards@bupalatinamerica.com
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The world of Bupa