



THE HCI GROUP

Global Payment Card

October 2025



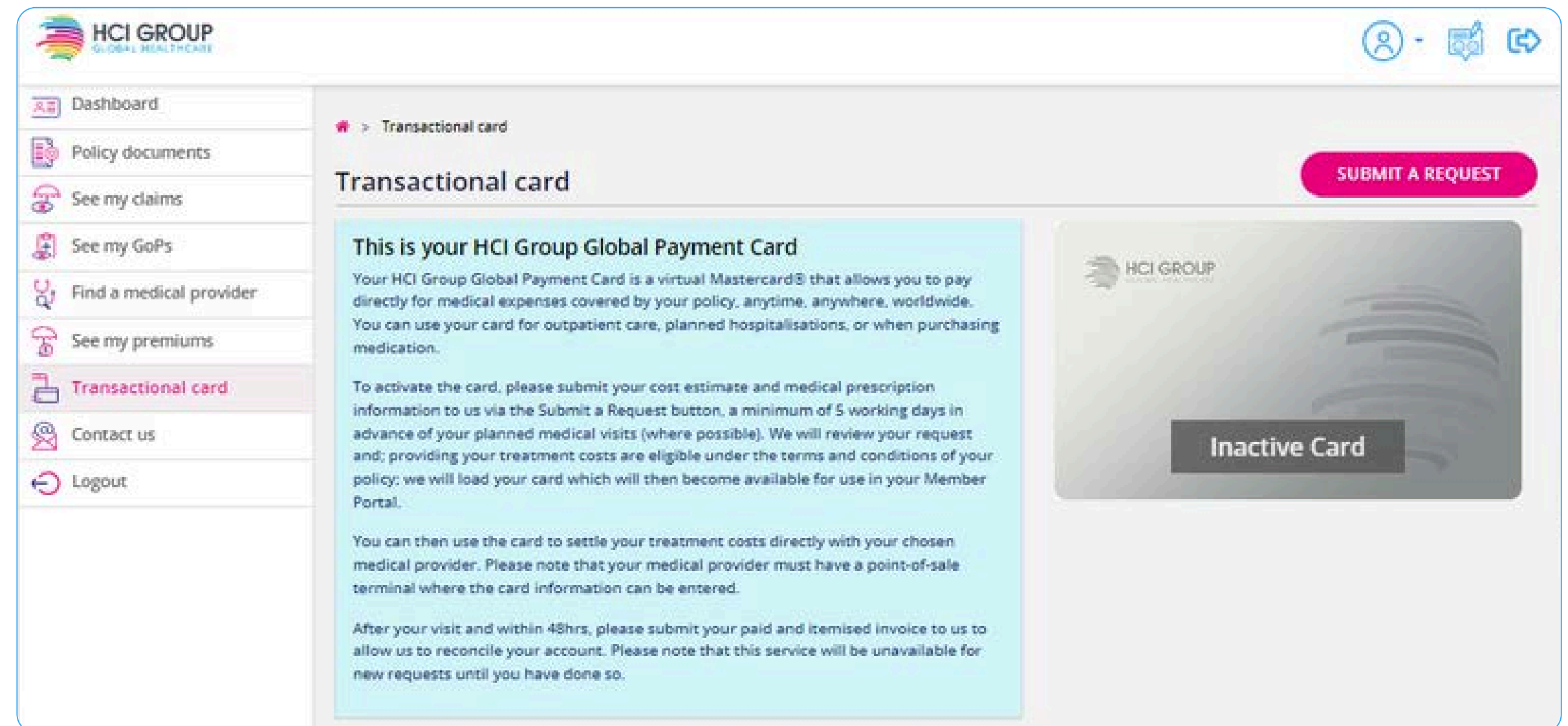
Your New Virtual Card

We have launched our Global Payment Card, a fully digital solution that follows you anywhere you go with your phone.

You can submit your requests through your member portal or app and, after we have loaded the card, you will be able to use it to pay the provider of your choice.

To access your card, go to the Transactional Card tab on your mobile app or web portal.

The card will appear Inactive until your request has been approved and we have loaded the funds on it.





What can the card be used for?

Our Global Payment Card is intended to replace the requirement to self fund for the following types of planned services:

- specialist consultations
- blood tests
- scans such as MRI and CT scans
- surgical diagnostics such as colonoscopies

This service does not replace the Guarantee of Payment process for high value, inpatient or daypatient care.

This service is not able to support low cost care such as prescriptions, GP appointments or physiotherapy.

As a guide, we welcome Global Payment requests for costs in the region of \$250 – \$2,500.

Can I use this card in an emergency?

No. The card is loaded with funds on receipt of a pre-authorisation request from you. It is therefore not suitable for use in an emergency and our 24/7 emergency contact number should be used.

How far in advance of my appointment do I need to submit my request?

A minimum of 2 working days prior to your appointment, this service is supported during office hours by team members working in the UK (9am – 5:30pm Monday to Friday)



How it works



Submit your request online

Make sure to include supporting documentation such as a medical report and cost estimate



Review of your request by
our team

We might contact you for more information



Your card is loaded and
ready to use

You will receive a notification letting you know its ready



Use your card at your
medical provider

Your provider needs to have a point-of-sale terminal where you will
type the card information



Submit invoices

Make sure to keep receipts and invoices for your visit so we can close
your request

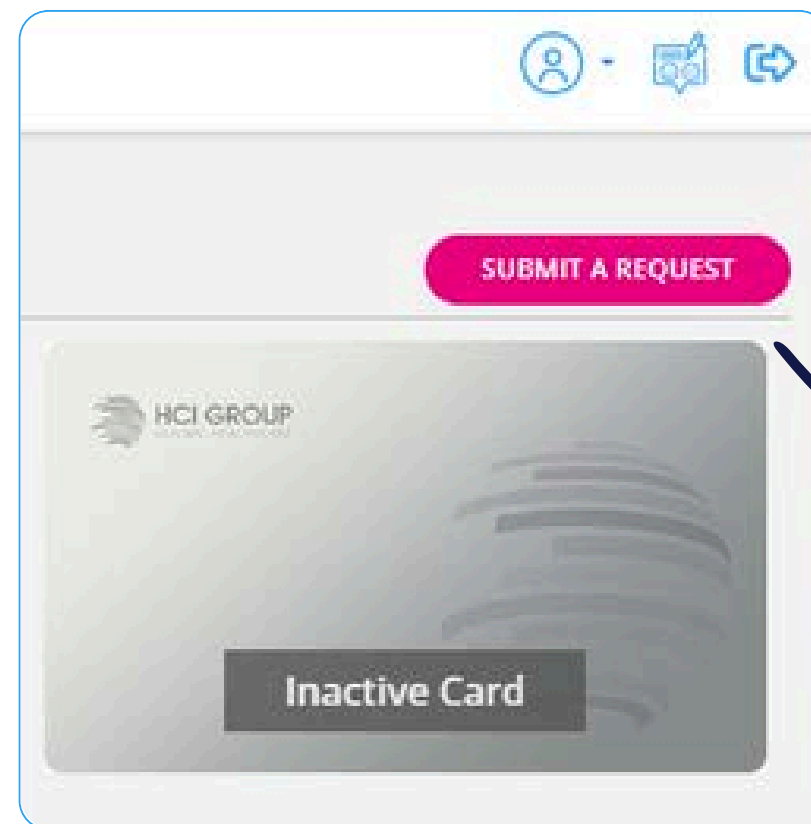


Submitting Your Request



Submit your request online

From within the **Transactional Card** screen, use the **Submit a Request** button to access the submission form. Fill in the details of your appointment and attach the mandatory supporting documentation such as a medical report and cost estimate. The medical provider list is not exhaustive, use 'other' and add their name to the comments if your provider is not found.



HCI GROUP
GLOBAL HEALTHCARE

Dashboard
Policy documents
See my claims
See my GoPs
Find a medical provider
See my premium
Transactional card
Contact us
Logout

> Transactional card
New Request

Date of Service *
Patient *
Amount (Original Expense) *
Comments

Medical Provider *
City *
Currency *
Country *

Upload Photo(s) of Quote * (Allowed only .png, .jpg, .jpeg, .pdf & max 30 files.)
BROWSE

Upload Photo(s) of Medical Report or Prescription (Allowed only .png, .jpg, .jpeg, .pdf & max 30 files.)
BROWSE

CANCEL SUBMIT A REQUEST →



Submitting Your Request



Submit your request online

On successful submission, your request will be allocated a claim request number.

You can see the status of your request in the **Transaction Card** section of your member portal or app



Request Number : CLM201194340

Your request has been transmitted and will be handled as quickly as possible.

- HOME
- SEE THE STATUS OF YOUR REQUEST
- LOG OUT



Existing Open Requests			Previous Closed Requests			
Request ID	Date of Request	Patient Name	Status of Request	Amount Requested	Amount Loaded	View
CLM201194340	22 Mar 2024		New Request	200.00 USD	0.00 EUR	View Invoices
Showing 1 to 1 of 1 entries						<div></div>

Review of your request



Review of your request by
our team

Our team will thoroughly review your request.

Please note that all the terms and conditions of your policy still apply.

We might not be able to load your card for the requested amount in case a contractual deductible or limit applies to your medical expenses.

Furthermore, we might contact you for additional documents, which you can submit online as well.



Review of your request



Your card is loaded and ready to use

Once your request is approved, we will load the agreed amount on your card.

You will receive a notification and your funds will be available within a few minutes.

The screenshot shows the HCI Group Member Portal interface. On the left is a sidebar menu with options: Dashboard, Policy documents, See my claims, See my GoPs, Find a medical provider, See my premiums, Transactional card (highlighted), Contact us, and Logout. The main content area is titled 'Transactional card' and contains the following information:

This is your HCI Group Global Payment Card

Your HCI Group Global Payment Card is a virtual Mastercard® that allows you to pay directly for medical expenses covered by your policy, anytime, anywhere, worldwide. You can use your card for outpatient care, planned hospitalisations, or when purchasing medication.

To activate the card, please submit your cost estimate and medical prescription information to us via the Submit a Request button, a minimum of 5 working days in advance of your planned medical visits (where possible). We will review your request and, providing your treatment costs are eligible under the terms and conditions of your policy, we will load your card which will then become available for use in your Member Portal.

You can then use the card to settle your treatment costs directly with your chosen medical provider. Please note that your medical provider must have a point-of-sale terminal where the card information can be entered.

After your visit and within 48hrs, please submit your paid and itemised invoice to us to allow us to reconcile your account. Please note that this service will be unavailable for new requests until you have done so.

Note: After using your card, its balance and status will be updated after some time. You will receive a notification when your request is ready for the next step.

On the right, a visual representation of the card is shown with the HCI GROUP logo, a balance of 2.00 EUR, a masked card number starting with 5227, an expiry date of 02/25, the name NEWTON PROCENTRIS, and a CVV of 241.

Dear Member,

Your HCI Group Global Payment Card is now loaded. Your balance will be available within 2-3 minutes.

Please log onto your Member Portal at <https://members.hcigroupglobal.com/> and go to the Transactional Card Section to view all the details.

Your balance is available for 7 days.

Best regards,

HCI Group Claims Team

Email: claims@healthcareinternational.com

Tel: +44 (0)20 7590 8800

Website: <http://hcigroupglobal.com>



HealthCare International Europe GmbH, Kamener Str. 110, 59425 Unna, Germany. Telephone: +49 2303 9409904. Managing Director: Ian Wood; Email: ian.wood@healthcareinternational.com. A Registered Insurance Intermediary authorised acc. to § 34 d para. 1 GWO [German Trade Regulation] with reg. no.: D-IVZX-JTLRH-97. Registry court of Hamm, HRB 10577. Tax number 316/5736/0646. Integra Global and MarineSure are trading names of HealthCare International Europe GmbH.

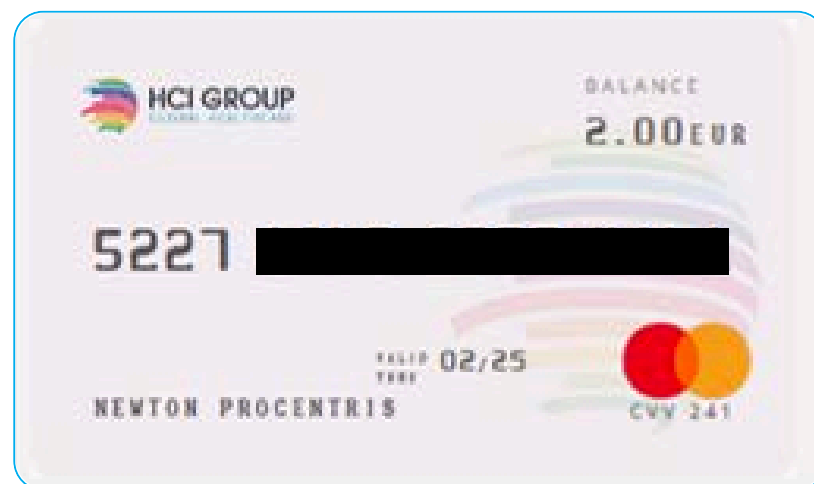
Using your card



Use your card at your
medical provider

Your provider needs to have a point-of-sale terminal (physical or online) where the card information can be entered. This allows you to pay for your medical care.

Funds must be used within 7 days after which point any unused funds will be recalled.



 **Credit Card**

To pay by credit card, please fill out the fields below.

Name on card:

Card Number:

Expiration Date:

Security Code: [\(help\)](#)

[Continue...](#)

Submitting Your Invoices



Submit invoices

After you have used your card, you will be required to provide the detailed and paid invoice from your visit. Please be aware that you will not be able to submit a new request until you have sent us this required information.

Dear Member,

Your HCI Group Global Payment Card was used.

In order to finalize your case, please submit the paid and itemized invoice of your medical visit as soon as possible in the Transactional Card Section on your Member Portal at <https://members.hcigroupglobal.com/>.

Please note that you will not be able to submit any further HCI Group Global Payment Card requests until the current one is closed.

Best regards,

HCI Group Claims Team

Email: claims@healthcareinternational.com

Tel: +44 (0)20 7590 8800

Website: <http://hcigroupglobal.com>





Thank you!

We hope you enjoy your new Global
Payment Card