Ex Gratia *Payments – Procedure*

What are *ex gratia* payments?

The ***CHIS Rules*** (hereafter Rules) define an *ex gratia* payment as "*a benefit exceeding a reimbursement ceiling or a benefit not listed in these Rules*" (see Art. VI 6.02 of the Rules). Such benefits are granted only in "*exceptional circumstances*".

> By their very nature, "*exceptional circumstances*" cannot be defined nor listed. Circumstances, which may be recognized as exceptional, include for instance: natural disasters, physical or mental incapacity, and distress.

When should requests for *ex gratia* payments be submitted?

Requests for *ex gratia* payments should normally be submitted only after the Third-Party Administrator of the CHIS, UNIQA has processed a claim according to the Rules but, in the Member's opinion, exceptional circumstances do exist and should be taken into account to award a reimbursement different from the one thus arrived at. However, in some cases, for instance if the corresponding benefit is clearly not foreseen by the Rules, a request for *ex gratia* payments may be submitted directly.

What should requests for *ex gratia* payments consist of?

Requests for *ex gratia* payments shall consist of:

1) a formal written request (letter or e-mail) clearly indicating:
    a. UNIQA's decision, if available;
    b. the exceptional circumstances which are justifying the request;
    c. c) which are the benefits requested;
2) any non-medical documentation which can help to prove these circumstances and/or supports the request;
3) any medical information supporting the request; and
4) precise information as to where, how, and to whom any future formal communication shall be sent (including postal or e-mail address) and, whenever possible, a contact telephone number.

Please clearly separate medical from non-medical information. Guidance relevant to your specific situation (e.g. on what supporting documents could be necessary or useful) may be obtained by contacting UNIQA prior to submitting the *ex gratia* request, but please note that only the formal written request will be dealt with.

Who should requests for *ex gratia* payments be sent to?

Requests for *ex gratia* payments, accompanied by all supporting documents, must be sent either by post to "UNIQA, Attention: Chief Executive Officer, Avenue de la Praille 26, P.O. Box 1431, 1227 Carouge, Switzerland," or by email to medical@uniqa.ch.

If the request contains medical information, it must be submitted separately and confidentially. If sent by post, medical documents must be placed in a separate envelope marked "Confidential – For the attention of the medical advisor" and enclosed with the request. If sent electronically, medical documents must be sent separately to medical@uniqa.ch, with the subject line "Confidential – For the attention of the medical advisor."

UNIQA's medical advisor will evaluate requests for ex gratia payments, and once received, their opinion will be forwarded to the CHIS Manager at CERN.

In which language(s) can the documents be submitted?

In English or French. Other languages may be admissible, but certified translations into English or French may be required and then must be arranged by the Member and provided at their expense.

Who takes the decision?

The decision is taken at CERN by the CHIS Manager, in agreement with the Strategic Advisor (see Art. XIII 1.01 of the Rules). It is notified by UNIQA in the manner specified in the request.