

## Industrial Alliance Emergency Assistance Service Agreement

Industrial Alliance Insurance and Financial Services Inc. ("Industrial Alliance") in cooperation with International SOS Assistance Inc. agrees to provide Medical and Travel Assistance Services to Insured Persons under:

**Policy Number** 100006766 issued to:  
Urban School Insurance Consortium

The following Emergency services will be provided in accordance with the provisions of the above policy:

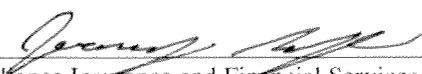
### Medical and Travel Assistance Services

- 24 hour access to International SOS Global Alarm Centers for medical information, referrals and Emergency assistance
- Emergency medical evacuation
- Case management
- Emergency message transmission
- Advance of Emergency personal cash
- Assistance with documentation for insurance claims
- Medical monitoring
- Dispatch of prescription medication and medical equipment
- Compassionate visit and family travel assistance
- Medical and dental referrals
- 24 hour access to International SOS Physicians who provide Emergency and routine medical advice
- Medically-supervised repatriation
- Legal referrals
- Lost document advice and assistance
- Medical expense guarantee and payment
- Repatriation of mortal remains
- Arrange ground transportation and accommodation for accompanying family members
- Embassy and consular information
- Return of minors
- Emergency translation services

*If an Injury is sustained or a Sickness contracted by an Insured Person follow these steps:*

1. If possible, before obtaining any medical services or advice, the Insured Person should call the numbers shown on their Industrial Alliance Emergency Assistance card and be prepared to provide the following information:
  - name of person calling
  - telephone number and relationship to Insured Person
  - Insured Person's full name, location and that he/she is covered under an Industrial Alliance Insurance and Financial Services Inc. policy, providing the Group Policyholder name and policy number
  - name, location and telephone number of Hospital or treating Physician
  - nature of the illness, Injury or medical problem should be explained as well as the type of help needed
2. International SOS Assistance Inc. operator will help the ill or injured Insured Person to get the care needed. However, neither Industrial Alliance Insurance and Financial Services Inc. nor International SOS Assistance Inc. will be responsible in any way for the availability, unavailability, quantity, quality or results of any medical services or treatment received or for the failure to obtain such services or treatment.
3. International SOS Assistance Inc. or Industrial Alliance Insurance and Financial Services Inc. must be notified within 48 hours, or when reasonably possible, following an Emergency. Claims may be reduced if contact is not made within 48 hours of admission to Hospital.
4. Industrial Alliance Insurance and Financial Services Inc. will provide each Insured Person with an Industrial Alliance Emergency Assistance card, which shows the telephone numbers of International SOS Assistance Inc, around the world, with numbers that can be reached 24 hours a day, 7 days a week.

This service is available provided the above policy remains in force with Industrial Alliance Insurance and Financial Services Inc. and is not contractual.

  
Industrial Alliance Insurance and Financial Services Inc. Representative

May 16, 2013  
Date