

**ATTACHMENT 1 - VISION INSURANCE CERTIFICATE OF COVERAGE  
ITN 1914 GROUP VISION INSURANCE**



**NATIONAL GUARDIAN LIFE INSURANCE COMPANY**

(called "We", "Our", and "Us")

**2 East Gilman Street, Madison, Wisconsin 53701**

**GROUP VISION CARE INSURANCE CERTIFICATE**

Underwritten by: National Guardian Life Insurance Company  
Two East Gilman Street  
P.O. Box 1191  
Madison, WI 53701-1191

Administrator: National Vision Administrators, LLC  
1200 Rt 46 West, 2<sup>nd</sup> Floor, Clifton, NJ 07013

This Certificate explains the vision insurance coverage under the Group Policy (the Policy) issued to the Policyholder.

The Policyholder and the Group Policy Number are shown in the Certificate Schedule page.

This, together with the Schedule of Benefits, forms Your Certificate of Insurance while covered under the Policy. It replaces any previous Certificates of Insurance issued under the Policy to You.

This Certificate provides a general description of Your vision care benefits. All benefits are governed by the terms and conditions of the Policy. The Policy alone constitutes the entire contract between the Policyholder and Us. You may examine the Policy during regular business hours by contacting the Policyholder.

**Kimberly A. Shaul, Secretary**

**Mark L. Solverud, President**

**NON-PARTICIPATING**

**THIS IS A LEGAL CONTRACT – PLEASE READ YOUR CERTIFICATE  
CAREFULLY**

**NEED ASSISTANCE?** If you have a question or wish to obtain information about Your coverage, or You require assistance in resolving a complaint, please contact us at 1-800-626-7931.

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**PART I. CERTIFICATE SCHEDULE**

**Policyholder:** Southwest Florida Water Management District

**Group Policy Number:** NVAI8762

**Effective Date:** January 1, 2016

**Initial Term:** 24 Months

**Eligible Classes:** Class 1: All Full Time Employees Working At Least 30 Hours Per Week After Completing the Required Length Of Service

**Waiting Period:** 1<sup>st</sup> of the month following Date of Hire

**Mode of Premium Payment:** MONTHLY

**Method of Premium Payment:** Remitted by Policyholder

**Premium Due Date:** 1<sup>st</sup> of every month

## PART II. SCHEDULE OF BENEFITS

<b>FREQUENCY OF SERVICES</b>	
<b>Your Certificate is on a Calendar Year Plan Basis</b>	
<b>Vision Exam:</b>	<b>Once every 12 Months</b>
<b>Eyeglass Lenses:</b>	<b>Once every 12 Months</b>
<b>Frames:</b>	<b>Once every 24 Months</b>
<b>Contact Lenses:</b>	<b>Once every 12 Months</b>
<b>Contact Lens Fit:</b>	<b>Once every 12 Months</b>
<b>Lens Add-ons:</b>	<b>Once every 12 Months</b>

<b>CO-PAY (PER INSURED)</b>		
	In-Network Providers:	Out-of-Network Provider:
Vision Exam:	\$10.00	\$0
Contact Lens Fit:	\$0.00	\$0
Eyeglass Lenses:	\$20.00	\$0
Frames:	\$0.00	\$0
Contact Lenses:	\$0.00	\$0
Lens Add-ons:	\$0.00	\$0

<b>BENEFITS AND ALLOWANCES <sup>1</sup></b>		
	In-Network Providers:	Out-of-Network Provider:
Vision Exam:		
By Ophthalmologist	Covered in Full	\$40 Allowance
By Optometrist	Covered in Full	\$40 Allowance
Contact Lens Fit:	Covered in Full Covered in Full Covered in Full	Daily Wear: \$20 Allowance Extended Wear: \$30 Allowance Specialty: \$50 Allowance
Materials- Eyeglass Lenses <sup>3</sup> :		
Single Vision	Covered in Full	\$40 Allowance
Bifocals	Covered in Full	\$60 Allowance
Trifocals	Covered in Full	\$80 Allowance
Lenticular	Covered in Full	\$100 Allowance
Materials – Frames:	\$130 Allowance	\$50 Allowance
Materials – Contact Lenses <sup>2</sup> :		
Non-Elective	Covered in Full	\$225 Allowance
Elective	\$130 Allowance	\$105 Allowance
Lens Add-Ons: <sup>4</sup>		

<sup>1</sup> Where an “Allowance” is shown, You are responsible for paying any charges in excess of the Allowance.

<sup>2</sup> The Contact Lenses benefit is paid in lieu of Eyeglass Lenses.

<sup>3</sup> Eyeglass Lenses are paid in lieu of the Contact Lenses benefit.

<sup>4</sup> See Supplement to Schedule of Benefits

## PART III. SUPPLEMENT TO SCHEDULE OF BENEFITS

(In-Network Benefits Only)

The Add-On items listed below as a Covered Service or Material are paid for in addition to or in lieu of the allowance for Standard Lenses, as indicated. Add-Ons and upgrades that are not a Covered Service or Material, or that exceed the stated allowance, are Your responsibility to pay to the Provider.

Polycarbonate upgrade	Covered in Full
Factory Scratch Coat	Covered in Full
Plastic tints – solid or gradient	Covered in Full

## PART IV. DEFINITIONS

**Administrator** - The entity which provides complete service and facilities for the writing and servicing of the Policy as agreed to in a contract with Us.

**Calendar Year Plan** - Benefits begin anew on January 1 of each Calendar Year.

**Claim** - A request for payment of benefits under this Certificate.

**Co-Pay** – An Insured’s share of the costs for Covered Services or Materials that are provided by an In-Network Provider. The Co-Pay is paid directly to the Provider at the time services are rendered. Co-Pay amounts are listed in the Schedule of Benefits.

**Contact Lenses, Elective** – Elective contact lenses refer to contact lenses an Insured chooses to wear instead of eyeglasses for reasons of comfort or appearance.

**Contact Lenses, Non-Elective** – Non-elective Contact Lenses refer to contact lenses that are prescribed solely for the purpose of correcting one of the following medical conditions. These conditions prevent the Insured from achieving a specified level of visual acuity (performance) through the wearing of conventional eyeglasses.

1. Aphakia (after cataract surgery). A pair of prescription single vision or multifocal eyeglass lenses and an eyeframe can be provided in addition to Non-Elective Contact Lenses for this condition.
2. When visual acuity cannot be corrected to 20/70 in the better eye except through the use of Contact Lenses (must be 20/60 or better).
3. Anisometropia of 4.0 diopters or more, provided visual acuity improves to 20/60 or better in the weak eye.
4. Keratoconus.

Reimbursement of Non-Elective Contact Lenses will be considered as payment in-full if utilizing the services of an In-Network Provider.

**Covered Dependent** – Means an Eligible Dependent who is insured under this Certificate.

**Covered Services or Materials** – Means the Vision Exam services and Materials that qualify for benefits under the Group Policy. Covered Services or Materials are shown in the Schedule of Benefits and in the Supplement to Schedule of Benefits.

**Eligible Class** – Means the group of people who are eligible for coverage under the Group Policy. The Members of the Eligible Classes are shown in the Certificate Schedule. Each Member of the Eligible Class will qualify for insurance on the date He completes the required Waiting Period, if any.

**Eligible Dependent** - Means a person listed below:

1. Your spouse;
2. Your dependent child under age 25, who is your natural or adopted child, step-child, foster child, or child for whom you are a legal guardian or a child in Your court-ordered temporary or other custody and who is:
  - a. dependent on You for support,
  - b. living in Your household, or
  - c. is a full-time or part-time studentCoverage for such dependent child will last until at least the end of the calendar year in which the child reaches the age of 25
3. Your child who has reached age 25 and who is:
  - a. primarily dependent upon You for support; and
  - b. incapable of self-sustaining employment by reason of mental retardation, mental illness or disorder or physical handicap.

Proof of the child's incapacity or dependency must be furnished to Us for an already enrolled child who reaches the age limitation, or when You enroll a new disabled child under the plan.

**Eyeglass Lenses** – A standard glass or plastic (CR39) lens, which is optically clear, that will fit an eye glass frame with a lens size less than 61mm in length. Standard multifocal lenses include segments through flat top 35 for plastic bifocal and lenticular lenses, through flat top 28 for glass trifocals, and through flat top 35 for plastic trifocals.

**He, Him and His** – Refers to the male or female gender.

**Immediate Family Member** – An Insured's parent, step-parent, spouse, child, step-child, brother or sister.

**Initial Term** - The period following the group's initial effective date and shown in the Certificate Schedule. Rates are guaranteed not to change during this period.

**In-Network Provider** - An Ophthalmologist, Optometrist or Optician who has entered into an agreement with the Administrator to provide Covered Services or Materials at an agreed to cost. When an In-Network Provider is used, the Insured will generally incur less out-of-pocket cost for the services rendered.

**In-Network Provider Directory** - A list of In-Network Providers and the services they are contracted for in Your area. The list will be updated periodically.

**Insured** – Means You (the Insured Member) and each Covered Dependent.

**Insured Member**– Means a person:

1. who is a Member of an Eligible Class; and
2. who has qualified for insurance by completing the Waiting Period, if any; and
3. for whom insurance under the Policy has become effective.

**Late Entrant** - Any Member or Eligible Dependent enrolling more than 31 days after first becoming eligible for coverage. Benefits may be limited for Late Entrants. See the section titled "Limitations."

**Materials** – Means corrective Eyeglass Lenses, Frames and Contact Lenses.

**Member** – Means a person who belongs to an Eligible Class of the Policyholder.

**Ophthalmologist**- A person who is licensed by the state in which he or she practices as a Doctor of Medicine or Osteopathy and is qualified to practice within the medical specialty of ophthalmology. The Ophthalmologist cannot be 1) the Insured; 2) an Immediate Family Member; or 3) retained by the Policyholder.

**Optician** – A person or business that grinds and/or dispenses Eyeglass Lenses and Contact Lenses prescribed by either an Optometrist or Ophthalmologist. The Optician cannot be: 1) the Insured; 2) an Immediate Family Member; or 3) retained by the Policyholder. The Optician must be licensed by the state in which services are rendered, if such state requires licensing.

**Optometrist** – A person licensed to practice optometry as defined by the laws of the state in which services are rendered. The Optometrist cannot be 1) the Insured; 2) an Immediate Family Member; or 3) retained by the Policyholder.

**Out-of-Network Provider** – An Ophthalmologist, Optometrist or Optician who is not an In-Network Provider. These providers have not entered into an agreement with Us to limit their charges. They are not listed in the In-Network Provider Directory.

**Plano Lens** - A lens that has no refractive power.

**Policyholder** - The entity stated on the front page of the Policy.

**Policy Year Plan** - Benefits begin immediately on the Policyholder's effective date and renew 12 or 24 months following the initial effective date.

**Re-enrollee** - Any Insured who terminated his coverage, and then subsequently re-enrolled for coverage at a later date. Benefits may be limited for Re-enrollees.

**Rolling Benefit Plan** – Benefits begin anew 12 or 24 months from the date of service.

**Vision Exam** – An examination of principal vision functions. A Vision Exam includes, but is not limited to, case history, examination for pathology or anomalies, job visual analysis, refraction, visual field testing and tonometry, if indicated. The exam must be consistent with the community standards, rules and regulations of the jurisdiction in which the provider's practice is located.

**You or Your** – The Insured Member.

**Waiting Period** - The period of time a Member must wait before He is eligible for coverage. The Waiting Period, if any, is specified in the Policyholder's Group Application and shown in the Certificate Schedule.

## **PART V. ELIGIBILITY AND ENROLLMENT**

### **A. ELIGIBILITY**

To be eligible for coverage under the Policy, an individual must:

1. be a Member of an Eligible Class of the Policyholder, as defined in the Certificate Schedule; and
2. satisfy the Waiting Period, if any.

The Member's Eligible Dependents are also eligible for coverage, provided that Dependent coverage is provided under the Policy.

Dual Eligibility Status: If both a Member and his spouse are in an Eligible Class of the Policyholder, each may enroll individually or as a dependent of the other, but not as both. Any Eligible Dependent child may also only be enrolled by one parent. If the spouse carrying dependent coverage ceases to be eligible, dependent coverage automatically becomes effective under the other spouse's coverage.

## B. ENROLLMENT

The term “Enrollment” means written or electronic application for coverage on an enrollment form furnished or approved by Us. Coverage will not become effective until the Members have enrolled themselves and their Eligible Dependents, and paid the required premium, if any.

**Initial Enrollment:** Members should enroll themselves and their Eligible Dependents within 31 days of the Waiting Period. Individuals who enroll after this time are considered Late Entrants.

**Open Enrollment:** Members may enroll themselves and their Eligible Dependents during an open enrollment period. Open enrollment is a period of time specified by the Policyholder. It usually occurs once each Calendar Year but may, at the Policyholder’s discretion, occur more frequently. Other changes may also be restricted to Open Enrollment periods.

**Late Entrants:** Members who do not enroll themselves or their Eligible Dependents within the Initial Enrollment period, may not enroll until the next Open Enrollment period unless there is a change in family status, as described below.

**Change in Family Status:** Members may enroll or change their coverage if a change in family status occurs, provided written application to enroll is made within 31 days of the event. A change in family status means any of the following events:

1. Marriage;
2. Divorce or legal separation;
3. Birth or adoption of a child;
4. Death of a spouse or child;
5. Other changes as permitted by the Policyholder.

## PART VI. INDIVIDUAL EFFECTIVE DATES

Your coverage will be effective on the later of the following dates, provided that any required premium is paid to Us:

1. the Policyholder’s Effective Date, shown on the Certificate Schedule; or
2. the date You meet all the Eligibility and Enrollment requirements.

For Eligible Dependents acquired after Your effective date of coverage, by reason of marriage, birth or adoption, coverage is effective the date specified by the Policyholder. This is subject to our receipt of the required Enrollment and payment of the premium, if any.

**Newborn and Adopted Children:** Newborn children are automatically covered under the terms of the policy from the moment of birth. In the case of a newborn adopted child, coverage begins at the moment of birth if You have entered into a written agreement to adopt the child prior to the birth of the child, whether or not the agreement is enforceable. Adopted children, foster children and children in Your court-ordered temporary or other custody are covered from the date of Placement. Coverage for such children will be in effect until the 61st day following the date of birth or Placement, as the case may be. If You desire uninterrupted coverage for such children, You must notify Us within 60 days of the child’s birth or the date of Placement. If timely notice is given within this 60-day period, We may not charge an additional premium for such coverage for the duration of the 60-day notice period. If timely notice is not given, We may charge an additional premium from the date of birth or the date of Placement. In either case, We may not deny coverage for a child due to Your failure to send us timely notice.

For purposes of this provision, “Placement” means: (1) your assumption of the physical custody of an adopted or foster child and the financial responsibility for the support and care of such child; (2) your



assumption of a child placed in your custody pursuant to an interlocutory decree vesting temporary care of the child to you; or (3) your assumption of a child placed in your custody during the pendency of an adoption proceeding, whether or not a final decree of adoption is ultimately issued.

## **PART VII. INDIVIDUAL TERMINATION DATES**

Coverage for You and all Covered Dependents stops on the earliest of the following dates:

1. the date the Policy terminates;
2. the date the Policyholder's coverage terminates under the Policy;
3. the last day of the month in which You are no longer an eligible Member;
4. the date You die;
5. on any premium due date, if full payment for Your insurance is not made within 31 days following the premium due date.

In addition, coverage for each Covered Dependent stops on the earliest of:

1. the date He is no longer an Eligible Dependent;
2. the date We receive your request to terminate Covered Dependent coverage. This is subject to any limitation imposed by the Policyholder as to when a change is permitted; e.g. under an Open Enrollment period.

**Extension of Benefits:** Termination of an Insured's coverage will be without prejudice to any covered loss incurred for which such Insured is collecting disability benefits that began prior to, and continued without interruption beyond, the date of termination. Such extension of benefits will continue for at least 90 days or until the maximum benefits payable for the loss is paid, whichever comes first.

## **PART VIII. INDIVIDUAL PREMIUMS**

Members may be required to contribute, either in whole or in part, to the cost of their insurance. This is subject to the terms established by the Policyholder. Your premium contributions, if required, are remitted to Us in one of two ways:

1. You contribute to the cost of the insurance through the Policyholder, who then submits payment to Us; or
2. You pay Your premiums directly to Us.

The Certificate Schedule shows the method of premium payment.

The first premium is due on the Effective Date. Premiums after the first are due on the Premium Due Date or within the grace period.

**Grace Period:** A grace period of 31 days is granted for the payment of each premium due after the first. The coverage stays in force if the premium is paid during this grace period, unless We are given written notice that the insurance is to be ended before the Grace Period. We may require payment of any pro-rata premium for the time the insurance was in effect during the Grace Period.

**Right to Change Premiums:** We have the right to change the premium rates on any premium due date on or after the Initial Term. After the Initial Term, We will not increase the premium rates more than once in a 12 month period. We will give the Policyholder written notice at least 45 days in advance of any change. All changes in rates are subject to terms outlined in the Policy.

## **PART IX. DESCRIPTION OF COVERAGE**

We pay a benefit if an Insured receives Covered Services or Materials at the allowable Frequency while his coverage under this Certificate is in force. An Insured may choose to receive vision care services from either an In-Network Provider or an Out-of-Network Provider. If an In-Network Provider is chosen,

the Insured will generally incur less out-of-pocket cost (unless the Policyholder has selected an In-Network Provider Plan only.)

#### **A. IN-NETWORK BENEFITS**

When You enroll for coverage, an In-Network Provider Directory will be made available to You with the names, phone numbers and addresses of In-Network Providers. A provider's status may occasionally change. We recommend that You call the Administrator to verify the provider's participation status in the network. You may change providers at any time without notice to the Administrator.

When benefits are payable for Covered Services or Materials received from an In-Network Provider, We will pay the In-Network Provider directly, based on the In-Network benefits shown in the Schedule of Benefits. The Insured pays any required Co-Pay and any charges above the covered benefits to the In-Network Provider. The In-Network Provider takes care of claims submission and administrative services.

Note Exception: If you use the services of an In-Network Provider but take advantage of a sale, coupon, or other in-store special, the Provider may require that you pay in full and submit Your receipt for reimbursement at the Out-of-Network reimbursement.

Limited In-Network benefits may be payable for certain add-on Materials. These items, if any, are shown in the Supplement To Schedule Of Benefits.

Both the Co-Pay and the Frequency for Covered Services or Materials are shown in the Schedule of Benefits.

#### **B. OUT-OF-NETWORK BENEFITS**

If an Insured chooses to use an Out-of-Network Provider, You must pay the provider in full for the services and materials purchased. It is your responsibility to send us a Claim by submitting the itemized invoice or receipt to us. (See the "Notice of Claim" provision.)

When benefits are payable for Covered Services or Materials received from an Out-of-Network Provider, We will reimburse you up to the amount of Out-of-Network benefits shown in the Schedule of Benefits.

#### **C. COVERED SERVICES OR MATERIALS**

Covered Services or Materials are shown in the Schedule of Benefits. In order to be a Covered Service or Material, the services or materials must be furnished to an Insured:

1. To check or improve their vision condition;
2. Within the allowable Frequency shown in the Schedule of Benefits;
3. By an Ophthalmologist, Optometrist or Optician, regardless of whether such provider is an In-Network or Out-of-Network Provider.

In no event will coverage exceed the lesser of:

1. the actual cost incurred of the Covered Services or Materials; or
2. the limits of coverage shown in the Schedule of Benefits.

### **PART X. LIMITATIONS AND EXCLUSIONS**

The Contact Lenses benefit is paid in lieu of Eyeglass Lenses. An Insured is eligible to receive benefits under the Eyeglass Lenses Benefit only after the Contact Lenses benefit Frequency has ended.

The Eyeglass Lenses benefit is paid in lieu of the Contact Lenses benefit. An Insured is eligible to receive benefits under the Contact Lenses benefit only after the Eyeglass Lenses benefit Frequency has ended.

## **Exclusions**

No benefits are payable for the any of the following conditions, procedures and/or materials, unless otherwise specifically listed as a covered benefit in the Schedule of Benefits:

1. Replacement frames and/or lenses, except at normal intervals when covered services are otherwise available;
2. Plano or non-prescription lenses or sunglasses;
3. Orthoptics, vision training and any associated supplemental testing;
4. Frame cases;
5. Low (subnormal) vision aids or aniseikonic lenses;
6. Medical and surgical treatment of the eyes;
7. Charges incurred after (a) the Policy ends; or (b) the Insured's coverage under the Policy ends, except as stated in the Policy;
8. Experimental or non-conventional treatment or device;
9. Any eye examination or corrective eyewear required by an Employer as a condition of employment;
10. Services and materials provided by another vision plan;
11. Services for which benefits are paid by Worker's Compensation;
12. Benefits provided under the employee's medical insurance;
13. Blended bifocal lenses;
14. Groove, Drill or Notch, and Roll and Polish;
15. Two pairs of glasses, in lieu of bifocals, trifocals or progressives;
16. Coating on lenses (Factory scratch coat, anti-reflective, sunglass colors, etc.);
17. Cosmetic items;
13. Faceted lenses;
14. High-Index Lenses;
15. Laminated Lenses;
16. Oversize Lenses – any lens with an eye size of 61mm or greater;
17. Photochromic (Transition) lenses;
18. Polaroid lenses;
19. Polished bevel lenses;
20. Polycarbonate lenses;
21. Prism lenses;
22. Slab-off lenses;
23. Tints (except Pink tint #1 and #2);
24. Ultra-violet tint or coating;
25. Additional cost for contact lenses over the allowance;
26. Additional cost for a frame over the allowance;
27. Progressive Power Lenses\*

\*Progressive Power Lens Benefit. If this type of lens is not a covered benefit under your Certificate, the Provider will apply the retail charge for standard trifocal lenses against the charge for the style of progressive lens You have selected. You pay the Provider the difference, if any, between the two.

## **PART XI. CLAIM PROVISIONS**

### **A. IN-NETWORK CLAIMS**

When an Insured receives services from an In-Network Provider, the provider will handle all claims and administrative services for You. In-Network Providers submit charges directly to the Administrator. (Note the exception under Part IX.A, "In-Network Benefits.")

### **B. OUT-OF-NETWORK CLAIMS**

In order to pay benefits for Covered Services or Materials provided by an Out-of-Network Provider, You must furnish written proof of loss. Your Claim must be sufficient to identify the Insured, the name of the

Policyholder and Your Group Policy Number. Claim forms are available through the Administrator, or You may submit itemized receipts for services.

### **C. NOTICE OF CLAIM**

Written notice of claim must be given to Us within 20 days after the loss starts or as soon as reasonably possible. Notice should be sent to Our Administrator at the following address:

National Guardian Life Insurance Company  
c/o National Vision Administrators, LLC  
1200 Rt 46 West, 2<sup>nd</sup> Floor, Clifton, NJ 07013

### **D. CLAIM FORMS**

When the Administrator receives notice of Claim that does not contain all necessary information, forms for filing proof of loss will be sent to You along with a request for the missing information. If these forms are not sent within fifteen (15) days after receiving notice of claim, You will meet the proof of loss requirements if the Administrator is given written proof of the nature and extent of the loss within the time stated in the Proof of Loss provision.

### **E. PROOF OF LOSS**

Written proof of loss must be given to the Administrator within ninety (90) days after the loss begins. We will not deny nor reduce any claim if it was not reasonably possible to give proof of loss in the time required. In any event, proof must be given to the Administrator within one (1) year after it is due, unless You are legally incapable of doing so.

### **F. PAYMENT OF CLAIMS**

Benefits will be paid within 30 days after our Administrator receives written proof of loss. Benefits will be paid to You unless an Assignment of Benefits has been requested by the Insured. Benefits due and unpaid at Your death will be paid to Your estate. Any payment made by Us in good faith pursuant to this provision will fully release Us to the extent of such payment.

### **G. TIME OF PAYMENT OF CLAIMS**

Benefits payable under this Policy will be paid immediately upon Our receipt of written proof of loss.

### **H. OVERPAYMENTS**

If we pay a benefit and it is later shown that a lesser amount should have been paid, We will be entitled to a refund of the excess. This applies to payments made to You, to a Covered Dependent, or to the provider of the Covered Services or Materials.

**I. ASSIGNMENT:** The Insured may assign the benefit to which he or she is entitled to a provider of services. If an irrevocable beneficiary has been designated, that person must give written consent to any assignment. No assignment will be binding on Us unless it is in writing and a copy is sent to Us. We accept no responsibility for the validity of an assignment.

## **PART XII. GRIEVANCE PROCEDURE**

If a claim for benefits is wholly or partially denied, the Insured will be notified in writing of such denial and of his right to file a grievance and the procedure to follow. The notice of denial will state the specific reason for the denial of benefits. Within sixty (60) days of receipt of such written notice an Insured may file a grievance and make a written request for review to:

**National Guardian Life Insurance Company**  
**c/o National Vision Administrators, LLC**  
**1200 Rt 46 West, 2<sup>nd</sup> Floor, Clifton, NJ 07013**

We will resolve the grievance within thirty (30) calendar days of receiving it. If We are unable to resolve the grievance within that period, the time period may be extended another thirty (30) calendar days if We notify in writing the person who filed the grievance. The notice will include advice as to when resolution of the grievance can be expected and the reason why additional time is needed.

The Insured or someone on his/her behalf also has the right to appear in person before Our grievance committee to present written or oral information and to question those people responsible for making the determination that resulted in the grievance. The Insured will be informed in writing of the time and place of the meeting at least seven (7) calendar days before the meeting.

For purposes of this Grievance Procedure, a grievance is a written complaint submitted in accordance with the above Grievance Procedure by or on behalf of an Insured regarding dissatisfaction with the administration of claims practices or provision of services of this panel provider plan relative to the Insured.

In situations requiring urgent care, grievances will be resolved within four (4) business days of receiving the grievance.

### **PART XIII. GENERAL PROVISIONS**

**Cancellation:** We may cancel the Policy at any time by providing at least 60 days advance written notice to the Policyholder. The Policyholder may cancel the Policy at any time by providing written notice to Us, effective upon Our receipt on the notice or the date specified in the notice, if later. In the event of such cancellation by either Us or the Policyholder, We shall promptly return on a pro rata basis any unearned premium paid as required by the law of the state in which the Policy is issued. The Policyholder shall promptly pay on a pro rata basis the earned premium which has not been paid, if any. Such cancellation shall be without prejudice to any claim originating prior to the effective date of such cancellation.

**Legal Actions:** No legal action may be brought to recover on the Policy before sixty (60) days after written proof of loss has been furnished as required by the Policy. No such action may be brought after five (5) years from the time written proof of loss is required to be furnished.

**Change of Beneficiary:** The Insured can change the beneficiary at any time by giving Us written notice. The beneficiary's consent is not required for this or any other change in the Insured's coverage under the policy, unless the designation of the beneficiary is irrevocable.

## **NOTICE TO POLICYHOLDERS**

**We are here to serve you...** as our policyholder, your satisfaction is very important to us. Should you have a valid claim, we fully expect to provide a fair settlement in timely fashion.

**If you are not satisfied...** do not hesitate to contact the insurance company or agent to resolve your problem. Please write or call:

**National Guardian Life Insurance Company**  
**c/o TPA Name**  
**TPA Address**  
**TPA Toll Free Number**

Should you feel you are not being treated fairly, we want you to know you may contact the Florida Department of Insurance with your complaint and seek assistance from the governmental agency that regulates insurance. To contact the Department, write or call:

Florida Department of Insurance  
200 East Gaines Street  
Larson Building  
Tallahassee, FL 32399-0300  
1-850-488-6581



# NGL Insurance Group Privacy Notice

## National Guardian Life Insurance Company

## Settlers Life Insurance Company

The listed companies of the NGL Insurance Group (or “NGL”) are committed to protecting the privacy of the personal information we receive (“Information”) about you. By choosing to do business with us, you have placed your trust in us and we take this responsibility very seriously. This notice states our privacy practices. Our pledge to you is “your privacy is our priority.”

### Why We Collect and How We Use Information:

When you apply to any of our insurance companies for any product or service, you disclose to us a certain amount of Information about yourself. We collect only Information necessary or relevant to our business. We use the Information to evaluate, process and service your request for products and services and to offer you other NGL products or services.

### Types of Information We Collect:

We collect most Information directly from you on applications or from other communications with you during the application process.

Types of Information we could collect include, but are not limited to:

- name
- address
- age
- social security number
- beneficiary information
- other insurance coverage
- health information
- financial information
- occupation
- hobbies
- other personal characteristics

### We also may keep Information about your transactions with us:

- types of products you buy
- your premium amount
- your account balances
- your payment history

Additional Information is received from:

- medical personnel
- medical institutions
- Medical Information Bureau (MIB, Inc.)
- other insurance companies
- agents
- employers
- public records
- consumer reporting agencies

### How We Disclose Your Information:

Your Information as described above may be disclosed as permitted by law to our affiliates and nonaffiliated third parties. These disclosures include, but are not limited to the following purposes:

- To assess eligibility for insurance, benefits or payments
- To process and service your requests for our products and services
- To collect premium, pay benefits and perform other claims administration
- To print and mail communications from us such as policy statements
- For audit or research purposes

- To respond to requests from law enforcement authorities or other government authority as required by law
- To resolve grievances
- To find or prevent criminal activity, fraud, material misrepresentation or nondisclosure in connection with an insurance issue

NGL also may disclose your Information as permitted by law to our affiliates without prior authorization in order to offer you other NGL products or services. The law does not allow you to restrict such disclosures.

Except for the above disclosures or as authorized by you with respect to your Information, NGL does not share Information about our customers or former customers with nonaffiliated third parties. Further, when Information is disclosed to any nonaffiliated third parties as permitted by law, we require that they agree to our privacy standards. Please note that Information we get from a report prepared by an insurance support organization may be retained by that insurance support organization and used for other purposes.

### Access to and Correction of Your Information:

You have the right to access and correct your Information that we have on file. Generally, upon your written request, we will make your Information available for your review. Information collected in connection with or in anticipation of a claim or legal proceeding need not be disclosed to you.

If you notify us that your Information should be corrected, amended or deleted, we will review it. We will either make the requested change or explain our refusal to do so. If we do not make the requested change, you may submit a short written statement of dispute, which we will include in any future disclosure of Information. For a more detailed explanation of these rights to access and correction, please send us a written request.

**Massachusetts Policyholders:** You will be notified in writing of any adverse underwriting decisions, including the specific reason the adverse decision was made.

### How We Protect Your Information:

NGL has developed strong security measures to guard the Information of our customers.

We restrict access to your Information to designated personnel or service providers who administer or offer our products or services, or who may be responsible for maintaining Information security practices.

We maintain physical, electronic and procedural safeguards that comply with applicable laws to protect your Information.

Please keep a copy of this notice with your important papers. Additional copies of this notice are available upon written or verbal request. This notice is also available on NGL’s website, [www.nglic.com](http://www.nglic.com).

**NATIONAL GUARDIAN LIFE INSURANCE COMPANY**  
**Two East Gilman Street, PO Box 1191, Madison, Wisconsin 53701**

**AMENDMENT**  
**AGE LIMITS FOR COVERED DEPENDENT CHILDREN**

Attached to Policy/Certificate No.: NVAI8762

**The Policy/ Certificate to which this Amendment is attached are amended as follows, unless already so stated:**

**Extension of Age Limit for Covered Dependent Children:**

Coverage for any Covered Dependent child may be extended beyond any limiting age stated in the Policy/Certificate. This extension is available for any child, regardless of student status. Such coverage may be extended until the last day of the Calendar Year in which the child attains the age of 26.

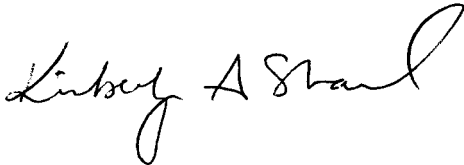
(The limiting age will not apply to a child who, at the time of the limiting age, is incapable of self-support by reason of mental retardation, mental illness or disorder or physical handicap, provided the incapacitated child is unmarried and dependent on an individual insured under the Policy/Certificate.)

To extend coverage for a Covered Dependent to age 26 You must send Us a written notice of Your request and pay any additional required premium.

**This Endorsement takes effect on January 1, 2016, and expires on the same date as the policy/certificate to which it is attached.**

**There are no other changes to the policy/certificate.**

In witness whereof, the Company has caused this Amendment to be signed by its President and Secretary.



*Secretary*



*President*