

Dear Mr Johnston,

We recently handled a medical emergency case where a returning seafarer from Scorpio Group, experienced chest pain and collapsed upon his arrival at Cebu Philippines airport last May 20th. He was immediately rushed to the nearest hospital and was transferred via ambulance to a tertiary hospital for an emergency procedure due to heart attack.

After a thorough review and approval process with the concerned teams including medical panel, pre-existing was ruled out and member's medical condition was covered under **Crewsure Healthcare Policy**.

I am also happy to share with you the appreciation e-mail below we received from the manning agency.

Dear Capt.

We are Happy for the approval of this medical case. Here is the example that the benefit of the Health Card of our seafarer is such a big help to our seaman and the excellent service of Mayfair! The coordination was very fast, and concern Mayfair Coordinator, Ms. Donabelle was very concern and attentive to whatever requirements needed, as well as our staff Ms. Celina who attend the matter very swiftly. All the team effort supporting the seaman especially in this emergency case.

We shall also keep a documentation of this case as a support for our seafarer who encountered an Emergency and through the help of OWWA, 88 Aces Team and the Team of Mayfair for their excellent service.

Thank you very much!

Kind regards,
Nathalie Rose Labayog
Managing Director - Philippines

I hope cases such as this will help strengthen Crewsure's relationship with Scorpio Group even more, and also its position in the maritime industry in providing the most competitive healthcare plans for seafarers and their families.

Again, we thank you for the partnership and the opportunity to serve the seafarers.