

**IMPORTANT NOTIFICATION TO ALL
DANIDA LONG-TERM AND SHORT-TERM ADVISERS AND IHB ADVISERS.**

You are hereby formally advised of important changes in the administration of the insurance cover provided by Danida or IHB under your contract of employment. Please take careful note of the following, and advise your dependents of the changes, especially of the emergency number.

**Effective 00:00 hours
(Copenhagen time)
on Friday April 1 2011**

If you are in need of
ACUTE ASSISTANCE,
please contact the SOS
International Emergency
Center (24/7):

Tel.: +45 3848 9350

Fax: +45 7010 5056

E-mail: um@sos.eu

Emergency calls should
no longer be placed to
TRYG from this date.

Please carefully read the following and the attached SOS fact sheet for further clarification, especially on the division of tasks between TRYG and SOS.

New administrator for the Sickness and repatriation insurance cover.

The Ministry of Foreign Affairs (MFA) has completed a tender of all existing staff- and adviser-related insurance administration and insurance arrangements, in accordance with existing regulations and applicable law. As an outcome of the tender, MFA will with effect from April 1. 2011 enter new contracts and divide the administration of its insurance cover package between two companies:

- SOS International will administer the Sickness and repatriation insurance cover, including special luggage insurance and catastrophe insurance provided for Danida- and IHB- advisers.
- TRYG will continue to administer transport of furniture and personal effects insurance, and Group Accident Insurance.

Contact information and adjusted procedures for emergency and routine matters from April 1, 2011:

Please refer to the attached fact sheet in English with all necessary contact information on the SOS International 24/7 Emergency Call Centre, a short company presentation, and an operative summary of procedures to be followed in medical emergency.

THIS CALL CENTRE IS OPERATIVE FROM 00:01 HOURS (DANISH TIME) ON FRIDAY APRIL 1, 2011 AND SHOULD BE USED FOR ALL URGENT CALLS FROM THAT TIME.

The insurance coverage remains the same:

MFA wishes to make it clear that insurance coverage will continue to be provided at the same level as previously applicable and known to posted staff and advisers. The change is solely an administrative one, involving the introduction of a new provider for the Sickness and repatriation insurance cover package. MFA has already established a close dialogue with key personnel in SOS, and we have visited the Alarm Centre as part of the preparations for a smooth handover. Our first impressions give us a strong basis on which to express our confidence that SOS will prove to be an especially competent provider of the services we have entrusted to their administration.

Smooth transition from TRYG to SOS International:

Claims handling:

- All claims received by March 31, 2011 will be completed by TRYG.
- Any claim received by TRYG on or after April 1, 2011 will be forwarded to SOS for processing, including any claims in continuation of an existing case where interventions or claims have already been initiated or processed by TRYG in connection with the same insurance event or sickness.

Emergency or acute Alarm calls:

- Any new call received by TRYG on or after 00:01 hours (Danish time) on April 1, 2011 will be referred to the SOS alarm centre.
- Cases which have already been registered by TRYG will also be handed over to SOS, with the following exceptions:
 - If the patient is still in need of urgent medical care.
 - If the patient's condition remains unstable.

Such cases will continue to be handled by TRYG until the stated barriers for transferring the case to SOS have been successfully overcome. No transfer will be made until the case is stabilised and care will be taken not to cause undue anxiety to the patient. The patient and her/his next-of-kin will in such circumstances be notified by SOS of any planned transfer from TRYG to SOS administration.

We are aware that any change in existing arrangements may lead to a feeling of insecurity and perhaps cause some concern. We are, however, fully confident that the new contracts with SOS and TRYG will give a solid basis on which to ensure a continuation of the professional administration of MFA and Danida's emergency alarm response for posted staff and advisers, for settling routine claims for sickness expenses by SOS, and for settling claims for damage to removals goods and other coverage by TRYG.

The individual insurance cards issued by TRYG will be replaced as soon as possible by similar cards to be issued by SOS. Further information will be duly provided on how these cards will be distributed to the end-users.