

万通保险客户卡

YF Life Policyholder Card

YFLife
萬通保險



24小时“支援快线”
24-Hour Helpline Express

(852) 2862 0101

多谢阁下投保万通保险的保障计划，成为本公司尊贵的客户。为答谢你的支持和信任，我们除致力提供最优质的风险及财富管理服务，更不断精益求精，务求提供最切合你需要的多元化服务。为此，我们特别为尊贵的你呈献“支援快线”，让你享有24小时紧急支援热线服务，当中包括14项“全球紧急医疗援助服务”及8项“家居援助服务”。假若在海外旅游或公干时遗失行李、患上急病，又或在假日晚上被反锁于住所门外，你都可即时致电“支援快线”，我们的服务主任会为你迅速提供适当援助。现在，无论你安坐家中或出门在外，都毋须为任何突如其来的事故担忧，可尽享安心。

全球紧急医疗援助服务

假如在旅途中遇上任何疑难，我们为你提供……

1. 旅游支援服务

- 最新的免疫及防疫要求和过境资料如机场税、海关条例及护照/签证要求
- 货币兑换率及银行工作日
- 紧急讯息转递
- 世界各地的商务标准、语言和天气资料
- 翻译员转介服务

2. 协助寻回遗失之行李

3. 法律咨询服务

4. 行程折回的紧急安排

若你因紧急事故而需要更改行程，我们可代为安排重新预订机位

5. 安排紧急回国服务

若你出外公干或旅游期间获悉挚亲身故，并须立即回国料理后事，我们可以代为安排机位

Thank you for choosing YF Life as your most trusted insurance partner. YF Life provides the most comprehensive risk and wealth management services and constantly strives for excellence in service. Understanding your needs and developing a range of products that best suit your lifestyle are our top priorities. That is why we are offering you our tailor-made 24-Hour HELPLINE EXPRESS including 14 Worldwide Emergency Assistance Services and 8 Home Assistance Services. If, for example, when traveling abroad you lose luggage or suffer a sudden illness, or if you are accidentally locked out of your home, you can call HELPLINE EXPRESS. Our customer service centre will provide you with prompt and effective assistance. So, no matter whether you are overseas or at home, you can now enjoy total peace of mind.

Worldwide Emergency Assistance Benefits

Traveling abroad can be full of pitfalls, that's why we provide you...

1. Travel Assistance

- Updated immunization and vaccinations requirements and needs, immigration information, e.g., airport taxes, customs regulations, passport/visa requirements
- Exchange rates and banking days
- Transmission of urgent messages
- Business ethics, language and weather information worldwide
- Interpreter referral

2. Tracing and retrieval of lost luggage

3. Legal assistance

4. Emergency rerouting arrangement

5. Arrangement of return to country of residence at short notice

假如在旅途中病倒或遇上意外，我们将为你安排……

6. 电话医疗建议、评估及转介医生服务
7. 紧急医疗护送
可安排救护车或救伤车等接载你到就近的医院
8. 安排在治疗后的护送回国服务
9. 安排运送医疗药物或医疗器材
若你在当地未能得到合适的药物或医疗器材，我们可代为安排运送以供应用
10. 跟进病况并代为通知你的雇主或家属
11. 亲友前往探病的安排
若你的亲属欲前往探望，我们可代为安排机位及当地的住宿
12. 安排护送随行未成年子女回国
13. 安排出院后的疗养住宿
14. 安排运送遗体或骨灰回国

家居援助服务 (只适用于香港)

如果家中遇上紧急事故，我们可为你……

1. 安排合格技师上门维修电力故障
2. 安排水喉匠上门修理供水系统
3. 若意外地反锁于住所门外，安排锁匠上门开锁
4. 安排灭虫公司上门解决虫患
5. 安排技师上门维修家庭电器
6. 代为报失信用卡或代接驳电话到信用卡公司的客户服务中心
7. 转介出诊医生、牙医、保姆及护士
8. 海外家庭佣工问题咨询

注意事项:

- 万通保险生效保单受保客户均可获享“支援快线”服务。
- 上述“支援快线”服务由国际救援(亚洲)公司提供，所有服务之安排费用全免，但支援服务的费用则需由客户自行支付。
- 投保住院医疗保障计划之客户，均已享有14项全球紧急医疗援助服务，其中7项救援服务的费用由国际救援(亚洲)公司支付；另外，服务范围亦包括“垫支住院费用”，详情请参阅保单条文。
- 使用支援快线及此卡时，均以万通保险国际有限公司及国际救援(亚洲)公司所订明之支援快线条款为准。
- 万通保险国际有限公司保留更改任何条款细则及终止此项支援快线服务之权利，而毋须另行预先通知。

万通保险国际有限公司 YF Life Insurance International Ltd.

客户服务

香港尖沙咀广东道9号港威大厦6座12楼1208室
澳门苏亚利斯博士大马路320号澳门财富中心8楼A座

Customer Service

Suite 1208, 12/F, Tower 6, The Gateway, 9 Canton Road, Tsimshatsui, Hong Kong
Avenida Doutor Mario Soares No. 320, Finance and IT Center of Macau, 8 Andar A, Macau
客户服务热线 Customer Service Hotline: 香港 Hong Kong (852) 2533 5555 | 澳门 Macau (853) 2832 2622
传真号码 Fax No.: 香港 Hong Kong (852) 2591 1612 | 澳门 Macau (853) 2832 2042
www.yflife.com

While abroad, should you fall ill or suffer an accident, we offer you...

6. Medical attention, telephone medical advice, evaluation and referral appointment
7. Emergency evacuation arrangement
8. Arrangement for repatriation after treatment
9. Dispatch of essential medication and medical equipment
10. Medical monitoring
11. Compassionate visit arrangement
12. Return of unattended dependent child(ren) to country of residence
13. Arrangement of hotel accommodation for convalescence
14. Repatriation of mortal remains/ashes arrangement

Home Assistance Services

(Applicable only to Hong Kong)

When things go wrong around the home, just call us for...

1. Arrangement of an electrician
2. Arrangement of a licensed plumber to fix water-supply problems
3. Locksmith assistance
4. Pest control referral
5. Arrangement of services for electrical appliance problems
6. Lost credit card report
7. House call/dental/baby sitting/nurse referral
8. Domestic helper advice

Points to note:

- Persons insured with an in-force policy of YF Life are eligible for HELPLINE EXPRESS.
- HELPLINE EXPRESS is only a referral service which is provided by Inter Partner Assistance Hong Kong Limited. The actual fee for services rendered should be borne by the user.
- Policies such as hospital and surgical benefits already incorporate the Worldwide Emergency Assistance Benefit scheme of which 7 out of 14 benefits are arranged and paid for by the service provider. In addition, services also include "Deposit Guarantee for Hospital Admission". For details, please refer to the Policy Provisions.
- The use of HELPLINE EXPRESS and its card is governed by the Terms and Conditions of the HELPLINE EXPRESS Provisions issued by YF Life Insurance International Ltd., and Inter Partner Assistance Hong Kong Limited.
- YF Life Insurance International Ltd. reserves the right to amend any terms and conditions, and terminate this HELPLINE EXPRESS Service without prior notice.