

# 万通保险 PLATINUM 寰宇贵宾卡

## YF Life PLATINUM Concierge Card

YFLife  
萬通保險



万通保险贵宾服务专线  
YF Life PLATINUM  
Concierge Service Hotline

**(852) 2861 9284**

万通保险PLATINUM寰宇贵宾卡让你尽显尊贵身分，尽享非凡礼遇。我们为你特别安排贵宾服务，提供24小时贴身周到的服务，跨越地域及时间界限，无论是购物、娱乐以至紧急支援，均由专人为你悉心办妥。这项PLATINUM寰宇贵宾服务只为万通保险小部分卓尔不凡的客户而设，绝对值得阁下拥有。

### 贵宾服务

#### 搜罗世界各地礼品 — 称心满意！

也许你曾经走遍全城，亦未能找到心爱的礼品，又或因货品售罄而未能如愿以偿；就算知道可于何处觅得礼品，你仍可能会在订购方面遇上困难。

PLATINUM寰宇贵宾服务为你于世界各地搜罗及采购你的心头爱礼品，更可按照你的要求特制礼品，并运返港澳或送往你所指定的其他地方。

#### 送给挚爱一份礼物 — 无限惊喜！

无论你的挚爱现在身处何方，我们都会随时候命，替你把精选礼品送上，给他/她一个意外惊喜。我们的专业服务队伍更可为你搜罗、包装礼品，并于指定日期及时间把礼物送上；鲜花、书籍、果篮以至衣服饰物，我们均会为你一一办妥，保证令你称心满意。

The YF Life PLATINUM Concierge Card means true recognition of your prestige. Providing the most exclusive round-the-clock personal service, it caters to all your shopping, entertainment and emergency needs, not only in Hong Kong but all over the world with no limitation or boundaries. This distinction is reserved for just a very few of our most valued customers and we offer it simply because you deserve the absolute best.

### Concierge Service

#### Shopping around the World — Wow!

You have probably experienced the disappointment of finding certain gift items or luxury goods unavailable or out of stock in Hong Kong shops. Even if you know where to get them, you may still have trouble placing your order.

Our PLATINUM Concierge service can help you by locating and purchasing these products, as well as those special items which can be designed and crafted exclusively according to your wishes, and then delivering them to any destination in the world.

#### Gift Delivery for that Special Person — Bravo!

Being a PLATINUM Concierge cardholder means that you can count on us to send your personally selected premium gift to your loved one no matter where or how far away he/she is from you. From flowers to books, from designer bags to hampers, from item sourcing and packaging to delivery at requested date and time - all these things can be arranged for you by our dedicated service team. The PLATINUM Concierge service is for your total peace of mind.

## 全球节目资料查询 — 方便快捷!

无论你喜爱的体育赛事或表演节目在何地举行, 只需一个来电, 我们便会为你提供节目的举办日期、时间、地点等详细资料, 24小时不断为你服务, 全年无间。

## 预订服务 — 简单容易!

你有否打算预订世界杯、奥运会或“歌声魅影”歌剧的门票? 你有没有计划于苏格兰圣安德鲁哥尔夫球场打一场球赛? 你希望在下周到南非公干时在迷城皇宫享受一顿丰富的晚餐吗?

持有万通保险PLATINUM寰宇贵宾卡, 你便可随时随意享用我们的预订服务。我们会为你办妥一切事宜, 唯一要你费心的, 便是如何与亲友共享欢乐时光!

## 支援快线

万通保险深明你在旅途及家居上的各项需要, 因此特别为你提供快捷方便的24小时全球支援服务。你可以透过遍布世界各地的42个服务中心及7,000个环球联系网络, 获取全天候的紧急医疗援助及家居支援服务。

## 全球紧急支援 — 值得信赖!

1. 由救援中心安排并支付所需费用的服务:
  - 紧急医疗护送 (包括护送费用)
  - 出院后疗养住宿 (高达750美元)
  - 亲友前往探病 (机票以及高达750美元的住宿费用)
  - 护送随行未成年子女返国 (包括机票及聘请专人陪同的费用)
  - 治疗后的护送服务 (包括护送服务费用及机票)
  - 安排紧急回国料理亲人后事 (包括机票)
  - 运送遗体/骨灰回国 (包括所有运返费用)
2. 由救援中心安排而费用则由持卡人自付的服务:
  - 垫支住院费用 (高达7,500美元, 持卡人无须为垫支费用支付任何利息)
  - 运送所需药物及医疗仪器
3. 由救援中心提供的咨询服务及免费服务:
  - 电谈医疗建议、评估及转介服务
  - 跟进病况
  - 旅游支援服务
  - 安排紧急更改行程
  - 法律咨询服务

## Information on Worldwide Events — Convenient!

No matter where your favorite event is taking place, you can obtain details such as date, time and location by simply giving us a call. Your invisible PLATINUM secretary serves you 24 hours a day, 365 days a year.

## Reservations Galore — Easy!

Do you want to reserve seats for the World Cup, Olympic Games or “Phantom of the Opera”? Do you plan to book a round of golf at Scotland’s St. Andrews Old Course? Would you like to reserve a table at the Lost City’s Palace Hotel during your South Africa trip next week?

With your YF Life PLATINUM Concierge Card, you can make all these reservations with ease. All you have to do is look forward to enjoying the event with your family or friends!

## HELPLINE EXPRESS

At YF Life, we understand your concerns and needs when you are traveling as well as at home, and provide prompt 24-hour worldwide assistance to ensure you can get fast access to emergency care. This round-the-clock instant-response service is offered by 42 service centres and 7,000 worldwide correspondents.

## Worldwide Emergency Assistance — Thank Heavens!

1. Services arranged and paid by the service centre as necessary:
  - Emergency evacuation (including transfer charges)
  - Hotel room accommodation for convalescence (up to US\$750)
  - Compassionate visit (air tickets plus up to US\$750 for accommodation)
  - Return of unattended dependent child(ren) to country of residence (including air ticket(s) and fees for escort)
  - Repatriation after treatment (including transfer charges and air ticket)
  - Unexpected return to country of residence (including air ticket)
  - Repatriation of mortal remains/ashes (including all repatriation charges)
2. Services arranged by the service centre but paid by cardholder:
  - Deposit guarantee for hospital admission (up to US\$7,500 and interest free)
  - Dispatch of essential medication and medical equipment

## 24小时家居支援\* — 细心可靠!

家居琐事令你大伤脑筋? 我们的免费转介服务正好助你解决各项疑难:

- 安排合格技师上门维修电力故障
- 安排合格水喉匠上门修理供水系统或通渠
- 若意外地反锁于住所门外, 安排锁匠上门开锁
- 安排灭虫公司上门解决虫患
- 安排技师上门维修家庭电器
- 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
- 转介出诊医生、牙医、保姆及护士
- 海外家庭佣工问题咨询

\*只适用于香港

### 注意事项:

- 万通保险PLATINUM寰宇贵宾服务乃是由万通保险国际有限公司(万通保险)指定的第三者机构, 直接提供予万通保险的投保人。万通保险并不会承担, 客户因选用本服务及透过本服务而需支付予第三者供应商的款项, 或因货品/服务品质等而招致的任何损失。
- 透过万通保险PLATINUM寰宇贵宾服务购买商品及服务的贵宾卡持有人须支付所购商品/服务的货价/费用、运送费、保险费、税款及取消预订商品/服务的费用。
- 万通保险生效保单受保客户均可获享“支援快线”服务。
- 贵宾卡持有人可免费享用贵宾服务, 惟万通保险保留终止服务的权利, 而毋须先行通知。

3. Enquiry and free services offered by the service centre:

- Telephone medical advice, evaluation and referral
- Medical monitoring
- Travel assistance
- Emergency rerouting arrangement
- Legal assistance

## 24-Hour Home Assistance\* — Secured!

Something broken at home? Just relax. Our free referral service will come to the rescue and arrange for almost any problem to be fixed:

- Arrangement of an electrician
  - Arrangement of a licensed plumber to fix water-supply or sewage problems
  - Locksmith assistance
  - Pest control referral
  - Arrangement of service for electrical appliance problems
  - Lost credit card report
  - House call/dental/baby sitting/nurse referral
  - Domestic helper advice
- \* Applicable only to Hong Kong

### Points to note:

- The YF Life PLATINUM Concierge Service is provided by a third-party service provider to persons insured by YF Life Insurance International Ltd. ("YF Life"). YF Life shall not be liable for any loss or damage arising from the use of this service, payment to any third parties via this service, the purchase of goods/services or for the quality of the purchased goods/services.
- Cardholders who make purchases of goods/services via the YF Life PLATINUM Concierge Service are responsible for the cost of the purchased items/services, delivery charges, acquisition expenses, insurance, tax and cancellation fee.
- Persons insured with an in-force policy of YF Life are eligible for HELPLINE EXPRESS.
- The YF Life PLATINUM Concierge Service is provided free-of-charge to cardholders. YF Life reserves the right to terminate the service without prior notice.

## 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