

萬通保險 PLATINUM 寰宇貴賓卡

YF Life PLATINUM Concierge Card

YFLife
萬通保險



萬通保險貴賓服務專線
YF Life PLATINUM
Concierge Service Hotline

(852) 2861 9284

萬通保險PLATINUM寰宇貴賓卡讓你盡顯尊貴身分，盡享非凡禮遇。我們為你特別安排貴賓服務，提供24小時貼身周到的服務，跨越地域及時間界限，無論是購物、娛樂以至緊急支援，均由專人為你悉心辦妥。這項PLATINUM寰宇貴賓服務只為萬通保險小部分卓爾不凡的客戶而設，絕對值得閣下擁有。

貴賓服務

搜羅世界各地禮品 — 稱心滿意！

也許你曾經走遍全城，亦未能找到心愛的禮品，又或因貨品售罄而未能如願以償；就算知道可於何處覓得禮品，你仍可能會在訂購方面遇上困難。

PLATINUM寰宇貴賓服務為你於世界各地搜羅及採購你的心愛禮品，更可按照你的要求特製禮品，並運返港澳或送往你所指定的其他地方。

送給摯愛一份禮物 — 無限驚喜！

無論你的摯愛現在身處何方，我們都會隨時候命，替你把精選禮品送上，給他/她一個意外驚喜。我們的專業服務隊伍更可為你搜羅、包裝禮品，並於指定日期及時間把禮物送上；鮮花、書籍、果籃以至衣服飾物，我們均會為你一一辦妥，保證令你稱心滿意。

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.

全球節目資料查詢 — 方便快捷！

無論你喜愛的體育賽事或表演節目在何地舉行，只需一個來電，我們便會為你提供節目的舉辦日期、時間、地點等詳細資料，24小時不斷為你服務，全年無間。

預訂服務 — 簡單容易！

你有否打算預訂世界盃、奧運會或「歌聲魅影」歌劇的門票？你有沒有計劃於蘇格蘭聖安德魯哥爾夫球場打一場球賽？你希望在下週到南非公幹時在迷城皇宮享受一頓豐富的晚餐嗎？

持有萬通保險PLATINUM寰宇貴賓卡，你便可隨時隨意享用我們的預訂服務。我們會為你辦妥一切事宜，唯一要你費心的，便是如何與親友共享歡樂時光！

支援快線

萬通保險深明你在旅途及家居上的各項需要，因此特別為你提供快捷方便的24小時全球支援服務。你可以透過遍布世界各地的42個服務中心及7,000個環球聯繫網絡，獲取全天候的緊急醫療援助及家居支援服務。

全球緊急支援 — 值得信賴！

1. 由救援中心安排並支付所需費用的服務：
 - 緊急醫療護送（包括護送費用）
 - 出院後療養住宿（高達750美元）
 - 親友前往探病（機票以及高達750美元的住宿費用）
 - 護送隨行未成年子女返國（包括機票及聘請專人陪同的費用）
 - 治療後的護送服務（包括護送服務費用及機票）
 - 安排緊急回國料理親人後事（包括機票）
 - 運送遺體/骨灰回國（包括所有運返費用）
2. 由救援中心安排而費用則由持卡人自付的服務：
 - 墊支住院費用（高達7,500美元，持卡人無須為墊支費用支付任何利息）
 - 運送所需藥物及醫療儀器
3. 由救援中心提供的諮詢服務及免費服務：
 - 電談醫療建議、評估及轉介服務
 - 跟進病況
 - 旅遊支援服務
 - 安排緊急更改行程
 - 法律諮詢服務

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小時家居支援* — 細心可靠！

家居瑣事令你大傷腦筋？我們的免費轉介服務正好助你解決各項疑難：

- 安排合格技師上門維修電力故障
- 安排合格水喉匠上門修理供水系統或通渠
- 若意外地反鎖於住所門外，安排鎖匠上門開鎖
- 安排滅蟲公司上門解決蟲患
- 安排技師上門維修家庭電器
- 代為報失信用卡或代接駁電話到信用卡公司的客戶服務中心
- 轉介出診醫生、牙醫、褓姆及護士
- 海外家庭傭工問題諮詢

*只適用於香港

注意事項：

- 萬通保險PLATINUM寰宇貴賓服務乃是由萬通保險國際有限公司（萬通保險）指定的第三者機構，直接提供予萬通保險的受保人。萬通保險並不會承擔，客戶因選用本服務及透過本服務而需支付予第三者供應商的款項，或因貨品/服務品質等而招致的任何損失。
- 透過萬通保險PLATINUM寰宇貴賓服務購買商品及服務的貴賓卡持有人須支付所購商品/服務的貨價/費用、運送費、保險費、稅款及取消預訂商品/服務的費用。
- 萬通保險生效保單受保客戶均可獲享「支援快線」服務。
- 貴賓卡持有人可免費享用貴賓服務，惟萬通保險保留終止服務的權利，而毋須先行通知。

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.

萬通保險國際有限公司 YF Life Insurance International Ltd.

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