

CHUBB®

VALUE-ADDED SERVICES LEAFLET

Chubb VHIS - Prime Plan



Wherever you go, care follows

When it comes to your health, finding the right care may sometimes take you beyond familiar boundaries. With medical expertise available around the world, the right support can help you better understand your options, coordinate the necessary arrangements, and access appropriate care with greater ease.

Chubb VHIS – Prime Plan (the “Plan”) offers a comprehensive suite of value-added services in Hong Kong, mainland China and overseas, supporting you from diagnosis through treatment and recovery. Working with our designated third-party service providers, we connect you with medical professionals, coordinate your care and practical arrangements, and provide support for you and your family every step of the way.

Worldwide (excluding the USA)

24-hour booking hotline and multi-channel booking and inquiry platform

Get round-the-clock support whenever you need it, with convenient access to medical appointment booking through the designated hotline, messaging platforms or the online portal.



Second medical opinion consultation*

Following a diagnosis, consult a network specialist face-to-face or by video for a second medical opinion on your diagnosis, treatment options or other medical advice.

Applicable to designated medical institutions

Specialist referral and appointment service

Following an assessment by a general practitioner, referrals and appointments with network specialists can be arranged, together with Hospital admission where needed.

Applicable to designated medical institutions



Overseas medical concierge service

Provides comprehensive assistance throughout the journey, including referrals to suitable physicians and hospitals, support with medical visa applications, and transportation arrangements, helping reduce the hassle of overseas medical care.

Applicable to designated countries/regions



Cashless service arrangement³

Subject to prior approval, we will settle approved Eligible Expenses directly, reducing the need for you to pay upfront.

Applicable to designated medical institutions, including Class 2 or above public Hospitals⁴ in over 310 cities across mainland China.



24/7 eClaims service

Submit medical bills anytime through our eClaims service for a simpler claims experience.

Worldwide emergency assistance services

24/7 overseas medical and travel assistance, including emergency coordination and support.



UPON DIAGNOSIS

DURING TREATMENT

AFTER TREATMENT

Mainland China



Medical green channel

Enjoy streamlined access to over 1,100 designated medical institutions in mainland China, helping reduce waiting time and simplify Hospital admission.

Applicable to designated medical institutions

Medical case management service*

A family doctor coordinates the Multidisciplinary Team (MDT)² to review your condition and develop a personalised treatment plan, with support for medical records, Hospital admission and medical accompaniment.

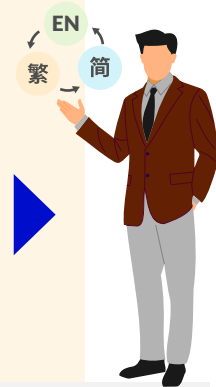
Applicable to designated medical institutions in Hong Kong and mainland China



Mainland China prestige medical companion service

A complimentary health concierge², who is fluent in Mandarin, Cantonese or English, accompanies and supports you throughout your medical journey.

Applicable to designated medical institutions



Stand-by-your-side family support*

Support for your family while you are hospitalised, including home care, childcare, pet care, elderly care and post-discharge escort services.

Applicable to GBA cities, including Hong Kong and Macau



Hong Kong



Local emergency medical escort service*

Medically assisted transfer and escort from public Hospitals to private healthcare facilities, supporting continuity of treatment.

Follow-up consultation*

After treatment at designated healthcare service centres in mainland China, follow-up can be arranged in person or through a three-way teleconsultation involving a Hong Kong doctor and the attending doctor in mainland China, subject to confirmation by both doctors.

Applicable to designated healthcare service centres



Emergency medical assistance services*

Assistance includes medical transfer to Hong Kong, delivery of essential medication and medical supplies, and repatriation of remains or ashes where required.

Applicable to designated GBA cities¹



* These services are not part of the complimentary value-added services and may incur additional costs. They are provided by the third-party service provider and are subject to the relevant terms and conditions of the third-party service provider and its designated service provider(s).

Notes

- The services mentioned in this leaflet are additional value-added services and do not form part of the Terms and Benefits of the Plan.
- Please refer to the following lists of medical institutions, healthcare service centres and Hospitals within the medical network of the third-party service provider for the available value-added services. These lists may be varied, updated or amended from time to time at the discretion of the third-party service provider and the Company. Policy Holder and/or Insured Person are recommended to refer to the QR code below for the latest lists beforehand.

List of Value-Added Service Medical Network Institutions for the Plan	List of Cashless Arrangement Service Medical Network Institutions for the Plan
	

- The value-added services specified in this leaflet are provided by a third-party service provider, which is an independent contractor and is not an agent, broker, representative or employee of Chubb Life. The third-party service provider is solely responsible for the provision of such value-added services. Chubb Life is not the service provider of any of the value-added services and makes no warranties or representations and has no obligations or liabilities whatsoever in relation to the value-added services (including, without limitation, their type, quantity, quality, fitness and availability) provided. Chubb Life is also not responsible for the acts and omissions of the third-party service provider, its personnel, contractors, or service providers when they provide services or products under the medical network. Fees and charges may apply to some of the services provided by the third-party service provider. Please consider carefully whether you will use those additional services. Please seek independent professional advice if necessary. If you have any enquiries, please contact the third-party service provider directly for further information.
- The **Chubb VHIS – Prime Plan** online portal offered by the third-party service provider for the Policy is designed, provided, owned and operated solely by the third-party service provider. The provision of services to the Insured Person will be subject to the terms and conditions and privacy policies of the third-party service provider when utilising such portal. Chubb Life assumes no responsibility for the use of and access to such portal by any person, including but not limited to its content or accuracy. Chubb Life shall not be responsible or liable for any damages or losses caused or alleged to be caused by or in connection with the use of or reliance on any content, services, or other materials available on or through any such portal.
- The arrangement of the value-added services is provided by the third-party service provider and may be subject to change from time to time without prior notice. The services are subject to the terms and conditions imposed by the third-party service provider and its designated service provider(s).
- We reserve the right to change the designated third-party service provider for these value-added services from time to time, or revise or suspend or terminate these services at any time without prior notice.
- Unless otherwise defined herein, the capitalised terms used in this leaflet shall have the same meanings as those defined in the Terms and Benefits of the Plan.
- Your Policy must be in force when using the above value-added services.
- “You” or “your” refers to the Policy Holder of the Policy.

Remarks

1. Designated Greater Bay Area (GBA) cities include Guangzhou, Shenzhen, Zhuhai, Foshan, Dongguan and Zhongshan. This list is subject to change from time to time upon the mutual agreement between the third-party service provider and the Company.
2. The medical team/health concierge will not provide medical diagnosis, and the information provided for supportive purposes, not medical advice or recommendation and not intended to provide or substitute for professional medical advice, diagnosis, or treatment nor be regarded as admission of or assumption of any responsibility or liability on the part of the Company. It should not be relied upon by the users in their decision making in relation to their medical conditions.
3. This service is subject to approval, which is contingent upon the relevant terms and conditions of the Policy and the acceptance of the Letter of Guarantee (“LoG”) by the designated Hospitals. If you do not apply for the “cashless arrangement service” or such application is not approved, please follow the general claim procedure for making claims.
4. Class 2 or above public Hospitals are defined by the government of the People's Republic of China, which can be searched from the official website of National Health Commission of the People's Republic of China or National Healthcare Security Administration.

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