

24小時「支援快線」

24-HOUR HELPLINE EXPRESS



For 24-Hour Helpline:

For Customer Services:

24小時「支援快線」

一個電話 助你解決各項緊急事故



多謝閣下投保美國萬通亞洲的保障計劃，成為本公司尊貴的客戶。為答謝你的支持和信任，我們除致力提供最優質的風險及財富管理服務，更不斷精益求精，務求提供最切合你需要的多元化服務。為此，我們特別為尊貴的你呈獻「支援快線」，讓你享有24小時緊急支援熱線服務，當中包括14項「全球緊急醫療援助服務」及8項「家居援助服務」。假若在海外旅遊或公幹時遺失行李、患上急病，又或在假日晚上被反鎖於住所門外，你都可即時致電「支援快線」，我們的服務主任會為你迅速提供適當援助。現在，無論你安坐家中或出門在外，都毋須為任何突如其來的事故擔憂，可盡享安心。



全球緊急醫療援助服務

假如在旅途中遇上任何疑難，我們為你提供……

1. 旅遊支援服務

- 最新的免疫及防疫要求和過境資料如機場稅、海關條例及護照/簽證要求
- 貨幣兌換率及銀行工作日
- 緊急訊息轉遞
- 世界各地的商務標準、語言和天氣資料
- 翻譯員轉介服務

2. 協助尋回遺失之行李

3. 法律諮詢服務

4. 行程折回的緊急安排

若你因緊急事故而需要更改行程，我們可代為安排重新預訂機位

5. 安排緊急回國服務

若你出外公幹或旅遊期間獲悉摯親身故，並須立即回國料理後事，我們可以代為安排機位

24-HOUR HELPLINE EXPRESS

Just a phone call away, we are ready to come to the rescue.

假如在旅途中病倒或遇上意外，我們將為你安排……

6. 電話醫療建議、評估及轉介醫生服務
7. 緊急醫療護送
可安排救護機或救傷車等接載你到就近的醫院
8. 安排在治療後的護送回國服務
9. 安排運送醫療藥物或醫療器材
若你在當地未能得到合適的藥物或醫療器材，我們可代為安排運送以供應用
10. 跟進病況並代為通知你的僱主或家屬
11. 親友前往探病的安排
若你的親屬欲前往探望，我們可代為安排機位及當地的住宿
12. 安排護送隨行未成年子女回國
13. 安排出院後的療養住宿
14. 安排運送遺體或骨灰回國



家居援助服務 (只適用於香港)

如果家中遇上緊急事故，我們可為你……

1. 安排合格技師上門維修電力故障
2. 聯絡水喉匠上門修理供水系統
3. 若閣下意外地被反鎖於住所門外，我們可安排鎖匠上門開鎖
4. 聯絡滅蟲公司上門解決蟲患
5. 安排技師上門維修家庭電器
6. 代為報失信用卡或為客戶接駁到信用卡公司的客戶服務中心
7. 轉介出診醫生、牙醫、褓姆及護士
8. 海外家庭傭工問題諮詢

註：

- 美國萬通亞洲生效保單受保客戶均可獲享「支援快線」服務。
- 上述「支援快線」服務由國際救援(亞洲)公司提供，所有服務的安排費用全免，但支援服務的費用則需由客戶自行支付。
- 投保住院醫療保障計劃之客戶，均已享有14項全球緊急醫療援助服務，其中7項救援服務的費用由國際救援(亞洲)公司支付；另外，服務範圍亦包括「墊支住院費用」，詳情請參閱保單條文。
- 使用支援快線及此卡時，均以美國萬通保險亞洲有限公司及國際救援(亞洲)公司所訂明之支援快線條款為準。
- 美國萬通保險亞洲有限公司保留更改任何條款細則及終止此項支援快線服務之權利，而毋須另行預先通知。

Thank you for choosing MassMutual Asia as your most trusted insurance partner. MassMutual Asia 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 travelling 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

Travelling 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



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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

Remarks:

- Persons insured with an in-force policy of MassMutual Asia 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 MassMutual Asia Ltd., and Inter Partner Assistance Hong Kong Limited.
- MassMutual Asia Ltd. reserves the right to amend any terms and conditions, and terminate this HELPLINE EXPRESS Service without prior notice.