

# PLATINUM Concierge Card

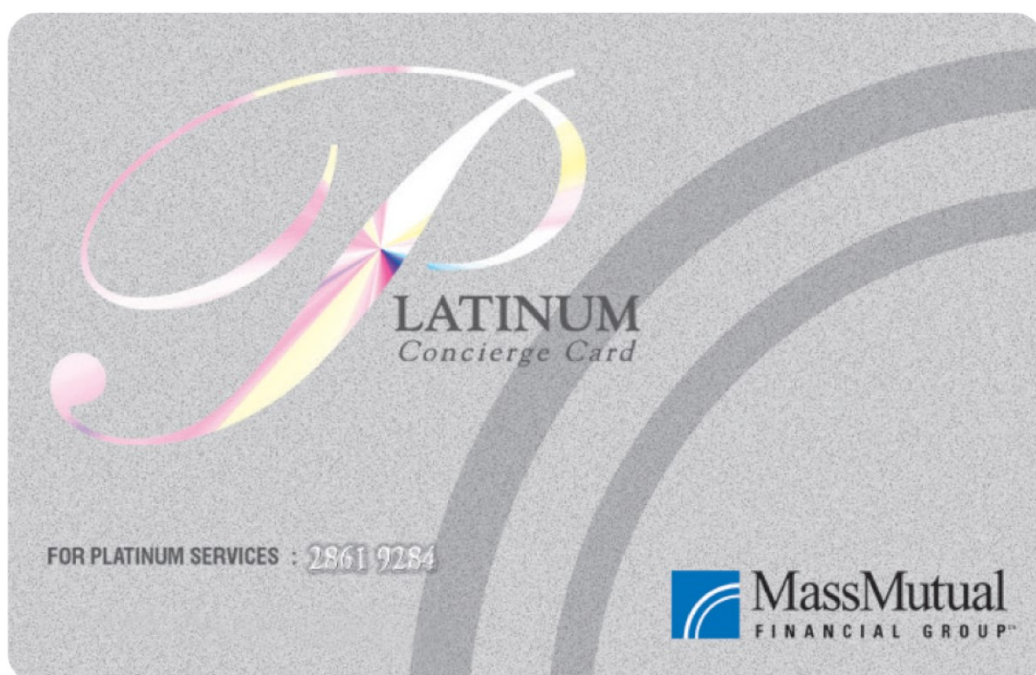
美 國 萬 通 P L A T I N U M 寰 宇 貴 賓 卡

A mark of distinction



A large, light blue, stylized letter 'P' that serves as a background logo for the text.

MassMutual PLATINUM  
Concierge Service Hotline  
美國萬通貴賓服務專線  
(852) 2861 9284



The MassMutual 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.

美國萬通 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 寰宇貴賓服務只為美國萬通亞洲小部分卓爾不凡的客戶而設，絕對值得閣下擁有。





# CONCIERGE SERVICE 貴賓服務

## Shopping around the World – Wow!

搜羅世界各地禮品 – 稱心滿意！

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.

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，並運返本港或送往你所指定的其他地方。



“ Oh no! My favorite Austrian crystal has broken.  
It's a limited edition, where can I buy another one?

噢！不小心打破了心愛的奧地利水晶，但這款是全球限量發行的設計，真不知在哪裏方可以覓得……

”

LET US KNOW  
讓我們代勞



## Gift Delivery for that Special Person — Bravo!

送給摯愛一份禮物 — 無限驚喜！

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 for your total peace of mind.

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。

## Information on Worldwide Events — Convenient!

全球節目資料查詢 — 方便快捷！

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.



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。



## Reservations Galore — Easy!

### 預訂服務 — 簡單容易！

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 MassMutual 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!

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？

持有美國萬通 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！



“ I really want to relax in a traditional Japanese hotel with a private hot spring...  
Watching a hit Broadway musical is a must for our New York trip next week...”

真想一試在日式酒店房間內獨立露天風呂浸溫泉的滋味……  
下週到紐約旅行時，可以欣賞百老匯音樂劇就好了……”

LET US KNOW  
讓我們代勞



# HELPLINE EXPRESS 支援快線

At MassMutual Asia, 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 centers and 7,000 worldwide correspondents.

美國萬通亞洲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 個環球聯系網絡，獲取全天候的緊急醫療援助及家居支援服務。

## Worldwide Emergency Assistance — Thank Heavens! 全球緊急支援 — 值得信賴！

1 Services arranged and paid by the service centre as necessary:  
由救援中心安排並支付所需費用的服務：

Emergency Evacuation (including transfer charges)  
緊急醫療護送（包括護送費用）

Hotel Room Accommodation for Convalescence (up to US\$750)  
出院後療養住宿（高達750美元）

Compassionate Visit (air tickets plus up to US\$750 for accommodation)  
親友前往探病（機票以及高達750美元的住宿費用）

Return of Unattended Dependent Child(ren) to Country of Residence  
(including air ticket(s) and fees for escort)  
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）

Repatriation after Treatment (including transfer charges and air ticket)  
治療後的護送服務（包括護送服務費用及機票）

Unexpected Return to Country of Residence (including air ticket)  
安排緊急回國料理親人後事（包括機票）

Repatriation of Mortal Remains / Ashes (including all repatriation charges)  
運送遺體/ 骨灰回國（包括所有運返費用）





## 2 Services arranged by the service centre but paid by cardholder: 由救援中心安排而費用則由持卡人自付的服務：

Deposit Guarantee for Hospital Admission (up to US\$7,500 and interest free)  
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）

Dispatch of Essential Medication and Medical Equipment  
運送所需藥物及醫療儀器

## 3 Enquiry and free services offered by the service centre: 由救援中心提供的諮詢服務及免費服務：

Telephone Medical Advice, Evaluation and Referral  
電談醫療建議、評估及轉介服務

Medical Monitoring  
跟進病況

Travel Assistance  
旅遊支援服務

Emergency Rerouting Arrangement  
安排緊急更改行程

Legal Assistance  
法律諮詢服務



“ *I am not feeling well and I want to seek medical advice... but I'm now in Paris alone...*

*我感到不適，需要尋求醫療建議……但是我現在隻身在巴黎……* ”

*LET US KNOW*  
讓我們代勞





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

### 24 小時家居支援\* — 細心可靠！

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

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：

- Arrangement of an electrician  
安排合格技師上門維修電力故障
- Arrangement of a licensed plumber to fix water-supply or sewage problems  
安排合格水喉匠上門修理供水系統或通渠
- Locksmith assistance  
若意外地被反鎖於住所門外，安排鎖匠上門開鎖
- Pest control referral  
安排滅蟲公司上門解決蟲患
- Arrangement of service for electrical appliance problems  
安排技師上門維修家庭電器
- Lost credit card report  
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
- House Call / Dental / Baby Sitting / Nurse Referral  
轉介出診醫生、牙醫、褓姆及護士
- Domestic helper advice  
海外家庭傭工問題諮詢



\* Applicable only to Hong Kong 只適用於香港

“ It's 2 a.m. and I can't get into my apartment because I left my keys inside...

凌晨兩點，鑰匙不見了，有家歸不得……

LET US KNOW  
讓我們代勞



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Points to note 注意事項：

- The MassMutual PLATINUM Concierge Service is provided by a third-party service provider to persons insured by MassMutual Asia Ltd. ("MassMutual Asia"). MassMutual Asia 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.

美國萬通 PLATINUM 寰宇貴賓服務乃是由美國萬通保險亞洲有限公司（美國萬通亞洲）指定的第三者機構，直接提供予美國萬通亞洲的受保人。美國萬通亞洲並不會承擔，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。

- Cardholders who make purchases of goods/services via the MassMutual PLATINUM Concierge Service are responsible for the cost of the purchased items/services, delivery charges, acquisition expenses, insurance, tax and cancellation fee.

透過美國萬通 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。

- Persons insured with MassMutual Asia and who are aged 65 or below are eligible for the HELPLINE EXPRESS.

凡 65 歲或以下的美國萬通亞洲受保客戶均可獲享「支援快線」服務。

- The MassMutual PLATINUM Concierge Service is provided free-of-charge to cardholders. MassMutual Asia reserves the right to terminate the service without prior notice.

貴賓卡持有人可免費享用貴賓服務，惟美國萬通亞洲保留終止服務的權利，而毋須先行通知。

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## MassMutual Asia Ltd. 美國萬通保險亞洲有限公司

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