

保柏針對「2019 冠狀病毒病」的延伸保障和支援服務

全力助您保持健康及做好防疫準備

鑑於本港及多個地區的「2019 冠狀病毒病 (COVID-19)」感染確診個案持續上升，保柏已準備好全力支援您及您的摯愛面對是次健康挑戰。作為值得您信賴的健康夥伴，保柏將於**特別保障期間 (2020 年 1 月 24 日至 2021 年 2 月 28 日)** 推出一系列**特別措施**，在抗疫路上與大家同行。

(1) 承諾保障「2019 冠狀病毒病」一切住院及相應治療費用

所有保柏現有會員，在特別保障期間內如確診「2019 冠狀病毒病」而需住院，一切住院期間所需的治療費用，保柏承諾可根據保單之條款獲得保障。如因隔離原因需要入住更高級別的病房，亦可豁免病房級別提升的調整。

(2) 「2019 冠狀病毒病」免費額外住院現金保障*

所有保柏現有會員，在特別保障期間如不幸確診 2019 冠狀病毒病，並需留院接受醫療所需治療，無論該受保人是否已有住院現金保障，均可即時獲享長達 45 日的保柏免費額外住院現金保障，每日港幣 800 元。有關保障受條款及細則約束。

(3) 簡化理賠手續及程序[#]

不受限於保單的除外條款，若保柏會員就有關「2019 冠狀病毒病」須進行實驗性或未經證實醫療成效醫療技術的治療，有關程序在特別保障期間均可獲保障，以加快及簡化理賠手續。

(4) 24 小時新型冠狀病毒健康專線及客戶服務專線

保柏會員可隨時使用保柏特設的 24 小時新型冠狀病毒健康專線 (2517 5358)，向合資格護士查詢「2019 冠狀病毒病」相關的健康資訊，由我們團隊的專業知識為大家提供協助及保健建議。同時，保柏的 24 小時客戶服務專線，客戶服務人員隨時候命，解答客戶有關保單及理賠的查詢。

* 受條款及細則約束。詳情請參閱 <https://www.bupa.com.hk/tc/coronavirus/>。

[#] 2019 冠狀病毒病之索償個案將獲優先處理，入院前亦無須索取初步保障審核。

保柏针对「2019 冠状病毒病」的延伸保障和支援服务

全力助您保持健康及做好防疫准备

鉴于本港及多个地区的「2019 冠状病毒病 (COVID-19)」感染确诊个案持续上升，保柏已准备好全力支援您及您的挚爱面对是次健康挑战。作为值得您信赖的健康夥伴，保柏將於**特别保障期间 (2020 年 1 月 24 日至 2021 年 2 月 28 日)** 推出一系列**特别措施**，在抗疫路上与大家同行。

(1) 承诺保障「2019 冠状病毒病」一切住院及相应治疗费用

所有保柏现有会员，在特别保障期间内如确诊「2019 冠状病毒病」而需住院，一切住院期间所需的治疗费用，保柏承诺可根据保单之条款获得保障。如因隔离原因需要入住更高级别的病房，亦可豁免病房级别提升的调整。

(2) 「2019 冠状病毒病」免费额外住院现金保障*

所有保柏现有会员，在特别保障期间如不幸确诊 2019 冠状病毒病，并需留院接受医疗所需治疗，无论该受保人是否已有住院现金保障，均可即时获享长达 45 日的保柏免费额外住院现金保障，每日港币 800 元。有关保障受条款及细则约束。

(3) 简化管理赔手续及程序[#]

不受限于保单的除外条款，若保柏会员就有关「2019 冠状病毒病」须进行实验性或未经证实医疗成效医疗技术的治疗，有关程序在特别保障期间均可获保障，以加快及简化管理赔手续。

(4) 24 小时新型冠状病毒健康专线及客户服务专线

保柏会员可随时使用保柏特设的 24 小时新型冠状病毒健康专线 (2517 5358)，向合资格护士查询「2019 冠状病毒病」相关的健康资讯，由我们团队的专业知识为大家提供协助及保健建议。同时，保柏的 24 小时客户服务专线，客户服务人员随时候命，解答客户有关保单及理赔的查询。

* 受条款及细则约束。详情请参阅 <https://www.bupa.com.hk/tc/coronavirus/>。

[#] 2019 冠状病毒病之索偿个案将获优先处理，入院前亦无须索取初步保障审核。

Bupa's extended coverage and supportive services for the coronavirus disease



Helping you stay well and be prepared

The number of confirmed coronavirus disease (COVID-19) cases in Hong Kong and the region has been rising. At Bupa, we're ready to face this health challenge together with you and your loved ones. As your trusted healthcare partner, we have launched a series of supportive measures during our special protection period (from 24 January 2020 to 28 February 2021):

(1) Coverage for all hospitalisation and corresponding treatment costs related to the COVID-19

During this special protection period, if any existing Bupa members are hospitalised due to the COVID-19, Bupa promises to cover all eligible expenses under the terms of their policy. If you need to stay in a higher-level ward for isolation reasons, any adjustment factor for the change in ward level will be waived.

(2) Free additional hospital cash protection* for COVID-19

Any existing Bupa member who is hospitalised with COVID-19 to receive medically necessary treatments during this special protection period can enjoy free additional hospital cash protection of HK\$800 per day for up to 45 days. This free benefit will be provided regardless of whether the member currently has any hospital cash coverage. This benefit is subject to terms and conditions.

(3) Simplified claims procedures#

If any Bupa member is diagnosed with COVID-19, their treatment won't be limited by the general exclusions of their insurance policy related to experimental or unproven medical technology or procedures. Treatments prescribed for COVID-19 will be covered during this special protection period to speed up and simplify claims procedures.

(4) 24-hour Novel Coronavirus Healthline and Customer Care helpdesk

Bupa members can call our special 24-hour Novel Coronavirus Healthline (2517 5358) at any time to ask qualified nurses for health information related to COVID-19. This team of experts can provide assistance and health advice. At the same time, Bupa's 24-hour Customer Care helpdesk is always available to answer customer enquiries about insurance policies and claims.

* Terms and conditions apply. Please refer to <https://www.bupa.com.hk/en/coronavirus/> for details.

Medical claims for COVID-19 take priority in processing. Pre-authorization is not required before hospital confinement.

(last updated on 3 September 2020)