

## **International Medical and Travel Assistance Services (Applicable to Hang Seng UnionPay RMB Diamond Commercial Card)**

### **International Medical Assistance**

The International Medical Assistance Service includes the following services for UnionPay RMB Diamond Commercial Card Authorised Cardholders ("cardholder") travelling outside Hong Kong for periods not exceeding 90 consecutive days per trip.

Services include:

1. Telephone Medical Advice
2. Medical Service Provider Referral
3. Arrangement of Hospital Admission
4. Guarantee of Medical Expenses Incurred during Hospitalisation & Monitoring of Medical Condition during Hospitalisation
5. Arrangement of Emergency Medical Evacuation
6. Arrangement of Emergency Medical Repatriation
7. Arrangement of Repatriation of Mortal Remains
8. Arrangement of Compassionate Visit
9. Arrangement of Return of Minor Children
10. Arrangement of Accommodation

Some of the above services are charged on a case by case basis. The provision of a financial guarantee is subject to us first securing payment from the Cardholder through the Cardholder's credit card or from the funds from the Cardholder's family. We shall not be responsible for any third party expenses which shall be solely the Cardholder's responsibility.

International Medical Assistant Services and its information are provided by UnionPay / other third party service providers and Hang Seng Bank Limited ("Hang Seng") assumes no responsibilities for such service and information. Customer agrees to be bound by the terms and conditions for the service provided by UnionPay / other third party service providers which may be amended from time to time. For any claims, disputes and complaints regarding such service and information, customer should refer directly to UnionPay / other third party service providers. Customers may need to provide personal data or other information to UnionPay / other third party service providers for the purpose of provision of the service to customer. In case the provision of any such service incurs any charges (including but not limited to any applicable local tax or any commission payable to any agent), the customers shall be responsible for such charges.

### **International Travel Assistance**

Services include:

1. Lost Luggage Assistance
2. Lost Passport Assistance
3. Legal Referral
4. Emergency Travel Service Assistance
5. Emergency Interpreting Assistance
6. Embassy Referral
7. Emergency Message Transmission

The above services are purely on referral or arrangement basis. We shall not be responsible for any third party expenses which shall be solely the Cardholder's responsibility.