



其他服務條款及細則
Terms and Conditions
for Other Services

保柏靈活配自願醫保計劃 (2023年2月1日版本)

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其他服務條款及細則

I. 一般條文

- (a) 其他服務的條款及細則（「其他服務條文」）附於保柏靈活配自願醫保計劃保單，並屬當中一部分。其他服務條文列明提供予保柏靈活配自願醫保計劃保單持有人及受保人的增值服務，無需額外保費，亦不屬於認可產品一部分。
- (b) 除本其他服務條文列明不適用者外，認可產品內的所有條款及保障均為適用，並且具十足效力及作用。倘若條款及保障下任何適用的條文或不保事項與其他服務條文內所明確列明的保障有任何抵觸，概以其他服務條文的條款為準以解決有關不一致之處。
- (c) 除下述條文一及條文二另行釋義外，本其他服務條文內以斜體標註的詞彙需以條款及保障第八部分、補充文件一第IV部分及自選保障條文第5節所載涵意詮釋。
- (d) 按條款及保障及本其他服務條文，本公司將按本其他服務條文的條款提供服務。可獲賠償的費用（如有）不會超過所接受服務的實際開支。
- (e) 倘本公司向保單持有人或受保人賠償任何費用，該金額超出其他服務條文所列明適用的最高賠償限額；或不符合保單的保障，則保單持有人及/或受保人須於本公司出具發票日起計十四(14)日內，悉數賠償本公司有關不受保費用。

II. 免費保柏國際援助計劃條文（「條文一」）

本條文一所列的服務由IPA提供。若身處海外遇上緊急情況需要醫療或法律支援，保單持有人或受保人可致電IPA全年二十四(24)小時求助熱線(852) 2861 9229，獲得本條文一的支援服務。

1. 一般條文

- (a) 於本條文一所列的服務及援助均由IPA負責提供，並視乎其服務及援助的供應而定。所列的服務及援助可以在沒有預先通知保單持有人或受保人的情況下不時更改。就本條文一所列的服務及援助，本公司及IPA並非對方之代理。
- (b) 本公司不須就IPA或其代理提供之服務或建議，或該等服務之供應，因而直接或間接令受保人蒙受或招致之任何損失、損害、費用、起訴、訴訟或法律程序，向保單持有人或受保人承擔任何責任。
- (c) 如本公司和IPA之間的安排終止或IPA終止其業務，本公司沒有責任另覓其他供應商代替IPA或提供本條文一所列的服務及援助。

2. 援助服務及保障

如受保人：

- (i) 遇上任何身體受傷；
- (ii) 患上任何突發疾病；或
- (iii) 需要本條文一所列的醫療、旅遊、法律或行政援助；

而事發時於居住地以外(本條文一下述第2(p)、2(y)及2(z)節之援助保障除外,此等保障可在香港取得的)旅程中,但該旅程須在並非罔顧註冊醫生的意見下進行及/或該旅程的目的並非為接受或尋求海外醫療或手術治療則受保人或其代表可以致電IPA的二十四(24)小時緊急支援中心提出口頭通知,即可直接獲IPA提供以下的全球援助服務及保障。

醫療援助服務

- (a) 醫療意見熱線
如有需要，受保人可致電IPA的緊急中心向當值註冊醫生取得有關醫療建議及評估，但該項電話服務只可作為意見，絕非診斷。
- (b) 醫生轉介服務
如有需要IPA可轉介受保人至醫療專家或醫療機構為受保人作個人評估。
- (c) 必要藥物/醫療器材
若受保人所需的必要藥物及/或醫療器材未能於當地取得，在當地主診註冊醫生要求時，IPA將在可行及法律許可之情況下，運送該等藥物及/或醫療器材到受保人身處之地，費用由受保人支付。
- (d) 遣派註冊醫生
於危急情況如受保人未能透過電話取得足夠之醫療評估，或受保人不宜被移動並在當地無法接受治療，IPA可安排派遣適當的醫生應診。
- (e) 醫療護送（不設上限）
若受保人遇上身體受傷或突發疾病，而IPA之醫療隊伍及當值註冊醫生均建議受保人在另一醫療機構住院接受所需之適當治療時，IPA會安排和支付以下所需的交通費用 -
 - (i) 護送受保人至最就近的一間備有合適醫療設備的醫療機構；或
 - (ii) 如受保人的醫療狀況許可，安排直接送返。IPA之醫療隊伍及主診註冊醫生會視乎情況而決定所需要之安排。
- (f) 治療後送返（不設上限）
於接受本條文一第2(e)節的醫療護送服務後，如受保人需要接受治療，IPA將安排受保人乘坐固定班次之航機（經濟客位）或其他合適之交通工具，護送受保人返回其居住地的適當醫療機構。任何有關安排送返服務之決定須由主診註冊醫生及IPA緊急中心共同決定，並尋求受保人的同意。
- (g) 墊支入住醫院按金
經受保人的主診註冊醫生及IPA之醫生共同同意，認為受保人需要入住醫院，而受保人又無法支付入院按金的情況下，IPA將提供最高港幣39,000元之入院按金或作為該筆入院按金之擔保人，但受保人須在四十五(45)日內清付所墊支的款項（不含利息）。IPA在墊支入院按金前會向受保人或其代表索取有效之貸款授權。
- (h) 醫療監測
當受保人身在本地接受住院治療，IPA將會監測受保人的狀況，並向受保人之家屬匯報最新病況。
- (i) 安排家屬前往探望
若受保人於外地入住醫院連續七(7)天以上，IPA將安排一位受保人所指定的人士或其親屬（如受保人因其狀況未能指示）乘搭客機（經濟客位）前往探望受保人，並代其支付來回機票及一般酒店住宿，最高達港幣16,000元。
- (j) 同行伙伴之額外交通及住宿費
IPA將安排並支付與受保人同行之伙伴因受保人發生事故而接受本條文一第2(e)節醫療護送所引致的額外交通及住宿費用，受保人每一事故之最高賠償為港幣15,000元，並以每日港幣2,000元為限。

- (k) 安排乏人照顧之子女返回**居住地**
若**受保人**於外地入住**醫院**而未能照顧其同行之十八(18)歲或二十三(23)歲(如屬全職學生)或以下受供養子女,則**IPA**將安排及支付該名(或多名)子女乘坐客機(經濟客位)返回**受保人之居住地**。
- (l) 療養酒店住宿
若**受保人**之主診**註冊醫生**及**IPA**之醫生均認為**受保人**於出院後即時入住當地酒店繼續療養乃醫療所需,**IPA**將為**受保人**安排及支付該等合理酒店住宿費用,以每天最高港元1,950元及最多連續四(4)天為限。
- (m) 安排**受保人**返回原來工作地點
在由**IPA**醫療護送或遣返後的一(1)個月內,如**受保人**提出要求,**IPA**會安排及提供單程經濟客位機票予**受保人**返回原來工作地點。**受保人**須負責決定是否返回工作,並須負責取得醫療許可證明其是否適合乘坐飛機或返回工作,而**受保人**及/或**受保人**之主診**註冊醫生**須負上此決定之一切責任。**IPA**並不牽涉在內。
- (n) 遺體或骨灰運送服務(不設上限)
如**受保人**不幸身故,**IPA**將安排其遺體或骨灰由身故地方運返**受保人之居住地**安葬,**IPA**並將支付有關運送費用。
- (o) 非預料情況下返回**居住地**
當**受保人**身處海外(不包括移民)而獲悉**受保人之親人**在**居住地**身故,並須立即折返,**IPA**將安排和支付**受保人**乘坐定期航班(經濟客位)返回其**居住地**及支付有關的機票費用。
- (p) 醫療護送及遣返**香港**後之額外住院保障
若**保柏靈活配自願醫保計劃**之保障已耗盡,並根據本**條文**第一第2(f)節治療後返回**香港**後即時入住**醫院**,將額外賠償合資格之醫療費用至最高港元120,000元。

在本**條文**第一第2(e)、2(f)、2(k)、2(m)及2(o)節之服務中,如**IPA**為**受保人**重新安排機票或交通,**受保人**(及/或其同行伙伴,如適用)須把未使用之回程機票交回**IPA**。

旅遊及旅程前支援服務

- (q) 旅程前及旅遊資料
在旅程展開之前或進行期間,**受保人**可致電**IPA**查詢以下資料 -
 - (i) 最新的免疫及防疫要求及需要。
 - (ii) 天氣、貨幣兌換率、銀行工作日、當地語言、護照及簽證要求。
 - (iii) 機場稅或海關要求。
 - (iv) 提供傳譯員服務或護送小童服務。
 - (v) 因醫療緣故傳遞緊急訊息。
- (r) 尋找行李支援
如**受保人**行李於運送途中遺失或由同一承運商誤運往錯誤路線,**IPA**會協助聯絡有關單位(包括但不限於航空公司、海關人員),並安排尋回的行李送返**受保人**指定的地方。
- (s) 緊急更改行程安排
若緊急事故迫使**受保人**更改其原來計劃,**IPA**將會協助**受保人**重新安排其乘坐之飛機班次。
- (t) 遺失旅遊證件的行政協助
IPA將向**受保人**提供有關當地機構就補領遺失或被盜竊證件所要求手續的資料。
- (u) 任中橫服務
倘若**受保人**遇上**身體受傷**或**突發疾病**並需要在中國入住醫院接受緊急治療,**受保人**可入住**任中橫網絡**的醫院內最就近之**醫院**。**受保人**須出示有效的**保柏靈活配自願醫保計劃**會員卡或醫療卡及旅遊證件,**醫院**便會在無須**受保人**直接支付入院按金的情況下提供治療。**IPA**並會向**醫院**提供**受保人**入院所需的按金擔保。**受保人**出院時須直接付清全部醫療費用,包括由**IPA**所擔保之**醫院**按金。**IPA**並不會支付任何費用。

法律援助

- (v) 提供法律轉介
IPA可提供律師或律師行的電話號碼及地址。
- (w) 法律援助
如**受保人**在不涉及工作、業務、專業或僱傭情況下遇上意外,**IPA**將會:
 - (i) 就**受保人**其被起訴的民事責任,於法律程序中提供有關該國家適用之民事法律上的辯護;及
 - (ii) 為**受保人**在遇上個人損傷及/或**受保人**之個人物品遭損壞後(而有關損害估計超過港元5,000元)進行法律程序向可識別的第三方追討賠償。

在以上種種情況,由**IPA**委任的大律師及/或律師,須以法定身份代表**受保人**,**IPA**無須因其委任大律師及/或律師而被行使任何追索權、承擔責任或作出彌償。聘用大律師及/或律師的費用將會由**IPA**支付,最高為港元40,000元。

- (x) 保釋金墊支
IPA將會代**受保人**預付最高港元40,000元的保證金,以擔保**受保人**在交通意外後被有關當地機構拘留時可支付有關程序所需之費用。**IPA**不會代**受保人**預付任何涉及民事法律責任、罰款或個人補償及/或使其獲釋的款項。**IPA**提供的預付款項將會一律被視為由**IPA**向**受保人**提供的貸款,**受保人**須在墊支該款項日起三十(30)日內全數清還**IPA**。此保釋金墊支不包括與專業責任及/或刑事有關的申索以及因駕駛汽車引致的申索。如**受保人**未能償還**IPA**所墊支的款項,**保單持有人**及/或**受保人**須負責償還所有款項。

本地支援服務—下列服務只適用於**香港**

- (y) 褓母及看護及臨時家庭傭工轉介
IPA可協助**受保人**安排褓母及/或私家看護及/或臨時家庭傭工,或提供前述服務提供者的名稱、電話號碼及地址。
- (z) 供電系統修理技工及鎖匠轉介

IPA 可協助受保人於返回香港後，即時安排合資格技工上門維修電路故障或安排鎖匠上門開鎖或解決相關問題。

3. 限制及責任

- (a) 地區限制
本條文第一第 2(a)至 2(o)及第 2(q)至 2(x)節之支援服務適用於居住地以外之全球地區。本條文第一第 2(p)，2(y)及 2(z)節之支援服務只適用於香港。
- (b) 本公司及 IPA 之責任
IPA 向受保人轉介之註冊醫生、醫院、診所及任何專業人員均為獨立承辦商，並自行負責自身的作為，他們並不是本公司及 IPA 員工、代理或僱員。本公司將盡最大努力促使 IPA 在本條文一下提供服務和協助，及 IPA 將謹慎選擇具備合適資格及被當地政府認可的專業人員。
- (c) 終止服務
如受保人因為任何原因不再受保於保柏靈活配自願醫保計劃，本條文一之所有服務及保障便告失效。

4. 一般不保事項

- (a) 不保事項
若受保人所遭遇之身體受傷或突發疾病乃由下列原因所造成，本條文一下之服務及支援將不會提供：
- 投保前已有病症及於保單生效日前其病徵會促使一般審慎人士尋求診斷、護理或治療的任何疾病，又或於保單生效日前經已由醫生提供醫療意見或建議治療的病症。
 - 任何未經 IPA 授權及 / 或參與的服務。
 - 因懷孕、分娩或於產期前三(3)個月內的併發症，即使因為意外促使或引致有關情況發生。
 - 因參與職業或比賽性質的運動、水上運動、冬季運動、賽馬、賽車、洞穴探險、攀石或攀山（一般需要使用繩索進行）、跳傘或武術等直接或間接引起的**身體受傷**。
 - 所有適用於保柏靈活配自願醫保計劃之其他不保事項。
- (b) 不可抗力之免責事由
本公司及 IPA 並不會就因為罷工、戰爭、入侵、敵國行動、武裝衝突（不論是否正式宣戰）、內戰、內亂、叛亂、恐怖行動、政變、暴動、群眾騷擾、政治或行政干預、輻射、天災或任何妨礙 IPA 提供支援服務的不可抗力事項，因而所引致的 IPA 救助行動延誤或無法進行，承擔任何責任。

5. 釋義

就本條文一而言，以下使用的字詞及表述必須按照以下所述解釋，除非文義另有所指 -

- 「**身體受傷**」 是指完全及直接由暴力、意外、外在及可見之方式引致之嚴重身體受傷。
- 「**親人**」 是指受保人的配偶、受供養子女、父母及兄弟姊妹。
- 「**IPA**」 是指國際救援（亞洲）公司。
- 「**任中橫網絡**」 是指刊載有 IPA 之中國醫院網絡資料名單，此名單由本公司以電子版提供並不時進行更新及修訂。最新的名單可於本公司的客戶服務網站查閱。
- 「**突發疾病**」 是指患上任何突然及不可預知的疾病。

III. 健康支援服務條文（「條文二」）

使用健康支援服務須隨時受限於本公司所規定之「健康支援服務條款及細則」，該條款及細則將會構成本保單的一部分，本公司並會不時就該條款及細則作出修訂。最新版本之條款及細則請參閱本公司網頁 <https://www.bupa.com.hk/health-coaching-services> 內之「健康支援服務條款及細則」。「健康支援服務條款及細則」內第 2 節所訂明的服務，將根據受保人所選取的計劃而釐定，並已列明如下。

健康支援服務			
計劃級別	基本 / 升級基本	智選 / 升級智選	尊尚 / 升級尊尚
24 小時健康專線 提供每天 24 小時支援服務，為你解答健康問題並提供指引，根據病徵或病況建議合適的做法	√	√	√
醫療中心選擇 可根據你的指定情況或需要為你提供診所及醫院名單以供參考	不適用	√	√
健康顧問 若入住本港私家醫院，保柏的健康顧問會全程協助，讓你了解你的治療詳情和醫療開支預算，替你處理有關入院、出院後跟進治療及索償等事宜	√ (健康顧問將於受保人患上癌症或心臟病時提供協助)	√	√
第二醫療意見服務 如在診斷和治療上遇到各種疑慮，我們可安排醫療專家可為你提供專業的 第二意見 ，讓你掌握病情從而決定治療方法	不適用	√	√
慢性疾病管理計劃 提供控制慢性疾病如糖尿病、高血壓的建議，包括生活習慣建議及跟進病情等服務	不適用	不適用	√

Bupa MyFlexi VHIS Plan

(1 February 2023 Edition)

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Terms and Conditions for Other Services

I. General provisions

- (a) The terms and conditions for other services (“Other Services Provisions”) is attached to and forms part of the Policy of Bupa MyFlexi VHIS Plan. The Other Services Provisions set out the value added services available to Policy Holder and Insured Person of Bupa MyFlexi VHIS Plan without additional premium and do not form part of the Certified Plan.
- (b) Except as otherwise specified in this Other Services Provisions, all Terms and Benefits applied to the Certified Plan shall have full force and effect. To the extent that any provision or exclusion applied to the Terms and Benefits is inconsistent with the services expressly provided in the Other Services Provisions, the provisions in the Other Services Provisions shall prevail to resolve such inconsistency.
- (c) Unless otherwise defined in Provision 1 and 2 below, capitalised terms used in this Other Services Provisions shall have the meanings ascribed to them under Part 8 of the Terms and Benefits, Part IV of Supplement 1 and Section 5 of Optional Benefit Provisions.
- (d) Subject to the Terms and Benefits and this Other Services Provisions, the Company shall provide the services in accordance with the terms in this Other Services Provisions. The amount of expenses reimbursed (if any) shall not exceed the actual costs of the services incurred.
- (e) If the Company reimburses the Policy Holder or Insured Person for any expense which has exceeded the applicable maximum limits under this Other Services Provisions; or is not eligible under the Policy, the Policy Holder and/or the Insured Person shall reimburse the Company in full for these ineligible expenses within fourteen (14) days of receipt of an invoice from the Company.

II. Free Bupa Worldwide Assistance Programme Provisions (the “Provision 1”)

The services described under this Provision 1 are provided by IPA. When travelling abroad, the Policy Holder or the Insured Person can call IPA on (852) 2861 9229, a twenty-four (24) hours hotline throughout a year, to receive emergency medical or legal assistance in accordance with the terms under this Provision 1.

1. General provisions

- (a) Services and assistance provided under this Provision 1 are subject to availability of such services and assistance offered by IPA. The availability of such services and assistance may change from time to time without prior notice to the Policy Holder or the Insured Person. The Company and IPA are not agents to each other for the services and assistance provided under this Provision 1.
- (b) The Company shall not be liable to the Policy Holder or the Insured Person in any respect of any loss, damage, expense, suit, action or proceeding suffered or incurred by the Insured Person, whether directly or indirectly, arising from or in connection with the services provided or advice given by IPA or its agent, or the availability of such services.
- (c) The Company has no obligation to replace IPA with other service provider if the arrangement between the Company and IPA ceases to operate or if IPA ceases to carry on its business or provide any such services or assistance under this Provision 1.

2. Description of services and benefits

If the Insured Person:

- (i) suffers any Bodily Injury;
- (ii) suffers any Sudden Illness; or
- (iii) is in need of medical, travel, legal or administrative assistance described in this Provision 1,

outside the Place of Residence (except for the coverage under Sections 2(p), 2(y) and 2(z) of this Provision 1 which may be obtained in Hong Kong) while arising out of and in the course of his journey, provided that such journey is not undertaken against the advice of the Registered Medical Practitioner, and / or is not for the purpose of obtaining or seeking any medical or surgical treatment abroad, the following worldwide assistance services and benefits shall be available directly from IPA upon specific verbal notification by the Insured Person or his representative to IPA's twenty-four (24)-hour alarm centre.

Medical assistance

- (a) Medical advice hotline
If necessary, the Insured Person may call IPA's alarm centre for medical advice and evaluation from the attending Registered Medical Practitioner. However, telephone conversation shall be considered as an advice only rather than a diagnosis.
- (b) Doctor referral
If necessary, the Insured Person shall be referred to a medical specialist or medical facility for personal assessment.
- (c) Essential medication / Medical equipment
Upon request from a local attending Registered Medical Practitioner, IPA may, when possible and legally permissible, dispatch at the cost of the Insured Person any essential medicine and / or medical equipment required for the Insured Person which is not locally available.
- (d) Dispatch of Registered Medical Practitioner
In the event of an emergency where the Insured Person cannot be adequately assessed by telephone, or the Insured Person cannot be moved and local treatment is unavailable, IPA may send an appropriate medical practitioner.
- (e) Medical evacuation (Unlimited cover)
If the Insured Person suffers from Bodily Injury or Sudden Illness such that IPA's medical team and the attending Registered Medical Practitioner recommend hospitalisation in another medical facility where the Insured Person can be suitably treated, IPA may arrange and pay for necessary transportation expenses for:

- (i) the transfer of the Insured Person into the nearest medical facility more appropriately equipped for the particular medical condition; or
 - (ii) the direct repatriation if his medical condition permits such repatriation. The medical team and attending Registered Medical Practitioner may determine the necessary arrangements according to the circumstances.
- (f) Repatriation after treatment (Unlimited Cover)
Following the medical evacuation in Section 2(e) of this Provision 1 above and if medical treatment is necessary, IPA may repatriate the Insured Person to an appropriate medical facility in his Place of Residence by scheduled airline flight (on economy class) or any other appropriate means of transportation. Any decision on such repatriation shall be made jointly and exclusively by both the attending Registered Medical Practitioner and IPA's alarm centre, and the Insured Person's consent shall be sought.
- (g) Deposit guaranteeing of hospital admission
In case of Hospital admission duly approved by both the attending Registered Medical Practitioner and IPA's doctor and the Insured Person is without means of payment of the required Hospital admission deposit, IPA may guarantee or provide such payment up to HKD39,000. The Insured Person will be required to repay any sum advanced within forty-five (45) days (without interest). IPA will require valid credit authorisation from the Insured Person or his representative, prior to advancement of funds for such admission.
- (h) Medical monitoring
IPA may monitor the Insured Person's condition during the Insured Person's hospitalisation abroad and may keep the Insured Person's family informed.
- (i) Compassionate visit
IPA may arrange and pay for the cost of an economy round trip transportation plus accommodation expenses up to HKD16,000 for a person chosen by the Insured Person, or a relative if the Insured Person is unable to choose due to his condition, to join him if the Insured Person has been confined in Hospital abroad for more than seven (7) consecutive days.
- (j) Additional travel and accommodation for travelling companion
IPA may arrange and pay for the additional travel and accommodation expenses incurred by the Insured Person's travelling companion related to an incident requiring medical evacuation in Section 2(e) of this Provision 1 provided that such expenses shall not exceed HKD15,000 for the Insured Person in any one event subject to a sub-limit of HKD2,000 per day.
- (k) Return of unattended dependant child(ren) to Place of Residence
If the Insured Person's travelling dependant child(ren) up to Age eighteen (18) or Age twenty-three (23) if in full time education, is left unattended by reason of the Insured Person's confined in Hospital, IPA may organise and pay for the return of child(ren) (on economy fare basis) to the Insured Person's Place of Residence.
- (l) Hotel room accommodation for convalescence
IPA may arrange and pay for reasonable hotel for convalescence, up to HKD1,950 per day for a maximum of four (4) consecutive days, immediately after the Insured Person's discharge from the Hospital, and if deemed medically necessary by attending Registered Medical Practitioner and IPA's doctor.
- (m) Transportation for return of Insured Person to original work site
Following the Insured Person's evacuation or repatriation by IPA within a one (1) month period, IPA may upon the Insured Person's request arrange and provide a one way economy air transportation to return the Insured Person to the original work location. The Insured Person assumes the responsibility for the decision of whether or not he returns to work. The Insured Person is responsible for obtaining any medical releases to determine his suitability to travel or not, or to resume work or not. The decision and the results thereof are solely the responsibility of the Insured Person and / or the Insured Person's attending Registered Medical Practitioner. IPA is not involved whatsoever in such decisions.
- (n) Repatriation of mortal remains / ashes (Unlimited cover)
Upon the death of the Insured Person, IPA may arrange and pay for the repatriation of the Insured Person's body or ashes to the Insured Person's Place of Residence for burial.
- (o) Unexpected return to the Place of Residence
In the event of the death of the Insured Person's Close Relative in his Place of Residence while he is travelling overseas (excluding the case of immigration) that necessitates an unexpected return to his Place of Residence, IPA may arrange and pay for the cost of a scheduled airline ticket (economy class) for the return of the Insured Person.
- (p) Additional hospital benefit after a medical evacuation and repatriation back to Hong Kong
If benefits payable under the Bupa MyFlexi VHS Plan are exhausted, eligible medical expenses for confinement in Hong Kong Hospital immediately following the repatriation under Section 2(f) of this Provision 1 are covered up to a further HKD120,000.
- For Sections 2(e), 2(f), 2(k), 2(m) and 2(o) of this Provision 1, the Insured Person (and / or his travelling companion if applicable) shall surrender unused return tickets to IPA if IPA arranges new tickets or transportation for them.

Travel and pre-trip assistance

- (q) Pre-trip and travel information
The Insured Person may contact IPA to obtain the following information before starting or during his journey:
- (i) Updated immunisations and vaccinations requirements and needs.
 - (ii) Weather, exchange rates, banking days, language, passport and visa requirements.
 - (iii) Airport taxes or customs requirements.
 - (iv) Arrangement of interpreter services or children escort.
 - (v) Transmission of urgent messages for medical reasons.
- (r) Assistance on luggage retrieval
In the event of loss or misrouting of the Insured Person's luggage by a common carrier, IPA may liaise with the relevant entities such as but not limited to airline companies, customs officials, and will organise the dispatch of such luggage, if recovered, to such place as the Insured Person may direct.
- (s) Emergency rerouting arrangements
IPA may assist the Insured Person in reorganising his flight schedule should an emergency oblige him to alter his original plan.
- (t) Administration assistance of the loss of travel document
IPA may provide the Insured Person with the necessary information regarding the formalities requested by local authority in order to obtain the replacement of such lost or stolen documents.
- (u) MedPass service

If the Insured Person suffers from Bodily Injury or Sudden Illness and needs to be hospitalised in China for emergency medical treatment, the Insured Person may visit the nearest Hospital under MedPass Network. Upon presenting the valid membership card or medical card under Bupa MyFlexi VHIS Plan and travel document, the Hospital will provide medical treatment without requiring any admission deposit directly from the Insured Person up front. IPA shall provide the Hospital with the relevant guarantee of deposit for Hospital admission. The Insured Person shall fully and directly settle the medical expenses including the Hospital admission deposit guaranteed by IPA when the Insured Person is discharged from Hospital. IPA will not pay for any expenses incurred.

Legal assistance

- (v) Legal referral
IPA may provide the telephone numbers and addresses of the lawyers and solicitors firms.
- (w) Legal assistance
In the event of an accident occurring in a situation not related to the work, business, profession or employment of the Insured Person, IPA may:
 - (i) provide for the defence of the Insured Person in legal proceedings against him for civil liability to the civil laws in force in the country, and
 - (ii) conduct proceedings in order to obtain an indemnity from an identified third party for the Insured Person following personal injury and / or damages to the Insured Person's personal belongings if such damages are estimated to be in excess of HKD5,000.In all such cases, the counsel and / or lawyer appointed by IPA shall act in a legal capacity for the Insured Person without any recourse to, responsibility of, or indemnification by IPA by reason of its appointment of counsel and / or lawyer. The counsel and / or lawyer's fee will be settled by IPA up to a limit of HKD40,000.
- (x) Advance of bail bonds
IPA may deposit up to HKD40,000 on behalf of the Insured Person as the security required from him in order to guarantee the payment of the fees for the procedures in the event of the Insured Person being detained by the relevant local authority following a road accident. No deposit shall be made by IPA for covering the civil liabilities, fines or personal indemnities to be paid by the Insured Person and / or the release of the Insured Person. The deposit made by IPA shall be considered as a loan made by IPA to the Insured Person and should be fully repaid by the Insured Person to IPA within thirty (30) days of such advance. This advance of bail bond excludes any claim related to professional liability and / or criminal situations, as well as any claim arising out of the driving of any motor vehicle. If the Insured Person fails to repay to IPA the deposit paid by IPA, the Policy Holder and/or the Insured Person is/are liable to repay such deposit to IPA.

Local assistance - The following services are only available in Hong Kong

- (y) Baby sitting, nursing and temporary domestic helper referral
IPA may assist the Insured Person to arrange or provide the name, telephone number and address of the service provider for baby sitting and / or private nursing and / or temporary domestic helper service.
- (z) Electric supply and locksmith referral
IPA may assist the Insured Person to arrange a licensed technician to repair the failure of his electricity supply system or a locksmith to open the door or solve relevant problems immediately after the Insured Person returns to Hong Kong.

3. Limitations and liabilities

- (a) Territorial limit
The assistance and services mentioned in Sections 2(a) to 2(o) and 2(q) to 2(x) of this Provision 1 apply worldwide outside the Place of Residence and the assistance and services mentioned in Sections 2(p), 2 (y) and 2(z) of this Provision 1 apply in Hong Kong only.
- (b) Liability of the Company and IPA
The Registered Medical Practitioners, Hospitals, clinics, and any kind of professionals to whom the Insured Person will be referred by IPA are independent contractors responsible for their own acts and are not employees, agents or servants of IPA and the Company. The Company shall use its best effort to procure IPA to provide the service and assistance in this Provision 1 and IPA shall exercise care and diligence in selecting those professionals who have appropriate qualification and are certified by the local authority.
- (c) Termination
All the services and benefits under this Provision 1 will become ineffective when, for whatever reasons, the Insured Person ceases to be covered under Bupa MyFlexi VHIS Plan.

4. General exclusions

- (a) Excluded cases
Services and assistance under this Provision 1 shall not be available with respect to Bodily Injury or Sudden Illness of the Insured Person arising from:
 - (i) Pre-existing Conditions and any illness the symptoms of which would cause an ordinary prudent person to seek diagnosis, care or treatment before the Policy Effective Date, or a condition for which medical advice or treatment was recommended by a medical practitioner before the Policy Effective Date.
 - (ii) Any services rendered without the authorisation and / or intervention of IPA.
 - (iii) Childbirth, pregnancy or any complications within three (3) months before delivery date notwithstanding that such event may have been accelerated or induced by an accident.
 - (iv) Bodily Injuries arising directly or indirectly as a result of participation in any professional or competitive sports, water sports, winter sports, racing, rallies, potholing, rock climbing or mountaineering normally involving the use of ropes of guides, parachuting or martial arts.
 - (v) All other exclusions applicable under Bupa MyFlexi VHIS Plan.
- (b) Force majeure
The Company and IPA shall not be held responsible for delays or failures in providing assistance caused by any strike, war, invasion, act of foreign enemies, armed hostilities (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative, political impediments, radioactivity, acts of

God or any other event of force majeure which prevents IPA from providing such assistance.

5. Definitions

For the purpose of this Provision 1, the following words and expressions shall have the following meaning, except where the context otherwise requires -

“Bodily Injury”	shall mean serious bodily injury caused solely and directly by violent, accidental, external and visible means.
“Close Relative”	shall mean the spouse, dependant child(ren), siblings and parent of the Insured Person.
“IPA”	shall mean Inter Partner Assistance Hong Kong Limited.
“Medpass Network”	shall mean the list printed in digital format which contains the particulars of IPA’s China hospital network. The list may be updated and amended by the Company from time to time and latest list is available on the Company’s customer service portal.
“Sudden Illness”	shall mean any sudden and unforeseen illness or disease.

III. Health Coaching Services Provisions (“Provision 2”)

The usage of the health coaching services should at all times be subject to the “Terms and conditions for Health Coaching Services” prescribed by the Company. Such terms and conditions shall form part of this Policy and the Company may amend such terms and conditions from time to time. For an updated version of such terms and conditions, please refer to the “Terms and conditions for Health Coaching Services” on the Company’s website at <https://www.bupa.com.hk/health-coaching-services>. The availability of the service(s) set out under Section 2 of the “Terms and conditions for Health Coaching Services” is subject to the plan level subscribed by the Insured Person listed out below.

Health Coaching Services			
Plan Level	Standard / Standard Plus	Advance / Advance Plus	Deluxe / Deluxe Plus
24-hour Healthline 24/7 guidance on health-related queries, suggesting a suitable course of action based on your symptoms and condition	√	√	√
HealthCare Centre Choices Provide a list of clinics and hospitals based on your specific condition or needs for your reference	Not Applicable	√	√
Care Manager A personal Care Manager will follow you throughout your hospital stay in a local private Hospital to help you understand your treatment plan and obtain cost estimates, as well as facilitate admission, follow-up treatments after discharge and claims	√ (Care Manager will support you in the event of cancer and heart failure)	√	√
Second Medical Opinion Clarify any doubts about your diagnosis and proposed treatment by obtaining medical advice from a panel of medical specialists	Not Applicable	√	√
Chronic Conditions Programme Lifestyle coaching and follow-up services to help you manage chronic conditions such as diabetes and hypertension	Not Applicable	Not Applicable	√

保柏 (亞洲) 有限公司
Bupa (Asia) Limited

香港九龍觀塘
海濱道77號
海濱匯第2座6樓
6/F, Tower 2,
The Quayside,
77 Hoi Bun Road,
Kwun Tong, Kowloon,
Hong Kong

客戶服務專線 : (852) 2517 5333
Customer Care helpdesk

傳真 Facsimile : (852) 2548 1848

www.bupa.com.hk

