



HEALTHIER, LONGER,  
BETTER LIVES



# Family Health MedTeam

**Embracing Life at its Pinnacle, Nurture Health Across Generations**

AIA International Limited  
(Incorporated in Bermuda with limited liability)

# Family Health MedTeam

## 24/7 Round-the-clock<sup>®</sup> healthcare support across 3 generations

Living a truly prestigious life is not about choosing between success and health – it lies in the art of embracing both. At AIA, we help you and your loved ones<sup>▲</sup> achieve this harmony through this privilege – Hong Kong insurance industry-first\* **Family Health MedTeam**.

**Family Health MedTeam** provides personalised healthcare support in Mainland China<sup>+</sup> including online general health consulting along with personalising health checkup at Grade 3A hospitals<sup>^</sup> and online support for chronic disease management. Along with priority booking at designated Grade 3A public hospitals and medical companion service, you and your loved ones<sup>▲</sup> can experience seamless, quality healthcare support – helping you live Healthier, Longer, Better Lives.



### Remarks:

<sup>®</sup>The Service User may contact the servicing team of **Family Health MedTeam** through WeChat mobile application or the service hotline during the service hours as set out in the section below headed under "Terms of Use of **Family Health MedTeam**" for (i) coordinating the Services and (ii) using Online General Health Consulting. All the other services under **Family Health MedTeam** are provided during the designated service hours subject to the availability of the Service Provider. For details, please contact the Service Provider via the service hotline at (86) 400 961 0933. "Service User" refers to each Eligible Member or Eligible Family Member as defined in the section below headed under "Eligibility of Services", who is entitled to use the Services.

<sup>▲</sup>**Family Health MedTeam** offered as a privilege of AIA Alta Club are available to (i) AIA Alta Club member in the Solar or Luna tier and (ii) up to three of his/her eligible family members, subject to the terms and conditions of **Family Health MedTeam** and AIA Alta Club. For details of the eligibility of using **Family Health MedTeam**, please refer to the section below headed under "Eligibility of Services".

<sup>\*</sup> As of 16 September 2025, Hong Kong insurance industry's first healthcare support in Mainland China, which integrates Online General Health Consulting along with Personalising Health Checkup at Grade 3A Hospitals and Online Support for Chronic Disease Management and Home Medication Delivery, Priority Booking for Outpatient and Inpatient Services, and Medical Companion Service, was compared with the similar services offered by major Hong Kong insurance companies.

<sup>+</sup> The services under **Family Health MedTeam** ("Services") are only available to the eligible AIA Alta Club member and his/her eligible family member(s), who must be physically in Mainland China at the time of using the service(s). The Services are provided by the independent third-party service provider of **Family Health MedTeam** ("Service Provider") at the designated cities in Mainland China. For details, please visit <https://www.aia.com.hk/en/aia-alta/familyhealth>.

<sup>^</sup> The costs of the health checkup and any related expenses shall be borne and settled directly with the relevant medical institution by the Service User.

## Why Would You Need

# ➤➤➤ Family Health MedTeam?

In today's fast-paced world, caring for your own health — and your family's — is not always easy.

Many families face the following challenges:

### 1 Balancing health with busy lifestyle

The demands of work and daily life make proactive health management a constant challenge.

### 2 Coordinating the health needs of the whole family

Research shows that over 90% of elderly respondents hope their family members to accompany them to medical visits<sup>i</sup>. From elderly parents to children, arranging health checkups, medical consultations and follow-ups often requires significant time and effort.

### 3 Continuous support for chronic disease management

Nearly 80% of individuals aged 60 and above suffer from chronic illnesses<sup>ii</sup>. Conditions such as hypertension and diabetes require long-term monitoring and medication, and without dedicated support, the pressure can increase.



We understand that healthcare support should be a seamless, efficient, and personalised experience that keeps you and your family<sup>▲</sup> at the centre.

#### Remarks:

<sup>▲</sup> Family Health MedTeam offered as a privilege of AIA Alta Club are available to (i) AIA Alta Club member in the Solar or Luna tier and (ii) up to three of his/her eligible family members, subject to the terms and conditions of Family Health MedTeam and AIA Alta Club. For details of the eligibility of using Family Health MedTeam, please refer to the section below headed under "Eligibility of Services".

#### Source: (data collection date: October 2025)

i) 《詢問老年友善醫療建設五大困擾，藍馬甲今年將聯合改造10+老年友善醫院》(unofficial English translation: Five Major Challenges in Building Elder-Friendly Medical Services: Blue Vest to Collaborate on Renovating 10+ Elder-Friendly Hospitals This Year) Blue Vest, 16 August, 2024 <https://mp.weixin.qq.com/s/A5SG4rMVFzDvCzEtk0pgQ>

ii. 《60歲以上老年人慢病患病率超78%，聚焦打通慢病防治全鏈條管理市政協啟動調研》(unofficial English translation: Over 78% of elderly aged 60 and above have chronic diseases: focusing on the full chain management of chronic disease prevention and treatment, the municipal political consultative conference begins research) Beijing Daily, 21 July, 2024 <https://baijiahao.baidu.com/s?id=1805167284475081028&wfr=spider&for=pc>

"AIA", "the Company", "We", "our" or "us" herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).

"Mainland China" herein refers to the People's Republic of China excluding Hong Kong and Macau. "Hong Kong" and "Macau" herein refer to "Hong Kong Special Administrative Region" and "Macau Special Administrative Region" respectively.

# The Essence of Services



## Dedicated servicing team available 24/7<sup>®</sup>

**Family Health MedTeam** provides a **dedicated servicing team** that includes a designated family doctor as well as a nurse registered in Mainland China acting as your health ambassador. The servicing team will be **available round-the-clock<sup>®</sup>**, providing you and your family with professional healthcare support.



## Personalising health checkup<sup>^%</sup> at Grade 3A public hospitals in Mainland China

Through professional assessment on the health information, the family doctor will customise a health checkup and arrange to be performed at designated Grade 3A public hospitals in Mainland China for you and your family to select according to your needs and preferences<sup>†</sup>. Personalising tests in various health areas aims to help provide a deeper understanding of the health status, allowing you and your family to manage health easily.



## Convenient online general health consulting with specialists and priority booking

- General health consultation<sup>%</sup> through online video conference call with a specialist at designated Grade 3A public hospitals in Mainland China at your convenience.
- Priority booking service for outpatient consultations with specialists and inpatient services at designated Grade 3A public hospitals in Mainland China, and medical companion<sup>§</sup> offering hospital-related administrative support.



## Dedicated online support for chronic disease management and home medication delivery<sup>%#</sup>

You and your family can enjoy the convenience of dedicated online support for chronic disease management and home medication delivery service. Such chronic diseases related online management support includes reminders on medical appointment with your attending doctor for consulting chronic diseases and home medication delivery, aiming to offer you a hassle-free health management support.

### Remarks:

<sup>®</sup>The Service User may contact the servicing team of **Family Health MedTeam** through WeChat mobile application or the service hotline during the service hours as set out in the section below headed under "Terms of Use of **Family Health MedTeam**" for (i) coordinating the Services and (ii) using Online General Health Consulting. All the other services under **Family Health MedTeam** are provided during the designated service hours subject to the availability of the Service Provider. For details, please contact the Service Provider via the service hotline at (86) 400 961 0933. "Service User" refers to each Eligible Member or Eligible Family Member as defined in the section below headed under "Eligibility of Services", who is entitled to use the Services.

<sup>^</sup>The costs of the health checkup and any related expenses shall be borne and settled directly with the relevant medical institution by the Service User.

<sup>%</sup>Any information and recommendation provided under **Family Health MedTeam** is for general health and wellness information only and does not replace any medical advice or treatment. None of the Services shall be considered as a medical advice, diagnosis, treatment, or recommendation in any kind. Except for the administrative support for the purchase and delivery of certain prescription medications under Online Support for Chronic Disease Management and Home Medication Delivery, the Services do not include any prescription, dispensing, administration and delivery of medications. The Service User must be physically present in Mainland China during the time of provision of the Services otherwise no Services will be provided.

<sup>†</sup>Subject to availability and suitability upon review of the Service Provider.

<sup>§</sup>Medical Companion Service is not available to the Service User who has already been hospitalised during the hospitalisation.

<sup>#</sup>The costs of the medications and the medications delivery shall be borne and settled directly with the Service Provider by the Service User. Online Support for Chronic Disease Management and Home Medication Delivery is limited to the administrative support for the purchase and delivery of certain prescription medications to designated delivery location only.



## Eight Signature Services

### Comprehensive Care for You and Your Family

From prevention, treatment to chronic disease management support, **Family Health MedTeam** offer seamless, comprehensive support to safeguard the wellbeing of you and your loved ones at every stage of the journey.

- Health Evaluation and Health Record Management
- Online General Health Consulting
- Personalising Health Checkup at Grade 3A Hospitals
- Grade 3A Hospital Specialist Online General Health Consulting
- Priority Booking for Outpatient and Inpatient Services
- Priority Booking for Diagnostic Tests
- Medical Companion Service
- Online Support for Chronic Disease Management and Home Medication Delivery

# Service Details



## Prevention

### Heart Health Evaluation and Health Record Management<sup>1</sup>

The family doctor (general practice physician registered in Mainland China) provides online Health Evaluation and Health Record Management services for you and your family. Upon review of your and your family's medical records, family history, and lifestyle habits, the family doctor offers general health tips tailored to your needs — covering areas such as diet, physical activity and preventive care — along with individual health profile to empower you and your family to take charge of your wellbeing.

### Online General Health Consulting<sup>2</sup>

The family doctor provides Online General Health Consulting with general health and wellness information at your convenience to give you peace of mind.

### Personalising Health Checkup<sup>^</sup> at Grade 3A Hospitals<sup>3</sup>

Upon review of your and your family's health information, the family doctor customises a health checkup at designated Grade 3A public hospitals in Mainland China for you and your family to select according to your needs and preferences. You may also choose to adjust the checkup items<sup>†</sup> to suit your own needs.

### Grade 3A Hospital Specialist Online General Health Consulting<sup>4</sup>

You and your family can enjoy convenient and professional online general health consulting services with the specialists from designated Grade 3A public hospitals in Mainland China.



## Treatment

### Priority Booking for Outpatient and Inpatient Services<sup>5</sup>

The servicing team assists you to arrange priority booking for outpatient appointment with specialists and inpatient services at designated Grade 3A public hospitals in Mainland China.

### Priority Booking for Diagnostic Tests<sup>6</sup>

The servicing team assists you on priority booking to access to specified diagnostic tests at designated Grade 3A public hospitals upon your request, including computed tomography (CT) scan, positron emission tomography (PET), ultrasound, color doppler ultrasound, magnetic resonance imaging (MRI), gastroscopy and colonoscopy.

### Medical Companion Service<sup>7</sup>

A medical companion accompanies you and your family at designated hospitals in certain cities in Mainland China to offer outpatient and inpatient administrative support, such as doctor-patient communications, admission registration and hospital discharge.



## Chronic Disease Management

### Online Support for Chronic Disease Management and Home Medication Delivery<sup>8</sup>

The servicing team offers chronic disease related online management support, which includes reminders on medical appointment with your attending doctor on chronic disease, and home medication delivery services<sup>#</sup>, aiming to offer you and your family a hassle-free health management support.

#### Remarks:

<sup>^</sup> The costs of the health checkup and any related expenses shall be borne and settled directly with the relevant medical institution by the Service User.

<sup>†</sup> Subject to availability and suitability upon review of the Service Provider.

<sup>#</sup> The costs of the medications and the medications delivery shall be borne and settled directly with the Service Provider by the Service User. Online Support for Chronic Disease Management and Home Medication Delivery is limited to the administrative support for the purchase and delivery of certain prescription medications to designated delivery location only.

Note: "you and your family" or "you and your loved ones" refers to the Eligible Member and the Eligible Family Member(s) as defined in the section below headed under "Eligibility of Services", who is entitled to use the Services.

## Eligibility of Services

- The services under **Family Health MedTeam** ("Services"), offered as a privilege of AIA Alta Club, are available to:
  - (i) the AIA Alta Club member in the Solar or Luna tier ("Eligible Member"); and
  - (ii) up to three (3) of his/her eligible family members as nominated by the Eligible Member ("Eligible Family Members").

The Eligible Family Members:

- (i) must be the spouse, child, grandchild, parent, parent-in-law, grandparent, or grandparent-in-law of the Eligible Member; and
- (ii) have successfully complete the registration within one month after the Eligible Member activates the Services.

For details of the activation of the Services, please refer to the section below headed under "How to activate the Services". The eligibility of using the Services may be subject to change by AIA from time to time which will be published on AIA's website.

- The Services are valid for a period of twelve (12) months from the date of the activation of the Services ("Validity Period") and the Validity Period will automatically renew for successive 12-month periods, provided that the Eligible Member remains to be an AIA Alta Club member in the Solar or Luna tier. For details of the membership and the terms and conditions of AIA Alta Club, please refer to <https://www.aia.com.hk/en/aia-alta>.
- The Eligible Member may change his/her nominated Eligible Family Member(s) once every twelve (12) months at the time of renewal of the Validity Period. Changes of the Eligible Family Member(s) within each Validity Period is not allowed, except under specific circumstances. For details, please contact the Service Provider via the service hotline at (86) 400 961 0933.

## How to activate the Services



**Call (86) 400 961 0933 to activate and use the Services. Health ambassador of Family Health MedTeam will guide you on the activation steps.**

*Please note that to provide the Services, the Service Provider will communicate through WeChat application (or any mobile application as designated by the service provider), which should be downloaded and registered prior to the activation of the Services.*

*If the Eligible Member has nominated his/her Eligible Family Member(s) to use the Services, the health ambassador of **Family Health MedTeam** will set up a designated family group chat on WeChat application to include the Eligible Member and his/her Eligible Family Member(s) as part of the activation process, otherwise the Services cannot be provided.*



# Terms of Use of Family Health MedTeam

Upon activating the Services, a Service User is entitled to use the relevant Services subject to the respective maximum number of usage as set out in the table below within the Validity Period provided that the Eligible Member remains to be an AIA Alta Club member in the Solar or Luna tier.

If the Service User cancels or fails to use the relevant Service after confirmation of such Service and/or its arrangement with the Service Provider, such Service will be deemed to have been used once and counted toward the relevant usage limit.

Services under Family Health MedTeam	Maximum number of usages during the Validity Period	Notes/Exclusions/ Limitations
1. Health Evaluation and Health Record Management	Health Evaluation: 1 time per each Service User Health Record Management: Unlimited	(a), (b), (c), (d), (e), (f)
2. Online General Health Consulting	Unlimited	(a), (b), (c), (d), (f)
3. Personalising Health Checkup at Grade 3A Hospitals	4 times per each Service User Group (i.e. shared among 4 Service Users)	(a), (b), (c), (e), (f), (g)
4. Grade 3A Hospital Specialist Online General Health Consulting	4 times per each Service User Group (i.e. shared among 4 Service Users)	(a), (b), (c), (d), (e), (f), (h), (i), (j)
5. Priority Booking for Outpatient and Inpatient Services	Outpatient: 4 times per each Service User Group (i.e. shared among 4 Service Users) Inpatient: 1 time per each Service User Group (i.e. shared among 4 Service Users)	(b), (e), (f), (j), (k)
6. Priority Booking for Diagnostic Tests	1 time per each Service User Group (i.e. shared among 4 Service Users)	(b), (e), (f), (j), (l)
7. Medical Companion Service	4 times per each Service User Group (i.e. shared among 4 Service Users)	(b), (e), (m)
8. Online Support for Chronic Disease Management and Home Medication Delivery	Unlimited	(a), (b), (c), (e), (f), (n), (o)

Note: "Service User Group" refers to an Eligible Member and up to three of his/her Eligible Family Members collectively. "Service User" refers to each Eligible Member or Eligible Family Member, who is entitled to use the Services.

The Service User may contact the servicing team of **Family Health MedTeam** via (i) WeChat application from 9:00 a.m. to 11:00 p.m. and (ii) the service hotline at (86) 400 961 0933 outside these hours for coordinating the Services and accessing Online General Health Consulting.

The service hours and communication channel may be subject to change from time to time without prior notice and published on <https://www.aia.com.hk/en/aia-alta/familyhealth>.

- (a) None of the Services shall be considered as a medical advice, diagnosis, treatment, or recommendation in any kind. Any information and recommendation provided under (i) Health Evaluation and Health Record Management, (ii) Online General Health Consulting, (iii) Personalising Health Checkup at Grade 3A Hospitals, (iv) Grade 3A Hospital Specialist Online General Health Consulting and (v) Online Support for Chronic Disease Management and Home Medication Delivery is for general health and wellness information only and does not replace any medical advice or treatment. The Service User is advised not to change or discontinue any medical assistance and/or treatment that he/she may be receiving based on any information and/or recommendation provided under the Services. If the Service User is in doubt or consider necessary, please seek medical advice from his/her registered medical practitioner or other health professional immediately and do not ignore or delay seeking medical advice and treatment.
- (b) the Service Provider does not offer the Services in the following circumstances, which may be changed by the Service Provider and/or AIA anytime without prior notice:
  - (i) infertility treatment, artificial insemination, pregnancy, childbirth (including difficult labour), miscarriage, abortion, contraception (including birth control and sterilisation), prenatal and postnatal checkups;
  - (ii) infectious diseases;
  - (iii) psychiatric disorders;
  - (iv) self-harm, suicide, drug addiction or abuse, alcohol abuse, sexually transmitted infections, and the use, inhalation, or injection of narcotics;
  - (v) cosmetic surgery and injuries resulting from cosmetic procedures;
  - (vi) outpatient treatments associated with the procedures, including but not limited to IV infusion, intramuscular injection, radiotherapy/chemotherapy, dialysis, and wound dressing; and
  - (vii) emergency and critical medical conditions, including but not limited to urgent medical needs due to accidents, unstable vital signs, ICU treatment, or hospital transfer.
- (c) (i) Health Evaluation and Health Record Management, (ii) Online General Health Consulting, (iii) Personalising Health Checkup at Grade 3A Hospitals, (iv) Grade 3A Hospital Specialist Online General Health Consulting, and (v) Online Support for Chronic Disease Management can only be provided through telephone call or video conference on WeChat application (or any application as designated by the Service Provider from time to time). The Service User must be physically present in Mainland China during the provision of the Services otherwise no Services will be provided. Provision of the Services physically in person is not available.
- (d) (i) Health Evaluation and Health Record Management, (ii) Online General Health Consulting and (iii) Grade 3A Hospital Specialist Online General Health Consulting does not include any prescription, dispensing, administration and delivery of medications.
- (e) Except for the specified service hours of Online General Health Consulting and the servicing team of **Family Health MedTeam** for coordinating the Services as set out in this leaflet, all the other Services are provided during the designated service hours subject to the availability of the Service Provider. For details, please contact the Service Provider via the service hotline.
- (f) The Service User under the age of 18 must be accompanied by a parent or legal guardian at the time of receiving the Service(s).
- (g) Personalising Health Checkup at Grade 3A Hospitals does not include the health checkup. The costs of the health checkup and any related expenses shall be borne and settled directly with the relevant medical institution by the Service User.
- (h) Grade 3A Hospital Specialist Online General Health Consulting is provided by the designated specialist from the designated Grade 3A public hospitals under the medical network of the Service Provider. The list of designated specialist in the medical network is subject to change by the Service Provider and/or AIA anytime without prior notice.
- (i) Each usage of Grade 3A Hospital Specialist Online General Health Consulting is limited to 30 minutes only.
- (j) The selection and number of designated hospitals under the medical network of the Service Provider is subject to change by the Service Provider and/or AIA anytime without prior notice. The network hospitals under **Family Health MedTeam** may include the Grade 3A public hospitals as classified by National Health Commission of the People's Republic of China. For the list of the network hospitals, please visit <https://www.aia.com.hk/en/aia-alta/familyhealth> or contact the Service Provider via the service hotline at (86) 400 961 0933.
- (k) For Priority Booking for Inpatient Services, the Service User is required to provide a hospital admission notice issued by a medical practitioner for hospitalisation at the designated hospital. The Service Provider will only assist the Service User to arrange booking at the designated hospital in Mainland China as mentioned in Remark (j) of this Terms of Use. All medical costs shall be borne and settled directly with the designated hospital by the Service User.
- (l) Priority Booking for Diagnostic Tests only include computed tomography (CT) scan, positron emission tomography (PET), ultrasound, color doppler ultrasound, magnetic resonance imaging (MRI), gastroscopy and colonoscopy. The costs of the diagnostic tests shall be borne and settled directly with the designated hospital by the Service User. The Service User is required to provide an examination notice issued by a hospital in Mainland China for using the service.
- (m) The Service User under the age of 18, or over the age of 70, or with mobility impairments (e.g. requiring a wheelchair) or cognitive impairments (e.g. dementia or Alzheimer's disease), must be accompanied by a family member who must be in the age of 19 to 69 on the day of service, otherwise Medical Companion Service cannot be provided. Medical Companion Service is not provided for the Service User who has already been hospitalised during the hospitalisation. The provision of the service is subject to geographical limitations. For the list of the designated cities in Mainland China, please visit <https://www.aia.com.hk/en/aia-alta/familyhealth> or contact the Service Provider via the service hotline at (86) 400 961 0933.
- (n) Online Support for Chronic Disease Management and Home Medication Delivery is limited to the administrative support for the purchase and delivery of certain prescription medications provided that the Service User submits a valid prescription issued by a registered medical practitioner in Mainland China. Such service is subject to the availability and certain limitations and requirements of the relevant medications and the review of the valid prescription submitted by the Service User subject to the relevant local laws and regulations. The delivery of medications is subject to geographical limitations and certain limitations and/or requirements of the medications. The costs of the medications and the medications delivery shall be borne and settled directly with the Service Provider by the Service User. For details of such service including administrative support for the purchase and delivery of the medications, please contact the Service Provider via the service hotline at (86) 400 961 0933.
- (o) Whether Online Support for Chronic Disease Management will be provided to the Service User is subject to the review of the medical reports and health information of the Service User by the Service Provider at the absolute discretion of the Service Provider. The Service User shall be responsible for ensuring that all the medical reports and health information provided are accurate, complete, and updated. The Service User shall continue to consult with his/her own medical practitioner(s) and/or healthcare professionals whom he/she has been consulting for his/her chronic disease. Any information and/or recommendations provided under Online Support for Chronic Disease Management shall not override or replace any medical advice or treatment provided by the Service User's own medical practitioner(s) and/or healthcare professionals. Neither of the Service Provider or AIA shall be responsible or liable for any consequence (including delay of treatment), loss or damage from the reliance on any information and recommendations provided under Online Support for Chronic Disease Management or arising from the inaccurate or incomplete or outdated health information and documents provided by the Service User. The Service User shall be responsible for verifying with his/her own medical practitioner(s) and/or healthcare professionals and making his/her own assessment of the information and recommendation under Online Support for Chronic Disease Management.

# Important Information

1. The Services offered as a privilege of AIA Alta Club are only available to:
  - a. the AIA Alta Club member in the Solar or Luna tier ("Eligible Member"); and
  - b. up to three (3) of his/her eligible family members as nominated by the Eligible Member ("Eligible Family Members"), who:
    - (i) must be the spouse, child, grandchild, parent, parent-in-law, grandparent or grandparent-in-law of the Eligible Member; and
    - (ii) must successfully complete the registration within one month after the Eligible Member activates the Services.
2. The Services are valid for a period of 12 months from the date of the activation of the Services ("Validity Period") and the Validity Period will be automatically renewed for successive 12-month periods, provided that the Eligible Member remains to be an AIA Alta Club member in the Solar or Luna tier. For details of the membership and the terms and conditions of AIA Alta Club, please refer to <https://www.aia.com.hk/en/aia-alta>. The eligibility of using the Services may be subject to change by AIA from time to time which will be published on AIA's website.
3. The Services are provided by the designated independent third-party service provider in Mainland China ("Service Provider") when the Service Users are in Mainland China subject to the relevant terms and conditions thereto.
4. AIA reserves the right to amend, suspend or terminate the Services, any part thereof, service provider(s) or change any terms and conditions relating thereto at any time without prior notice at its absolute discretion.
5. None of the Services shall be considered as a medical advice, diagnosis, treatment, or recommendation in any kind. Any information and recommendation provided under the Services is for general health and wellness information only and does not replace any medical advice or treatment. The Service User is advised not to change or discontinue any medical assistance or treatment that he/she may be receiving based on any information and/or recommendation provided under the Services. If the Service User is in doubt or consider necessary, please seek medical advice from his/her registered medical practitioner or other health professional immediately and do not ignore or delay seeking medical advice and treatment.
6. AIA is not the Service Provider, or the agent of the Service Provider, of the Services. AIA makes no representation, warranty or undertaking as to the quality and availability of the Services, and shall not be responsible or liable for the Services provided by the Service Provider. Under no circumstance shall AIA be responsible or liable for the acts, omission or negligence in provision of the Services by the Service Provider.
7. Any service, product or solicitation of any kind provided by the Service Provider are not sold or promoted by AIA, and AIA shall not be responsible and/or liable for any service, product or solicitation of any kind provided by the Service Provider.
8. With the informed consent of the Eligible Member and the Eligible Family Member(s) (if applicable), the Service Provider will use their personal particulars for registration and verification of identity and eligibility (where applicable) for the use of the Services.
9. The Service Users are required to settle directly with the Service Provider for the charges of any services obtained which are not part of the Services (including but not limited to the expenses as set out in the sections headed under "Terms of Use of **Family Health MedTeam**"). For details, please contact the Service Provider via the service hotline at (86) 400 961 0933.
10. Any dispute arising from the Services shall be resolved by the Service Users and Service Provider directly.
11. Please take note that whether the medical expenses of any medical service which is not part of the Services can be reimbursed under the eligible medical insurance plan of AIA shall be subject to the terms and conditions and exclusion of the eligible medical insurance plan of AIA, the insured's benefits entitlement and the provision of complete claim documents. For details, please contact AIA for enquiry.
12. This leaflet contains general information only. It does not constitute as an offer and/or insurance product recommendation. Please contact your insurance intermediary for details.
13. This leaflet is for distribution in Hong Kong and Macau only.
14. In case of discrepancy or inconsistency between the Chinese and English version of the terms and conditions herein, the English version shall prevail.

## Learn More

**Service Hotline**

(86) 400 961 0933

**Website**

<https://www.aia.com.hk/en/aia-alta/familyhealth>

