

PROTECTION

PERSONAL MEDICAL CASE MANAGEMENT

Personal Medical Case Management service provided by Medix

AIA brings you an exclusive and innovative medical solution to improve your medical journey



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It's a matter of life



Have you ever thought about what you would do if you had to cope with a serious illness?

How would you know which doctor to go to? Which treatment should you get, and from whom? How could you confirm your diagnosis and ensure you are receiving the best treatment? How would you handle different specialist opinions from different disciplines?

By offering access to third party expert advice, support and assistance along your medical journeys, the Personal Medical Case Management provided by Medix will alleviate stress and ensure that you are receiving the best possible medical care for your condition.

What is Personal Medical Case Management?

A personal and dedicated 24/7 service for a minimum period of 3 months

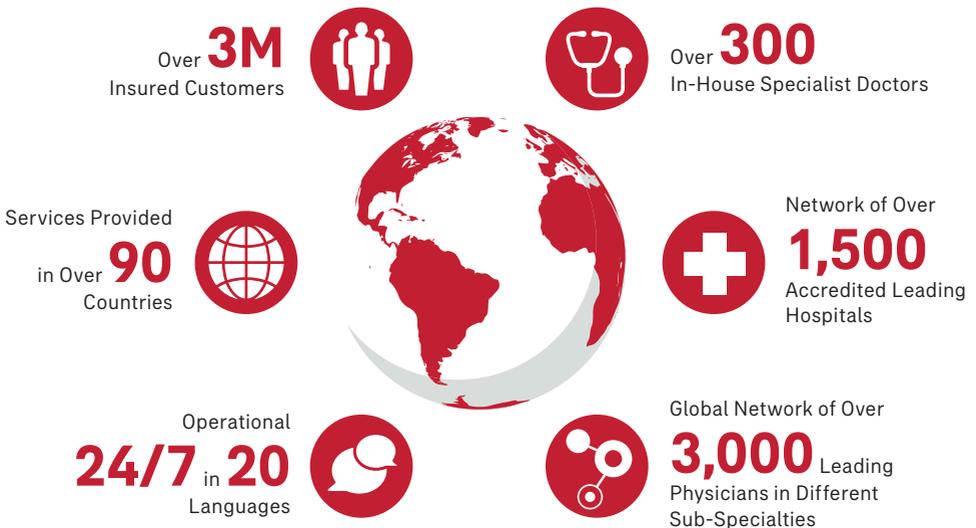
A unique quality-accredited global network supported by over 3,000 leading specialists from USA, Israel, and foremost European countries

Offers a third-party quality independent opinion for various medical conditions along with ongoing support

Gathers collective multidisciplinary opinions for discussion with your doctor. With consensus among doctors, Medix will advise you on the optimal and most efficient treatment, avoiding unnecessary testing and invasive treatment

Medix is an independent third-party company which specializes in Personal Medical Case Management

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Remarks: Please refer to the important information on the last page.

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

How does it work?

Medix will:

Assign you a case doctor, with assistance from a case nurse who speaks English, Cantonese and / or Mandarin



Review and re-evaluate your medical conditions



Ensure your diagnosis is correct



Upon need, refer and help arrange further tests and appointments with different medical service providers locally



Help you make the best medical decisions and coordinate your case



Monitor your progress



Answer all your medical questions and support you in dealing with complications and side effects throughout your medical journey, until recovery



The step-by-step process shown above indicates just how the Personal Medical Case Management service by Medix will actually work for you

The whole process will remove much stress, uncertainty and pressure from you and your family members. You will not be alone.

The real-life story of a mother that was saved from surgery

- Vicky, a 40 year old mother was diagnosed with small thyroid nodules
- Her doctor recommended right hemi thyroidectomy surgery
- Second opinion ordered fine needle aspiration, the results of which were inconclusive regarding the nature of the nodules

Medix steps in at the request of Vicky

- ♥ Medix assembled a multidisciplinary medical team to review Vicky's case
- ♥ All Medix experts strongly recommended against surgery
- ♥ Medix created a patient monitoring plan and recommended a local expert for follow-up
- ♥ Vicky and her family are delighted that unnecessary and serious surgery was avoided



Eligibility



This third-party service will be provided by Medix to eligible customers.

Customers who are insured with selected AIA plans are eligible for the service. For details, please visit www.aia.com.hk/medix

Get in touch

For further details, please visit www.medix-global.com
(both English and Chinese are available).



Eligible individuals who are looking for professional advices with suspected illness other than emergency or primary care are highly recommended to contact our hotlines at AIA or Medix:

AIA: (852) 2232-8820

Medix: (852) 3896-0500

Alternatively you may contact your financial planner or email Medix at aia@medix-asia.com for enquiry.

Important Information: 1. Medix is an independent third-party company. AIA shall not be responsible or liable for any medical service, product and solicitation effort provided by Medix, which is not sold or marketed by AIA. 2. Eligibility for service is subject to evaluation* by AIA and Medix and the services provided are subject to the terms and conditions of Medix. 3. Additional charges might be incurred for some particular services stated by Medix. 4. With customer's informed consent, their medical history will be passed to Medix for the purpose of medical assessment. 5. Statistics and service information stated in this leaflet have been verified by Medix only. 6. Please contact Medix for full details of the scope of the service.

* Evaluation includes the status of customer's eligible benefit and his / her medical conditions. The service may not be applicable to certain medical conditions related to: conditions typically attended to by primary healthcare services (e.g. influenza), emergency conditions, cosmetic and aesthetic medicine, fertility and obstetrics, psychiatric and / or mental conditions, conditions which require regular management under specialised clinics (e.g. diabetes), dentistry related conditions, substance abuse related disorders and sexually transmitted diseases (STDs), etc. Please contact Medix to learn more and check eligibility for specific cases.

