

AIA REGIONAL PASSPORT

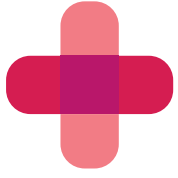
Enjoy cashless access to the quality care
in your preferred major healthcare
hubs at affordable prices



AIA Corporate Solutions
— Your Pension and Group Insurance Partner



**HEALTHIER, LONGER,
BETTER LIVES**



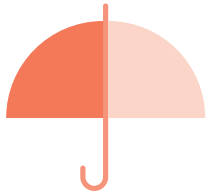
What is AIA Regional Passport?

AIA Regional Passport is a value-added service that links up AIA's medical networks in key markets in the region to offer you convenient, seamless, and pre-authorised cashless* access to affordable quality healthcare.

AIA Regional Passport:

- Enables easier advance planning and coordination of overseas elective treatment
- Provides cashless convenience for your overseas treatment
- Optimises your benefit by giving you access to medical services at preferential rates offered by our overseas network providers

AIA Regional Passport service covers elective care only. In the event of an emergency while you are overseas, please call our 24-hour toll-free Worldwide Assistance Hotline +852 2200 6399 for support.



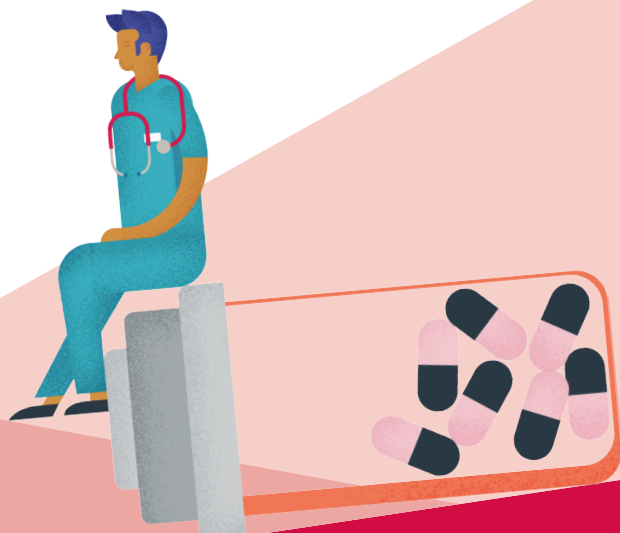
Which are the countries included for pre-authorised and cashless access to care?

Malaysia, Thailand, and Singapore are currently included for the following elective medical care options*

- Inpatient treatment
- Day surgery/procedure
- Post hospitalisation and outpatient specialist consultation, prescribed medication and referred investigative tests

For details of the network providers/hospitals, please contact our Regional Passport Hotline +800 3000 8008.

* With AIA Regional Passport, you will enjoy the same level of pre-authorised cashless service overseas as that which you currently receive in Hong Kong.





How does it work?

↓ 1

Call our Contact Centre at +800 3000 8008 during service hours (Mon-Fri 09:00-17:30) to verify your eligibility for the service.

↓ 2

Give verbal consent via the phone or fill out and sign a "Request Consent Form" for the disclosure of your medical and personal information, and your undertaking of the potential shortfall liability.

↓ 3

Submit your medical reports and related documents, if any, together with the completed "Request Consent Form", if applicable, to hk.ebrp@aia.com at least 7 working days prior to treatment for assessment. We will inform you of the assessment results and assess the initial responsibility costs within 3 working days.

↓ 4

Select your preferred doctor/hospital in the network (the list of Network Providers is available through our Contact Centre) if you have not identified them, and to obtain the details of the planned elective treatment for our eligibility validation and coverage estimation.

↓ 5

Upon evaluation and acceptance of your request, we will then coordinate with the respective doctor/hospital to notify them and confirm your approved admission/treatment.

↓ 6

On your admission/treatment day, identify yourself with your personal identification document for admission and the planned treatment.

↓ 7

Upon completion of your treatment/discharge, depending on your selected provider/hospital, you may be asked to settle your charges including but not limited to the amount exceeding the credit limit stated in the letter of guarantee and any co-payment.


Please note that the provision of pre-authorised cashless access does not guarantee full coverage of the medical expenses. You are responsible to settle any amounts in excess of the coverage upon receiving notification from AIA.



What are the charges I need to pay upon discharge from the hospital?

All medically necessary medical treatments within your benefit limits will be covered by AIA Regional Passport Service. You only need to pay for the charges that are excluded from your medical policy or exceed your benefit limit.

Please contact your financial planner or call AIA Customer Hotline for details

Hong Kong  **(852) 2200 6333**
 **hk.eb.enquiry@aia.com**
 **aia.com.hk**



AIA Hong Kong and Macau



AIA_HK_MACAU

