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AXA “HKSH Wellness  
Experience” Programme

**Live a healthy  
and joyful life**



Promotion Period: 28 August 2019 to 25 October 2019

# AXA “HKSH Wellness Experience” Programme

Family medicine is crucial to everyone. It provides continuous, comprehensive and holistic care to you and your family and helps promote health and build a health-conscious community.

As your lifelong health partner, we always stand by your side and strive to optimize your health journey. In order to let you and your family experience the quality and professional healthcare services, we are proud to partner with HKSH Medical Group, an internationally recognized and preferred health care provider, to offer you with “HKSH Wellness Experience” Programme.

From **28 August 2019 to 25 October 2019**, if you successfully apply for a basic plan or supplement of **AXA WiseGuard Pro Medical Insurance Plan<sup>i</sup>**, you may enjoy **one of the following health rewards<sup>ii</sup>**:



## Option 1: Outpatient Service<sup>iii</sup>

- Entitles to 3 visits of outpatient service
- Includes doctor's consultation fee, and other medical expenses\* up to HKD100 per consultation

OR



## Option 2: Family Medicine and Primary Care Consultation<sup>iii</sup>

- Entitles to 1 visit of family medicine and primary care consultation
- Includes basic physical assessment such as body mass index, blood pressure, blood sugar, urine protein and visual acuity test\*\*

OR



## Option 3: Vaccination Service<sup>iii</sup>

- Entitles to 1 visit of vaccination service<sup>^</sup>
- Includes up to HKD810 vaccination fees<sup>^^</sup>
- Types of vaccine include, but not limited to, Human Papillomavirus 9-valent Vaccine, seasonal influenza vaccine, Herpes Zoster vaccine or Pneumococcal conjugated vaccine<sup>§</sup>, subject to the availability of stock at the material time

Service provided by  
the third party supplier:



養和醫療  
HKSH Medical Group

For more details, please contact:



**Your Financial Consultant**



**Customer Service Hotline (852) 2802 2812**



**www.axa.com.hk**

\*Other medical expenses refer to medication, nursing procedure charges and other medical services such as dressing. It does not include any vaccination fees. Medical expenses above HKD100 shall be borne by customers.

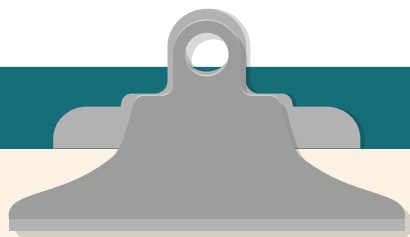
\*\*The list of the basic physical assessment items will be provided during the delivery of the redemption coupons.

^Prior doctor's consultation is required, and customers shall pay the doctor's consultation fee and nursing procedure charges to the third party supplier.

^^The fees are applicable to 1 dose of vaccine only. Vaccination fees above HKD810 shall be borne by customers. If the vaccination fees are less than HKD810, the remaining amount will not be refunded.

#The list of the applicable vaccines will be provided during the delivery of the redemption coupons for reference purpose only. The availability of vaccines is based on information provided by the third party supplier, which shall be final and conclusive.

- i. For product details of the designated basic plans and supplements, please refer to the relevant proposals, product brochures and policy contracts.
- ii. For details of the Promotion, please refer to the relevant terms and conditions stated in this leaflet.
- iii. The goods and services are provided by a third party supplier. AXA shall not have any obligation or liability whatsoever in relation to the goods and/or services, including but not limited to their quality of fitness, supply or service. For details of the outpatient service, the family medicine and primary care consultation and the vaccination service, please refer to clauses 5 - 7, 8 - 12 and 13 - 17 of the terms and conditions stated in this leaflet respectively.



## Health tip: What is family medicine?



The discipline of family medicine emphasizes continuous, comprehensive and holistic care to patients at the first point of contact. Family Doctors provide personal and preventive care for a broad range of health, illness and wellness issues, taking into consideration one's family dynamics and socioeconomic situations. With an ongoing patient-doctor relationship, they are also essential to upholding continuity of care by playing a crucial role in specialty referral and coordination of patient care before and after hospital admission.

## Terms and Conditions of AXA “HKSH Wellness Experience” Programme

1. AXA “HKSH Wellness Experience” Programme (the “Promotion”) is offered by AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability) (“AXA”), subject to the following terms and conditions.
2. This Promotion is only applicable if the following requirements are satisfied:
  - a. Customers successfully submit the applications for any basic plan or supplement of AXA WiseGuard Pro Medical Insurance Plan during the period from 28 August 2019 to 25 October 2019, both dates inclusive (the “Promotion Period”);
  - b. Every such basic plan must be successfully issued during the period from 28 August 2019 to 29 November 2019, both dates inclusive; or every such new supplement under a new/existing basic plan must be of an effective date during the period from 28 August 2019 to 29 November 2019, both dates inclusive;
  - c. Every such basic plan or supplement must be in force and have passed its cooling-off period at the time when the redemption coupons are mailed to policy holder; and
  - d. Annual payment mode must be selected for every such basic plan or supplement.

(Basic plan or supplement of AXA WiseGuard Pro Medical Insurance Plan satisfying clause 2 above is hereinafter referred to as “Eligible Policy(ies)/Eligible Supplement(s)”)

3. The Promotion is on a first-come-first-served basis while quotas last. The records will be based on AXA, which shall be final and conclusive.
4. Policy holder/insured person of the Eligible Policy/Eligible Supplement (“Eligible Customer(s)”) will be entitled to one of the health rewards below (“Reward(s)”).

Option 1: Outpatient Service

Option 2: Family Medicine and Primary Care Consultation

Option 3: Vaccination Service

### Option 1: Outpatient Service

5. This option includes 3 visits of outpatient service. 1 redemption coupon will be used for each consultation.
6. The redemption coupons cannot be used for outpatient service by specialists.
7. Doctor’s consultation fee will be covered for each consultation. Medical expenses including medication, nursing procedure charges and other medical services such as dressing will be covered up to the limit of HKD100. It does not include any vaccination fees. Medical expenses above HKD100 shall be borne by Eligible Customers.

### Option 2: Family Medicine and Primary Care Consultation

8. This option includes 1 visit of family medicine and primary care consultation. 3 redemption coupons will be used for the 1 visit.
9. The redemption coupons cannot be used for consultation by specialists.
10. Basic physical assessment such as body mass index, blood pressure, blood sugar, urine protein and visual acuity test will be included. The list of the basic physical assessment items will be provided during the delivery of the redemption coupons.
11. This option is applicable to Eligible Customers aged 12 or above only.
12. A report with recommended action (if applicable) and assessment results will be provided to Eligible Customers.

### Option 3: Vaccination Service

13. This option includes 1 dose of vaccine, subject to the availability of stock as mentioned in clause 17 below. 3 redemption coupons will be used for the 1 dose of vaccine.
14. Prior doctor’s consultation is required. Doctor’s consultation fee and nursing procedure charges are not covered, and Eligible Customers shall pay the doctor’s consultation fee and nursing procedure charges to the third party supplier. If vaccination is not recommended after doctor’s consultation, doctor’s consultation fee shall be charged by HKSH Medical Group and its affiliated members. The policy holder/insured person may choose (a) to use 1 Coupon to cover the doctor’s consultation fee; or (b) to self-pay the doctor’s consultation fee.
15. Vaccination fees will be covered up to the limit of HKD810. Vaccination fees exceeding the amount of HKD810 shall be borne by Eligible Customers.
16. 3 redemption coupons will be used even if the vaccination fees are less than HKD810. No refund or reimbursement will be made even if the price of the vaccine is less than HKD810.
17. The list of the applicable vaccines will be provided during the delivery of the redemption coupons for reference purpose only. The availability of vaccines is based on information provided by the third party supplier, which shall be final and conclusive.

## General provisions that apply to the Reward

18. For policy holders with Hong Kong registered correspondence address, the 3 redemption coupons for the Reward will be mailed to them by registered mail within 3 months from the date of issuance or the effective date (as the case may be) of the Eligible Policy/Eligible Supplement. For policy holders with non-Hong Kong registered correspondence address, the 3 redemption coupons for the Reward will be given to them by the financial consultants within 4 months from the date of issuance or the effective date (as the case may be) of the Eligible Policy/Eligible Supplement. Failure to provide a correct correspondence address may result in delay or failure in receiving the 3 redemption coupons, and AXA shall not be held liable or responsible for any loss or damages and no redemption coupon will be reissued.
19. Eligible Customers are responsible for the safe custody of the redemption coupons and no redemption coupon will be reissued in any circumstances.
20. The redemption coupons can only be used by Eligible Customers and are not transferrable.
21. Eligible Customers must redeem the Reward on or before the expiry date printed on the redemption coupons and the use of the redemption coupons is subject to the terms and conditions as stipulated in the redemption coupons by AXA and/or the third party supplier.
22. Eligible Customers can redeem the Reward at the designated centres during the specified service hour only. Advanced reservation is required. More details will be made available when AXA delivers the redemption coupons to Eligible Customers.
23. The redemption coupons cannot be used in conjunction with other packages or prepaid packages offered by the third party supplier.
24. AXA is not the supplier of the Reward and shall have no obligation or liability whatsoever in relation thereto, including but not limited to their quality or fitness, supply or service. Any disputes arising from the Reward shall be resolved between Eligible Customers and the third party supplier directly. The third party supplier shall have the final decision whether the Reward can be redeemed by customers.
25. This Promotion is not applicable to companies as policy holders.
26. AXA reserves the right to alter or terminate the Promotion (in whole or in part) and/or amend the relevant terms and conditions of the Promotion at any time without prior notice.
27. This leaflet contains general information only. It does not constitute any offer for a basic plan or supplement. For detailed terms, conditions and exclusions of the relevant basic plan and supplement, please refer to the relevant proposals, product brochures and policy contracts.
28. The eligibility of participation in the Promotion is not guaranteed and subject to AXA's approval. In case of any dispute, the decision of AXA shall be final and conclusive.

If you do not wish to receive promotional or direct marketing materials from AXA, please inform the Data Privacy Officer, AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability), Suite 2001, 20/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong. AXA shall, without charge to you, ensure that you are not included in future direct marketing activities.

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