

Wise Legend Multi-Currency Plan (Excel)

Medical and Elderly Care Assistance Service Guide



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Customer Service Hotline
399 95519 www.chinalife.com.hk

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Wise Legend Multi-Currency Plan (Excel) Medical and Elderly Care Assistance Service Guide

Thank you for choosing Wise Legend Multi-Currency Plan (Excel) (the "Plan"). The Plan is dedicated to providing you diversified medical and elderly care assistance services, catering to your needs at different stages of life.

Category	Service items	Online service	Applicable in Mainland China only	Applicable worldwide
Aging in place	Online health information	✓		
	Home care assessment	✓		
	Home care booking service		✓	
Recommendation of elderly centre	Elderly centre consultation		✓	
Medical assistance	Outpatient appointment		✓	
	Medicine delivery service		✓	
Worldwide emergency assistance	24-hour worldwide emergency assistance service			✓



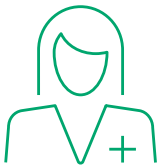
Online health information

This service provides a series of online health information, including medical information articles and videos.



Home care assessment

This service provides assessment of daily living ability, early dementia screening, home environment safety assessment (mainly focusing on the functional areas of home, such as living room, kitchen and bathroom). Solutions will be provided to prevent home living risk based on the assessment result. This service can be used once per year.



Home care booking service

This service provides booking service for home care, assisting in contacting service providers to deliver home care services. You will be notified of the appointment result within 1 working day. Please note that this booking service does not include the expenses for home care services, which shall be paid by the customer.



Elderly centre consultation

This service provides a comprehensive assessment based on needs, family situation, physical and psychological aspects etc., and recommends suitable elderly care organizations, as well as helping to arrange appointments and visits.



Outpatient appointment

Professional staff will assist in reservation of public hospitals in Mainland China, covering more than 1,800 hospitals across the country, including more than 800 grade 3A hospitals. You will be notified of the appointment result within 1 working day at the earliest. This service can be used up to 12 times per year. Unsuccessful appointments will not be deducted from the annual quota.



Medicine delivery service



This service provides assistance in purchasing various daily medications through the online pharmacy, and supports the delivery of medications to your doorstep. This service is available all year round.



24-hour worldwide emergency assistance service

If you suffer from an accidental injury or an illness outside your country of residence, you can access the comprehensive coverage under 24-hour worldwide emergency assistance service. You can call the customer hotline to access emergency medical support. Please refer to "24-hour Worldwide Emergency Assistance Service" leaflet for more information.

How to access the services?

Assistance services	Booking procedures
<ul style="list-style-type: none"> • Online health information • Home care assessment • Home care booking service • Elderly centre consultation • Outpatient appointment • Medicine delivery service 	<p>Step 1: Please book through WeChat:</p> <div style="text-align: center;">  </div> <p>Step 2: Please register your account with the login account and initial password below:</p> <div style="background-color: #fff9c4; padding: 10px; border: 1px solid #ccc;"> <p>Login account : Policy number of the Plan</p> <p>Initial password : The initial password is date of birth of the insured (DDMMYYYY). Please change the password after first login. (For example, if birthday is 1 July 1990, the initial password will be 01071990)</p> </div> <p>The account will be in service within 10 working days upon account registration.</p>
<ul style="list-style-type: none"> • 24-hour worldwide emergency assistance service 	<p style="text-align: center;">Learn more</p> <div style="text-align: center;">  </div>

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