

Frequently Asked Questions for HSBC Premier Elite – Medical Concierge Service

General Questions

1. What is Medical Concierge Service provided to HSBC Premier Elite customers?

Medical Concierge Service is a full suite of health and wealth services that are provided to HSBC Premier Elite customers. It is accessible via Medical Concierge hotline and the HealthyLife app, as well as a complimentary death benefit. Please refer to the respective sections in this FAQ for details.

2. Who is eligible for the Medical Concierge Service?

All HSBC Premier Elite customers are eligible for the Medical Concierge Service, subject to [Terms and conditions for HSBC Premier Elite – Medical Concierge Service](#). However, customers need to opt in before they get to enjoy the Medical Concierge Service.

3. If HSBC Premier Elite customers are also the existing members of HSBC HealthPlus, HASE Staff Medical Scheme, HSBC Life Benefits+ Medical Insurance Plan and/or HSBC Life Benefits+ Life Insurance Plan customers, would they be eligible to receive the Medical Concierge Service?

Yes, they would be eligible to enjoy all the Medical Concierge Service, plus all the services under their existing Group Medical and/or Group Life coverage (e.g. HealthyLife app).

4. Where can I find my Premier Elite Client number?

After you log on to HSBC HK Mobile Banking App, you can locate your HSBC Premier Elite Client number in the name card on the 'Profile' page, by clicking the icon on top right corner.

5. I cannot access HSBC Mobile Banking App. How can I get my Premier Elite Client number?

You can reach out to your relationship manager or call Premier Elite Hotline on +852 2233 3033 with phone banking PIN verified to enquire your Premier Elite Client number.

6. I cannot remember my Premier Elite Client number. Can I provide my HKID for verification?

You need to provide the Premier Elite Client number for verification, you can log on to HSBC HK Mobile Banking App, call Premier Elite Hotline on +852 2233 3033 with phone banking PIN verified or contact your relationship manager to locate the Premier Elite Client number.

Medical Concierge Hotline**General Enquiries****1. What is Medical Concierge Hotline?**

If an HSBC Premier Elite customer ever requires medical appointments, medical-related enquiries, and transportation arrangement, a qualified, experienced and designated Medical Concierge Consultant will assist the customers via telephone hotline, by providing relevant services including:

- a. Assist the customer to book a medical appointment with network medical Network providers and non-network providers, based on the customer's preferred date and time; customers will be able to enjoy up to 20% off of their consultation fees with network medical providers when booking is made via Medical Concierge hotline, and enjoy special discount on the health check service with designated health check providers when booking is made via Medical Concierge hotline. You may check the latest network medical provider's list and designated health check provider's list by calling the Medical Concierge hotline;
- b. 24/7 Medical Hotline with on-call registered nurses and doctors; and
- c. transportation arrangement upon the customer's request, limousine service can be arranged for customers by service provider, subject to limousine charges, travelling customers within Hong Kong between any accessible urban location in Hong Kong and hospital, for medical purpose, to ensure a hassle-free medical care journey.

2. Will the Medical Concierge hotline features cover worldwide or Hong Kong only?

The Medical Concierge hotline features cover eligible customers worldwide, but appointment booking and Limousine Arrangement Service are limited to Hong Kong only.

3. How can I enjoy the Medical Concierge hotline features?

You may enjoy the service via dialing the Medical Concierge hotline +852 3128 0130. Please make sure that you have your Premier Elite Client number for the call for identification verification.

4. What kind of costs are going to be charged to use one of the Medical Concierge hotline features?

There is no additional cost for HSBC Premier Elite customers in enjoying the following Medical Concierge hotline features:

- Medical Appointment/ Health Check Appointment Booking Service
- 24/7 Medical Hotline
- Limousine Arrangement Service

However, the services provided by the medical providers, any subsequent medical services and/or the use of the limousine service will be at your own expenses. For details, please refer to [Terms and conditions for HSBC Premier Elite – Medical Concierge Service](#).

5. I am no longer a Premier Elite Customer. Can I still use the Medical Concierge hotline?

Medical Concierge hotline is only applicable to Eligible HSBC Premier Elite customers. It is no longer applicable if customer no longer maintains Premier Elite status.

Medical Appointment Booking**1. How does Medical Appointment Booking work?**

Medical Concierge Consultant will assist you to book medical appointments, based on your preferred date and time, subject to the doctor's availability (provided that the doctor may change or cancel such appointment).

You can enjoy up to 20% off of your consultation fees with network medical providers when booking is made via Medical Concierge hotline.

A full list of network medical providers can be found in the HealthyLife app home page > Doctor search; or you can simply call the Medical Concierge hotline for such information.

2. If I have a confinement intention, how could Medical Concierge Consultant assist?

Medical Concierge Consultant will assist you to inform the selected medical provider at designated private hospitals of your confinement intention. This service is only applicable to selected network medical providers at designated private hospitals. However, please note that the final decision for admission rests with the selected network medical providers and depends on the availability at the designated private hospitals. HSBC Life and Medical Concierge Consultants cannot guarantee or ensure that your admission will be arranged.

You can simply call the Medical Concierge hotline for the list of designated private hospitals and selected network medical providers.

3. What are the service hours of the Medical Appointment Booking?

Medical Concierge Consultant is available to assist with the Medical Appointment Booking during office hours only, 9:00am-6:00pm (HKT), Monday to Friday, except public holidays. During non-office hours, the hotline will be answered by external third party service provider Raffles Medical Group and you may (1) leave a message which will be passed to the Medical Concierge Consultant so that the Medical Concierge Consultant can contact you during office hours to serve you; or (2) ask Raffles Medical Group to book appointments at any Raffles owned clinics.

4. Do I need to request for the Medical Appointment Booking service in advance?

It is suggested raising your request for Medical Appointment Booking at least 1 business day in advance of the preferred appointment date and time.

5. What do I need to bring on the day of appointment at network doctors to enjoy the benefits?

Please bring your ID card, booking confirmation or eHealth Card (available in the HealthyLife app), and all relative medical reports (if any) for the consultation.

6. Is there a limit for me to use the Medical Appointment Booking service in a year?

There is no limit on the Medical Appointment Booking service, provided that you fulfil the eligibility for the service, subject to the terms and conditions.

7. Can I change/cancel the arrangement after receiving the confirmation for medical appointment?

Should you wish to change/cancel the confirmed consultation appointment, please inform the Medical Concierge Consultant at +852 3128 0130, 1 day in advance of the consultation date and time. Otherwise, you may contact the medical provider directly for any re-arrangements.

Health Check Appointment Booking

1. How does the Health Check Appointment Booking work?

Medical Concierge Consultant will assist you to book health check appointments based on your preferred date and time, subject to the medical provider and/or the clinic's availability (provided that the medical provider and/or the clinic may change or cancel such appointment).

You can enjoy a special discount when you book health check appointments with designated health check providers via Medical Concierge Service.

2. What are the service hours of the Health Check Appointment Booking service?

Medical Concierge Consultant is available to assist with the health check appointment booking during the office hours only, 9:00am-6:00pm (HKT), Monday to Friday, except public holidays. During non-office hours, the hotline will be answered by external third party service provider Raffles Medical Group and you may (1) leave a message which will be passed to the Medical Concierge Consultant so that the Medical Concierge Consultant can contact you during office hours to serve you; or (2) ask Raffles Medical Group to book appointments at any Raffles owned clinics.

3. Do I need to request for the Health Check Appointment Booking service in advance?

It is suggested raising your request for health check appointment booking at least 2 weeks in advance of preferred appointment date and time.

4. What do I need to bring on the day of the health check appointment?

Please bring your ID card, booking confirmation or eHealth Card (available in HealthyLife app) and all relative medical reports (if any) for the consultation.

5. Can I cancel/change the health check appointment?

Should you wish to change/cancel the confirmed health check appointment, please inform the Medical Concierge Service Consultant at +852 3128 0130, 1 day in advance of the target appointment date and time. Otherwise, you are suggested to contact the designated health check providers for any re-arrangements.

24/7 Medical Hotline

1. How does the 24/7 Medical Hotline work?

You can get assistance with general health and/or medical information at no cost from our on-call registered nurses and doctors via the hotline +852 3128 0130. This service is provided by an external third party service provider Raffles Medical Group (or such other service provider as HSBC and HSBC Life think fit) and will not cover any diagnosis, treatments and/or medications. It isn't, and shouldn't be used, as a substitute for medical advice from your own medical doctors. The general health and/or medical information provided by the 24/7 Medical Hotline is only intended for enquiries that aren't of an urgent or emergency nature and isn't medical advice whatsoever and shouldn't be treated as such. HSBC and HSBC Life don't warrant or represent on the completeness and accuracy of the advice and/or information provided. HSBC and HSBC Life aren't liable for loss, damage, costs or other expenses which you may incur as a result of any information provided by 24/7 Medical Hotline. Nothing in the clause of Terms and conditions for HSBC Premier Elite – Medical Concierge Service will exclude or limit our liability for death or

personal injury caused by negligence or for any liability which can't be excluded or limited under applicable law.

Limousine Arrangement Service

1. How does the Limousine Arrangement Service work?

Medical Concierge Consultant may assist you to book limousine service within Hong Kong between hospital and an accessible urban location for medical purpose. Limousine Arrangement Service is subject to the detailed terms and conditions of HSBC Premier Elite – Medical Concierge Service and third-party service provider. The booking service is at no cost; the limousine service subject to the charges by the third party service provider.

2. What are the geographical areas in which the Limousine Service is available?

The limousine service is available within the designated scope of limousine service areas in Hong Kong only, between any accessible urban location in Hong Kong and hospital, for medical purpose. Additional stopover at an accessible urban location is permitted with stopover enroute charges, provided that either pick-up point or drop-off destination must be within the designated scope of service areas in Hong Kong.

The Limousine Service won't cover the service in:

- a. all outlying islands (e.g., Lamma Island, Ping Chau) yet you may be picked up by the limousine at Central Pier, and
- b. all those restricted areas which require an entrance permit including South of Lantau (i.e., Discovery Bay, Mui Wo, Pui O, Cheung Sha, Tong Fuk, Shui Hau, Tai O), Ma Wan, Shenzhen Bay Port, Sai Kung Wong Shek Pier, Sha Tau Kok Boarder and Luo Wu.

3. What are the service hours of the Limousine Arrangement Service?

The booking service will be available via Medical Concierge hotline +852 3128 0130 during the following office hours:

- 9:00am-6:00pm (HKT), Monday to Friday, except public holidays.

4. Do I need to book the Limousine Arrangement Service in advance?

Please book at least 1 business day in advance. Same day booking is not accepted.

5. How should I pay for the Limousine Service?

The limousine provider will send you a booking confirmation with a payment instruction and online payment link by email. Payment can be made via credit card. The cost varies based on the locations of pick-up point and drop-off destination, and the estimated cost will be provided by Medical Concierge Consultant upon booking request.

6. Do I need to bring anything to verify my identity at the pick-up location?

When you arrive at the pick-up location, please inform the limousine driver your booking number, surname, or mobile number and the destination for ensuring the correct pick up. The booking number can be found in the booking confirmation email.

7. Can I make any changes/cancellation to the arrangement after confirmation?

You can make any changes and cancellation 3 hours prior to the pick-up schedule by phone.

- If you cancel the booking 3 hours prior to the pick-up schedule, the limousine provider shall make a full refund directly to your credit card. The refund process will take 1-2 weeks.
- If you cancel the booking within 3 hours of the pick-up schedule, the cancellation will be considered as late cancellation and full rate shall be charged to you.

During the office hours 9:00am-6:00pm (HKT), Monday to Friday, except public holidays, you may dial the Medical Concierge hotline to contact the Medical Concierge Consultant to make changes / cancellation of the limousine service after confirmation of the booking.

Outside the office hours, you may contact the Limousine Service Provider to make changes / cancellation of the limousine service after confirmation of the booking according to the contact details stated in your booking confirmation.

Death Benefit

1. Do I need to pay any premiums for the Death Benefit?

No, the HK\$10,000 Death Benefit is offered to you as a Premier Elite customer on a complementary basis as part of the Medical Concierge Services that you get to enjoy. For details, please refer to [Terms and conditions for HSBC Premier Elite – Medical Concierge Service](#).

2. Would the Death Benefit become invalid?

The Death Benefit will become invalid if you are no longer an eligible Premier Elite member. For details, please refer to [Terms and conditions for HSBC Premier Elite – Medical Concierge Service](#).

3. What documents are needed in order to make a claim?

Below documents are needed for claim:

- a. Completed Claims Form by Payee
- b. Copy of the insured person's Death Certification
- c. Copy of the insured person's ID
- d. Copy of Letters of Administration (of the insured person's estate)
- e. Copy of the Payee's ID

4. Where can I obtain a claim form?

You can download the claim form which is available at www.hsbc.com.hk/insurance/forms/. Select "Life insurance – HSBC Premier Elite coverage claims".

5. How can I submit a claim?

Submit the claims documents via:

- a. email to claims@hsbc.com.hk; or
- b. document upload at HSBC Website > Insurance > Submit a claim > Submit documents > For your claims request > Filing a claim online > (1) Input your policy number, (2) Select death claim, (3) Upload the required documents.

Customer can download the claim form which is available at HSBC Website > Insurance > Forms and documents > Life insurance – HSBC Premier Elite coverage claims.

For any enquiry, please call HSBC Life Claims Hotline at +852 3128 0122, working hours: 9:00am-6:00pm (HKT), Monday to Friday, except public holidays.

You are advised to submit the claim within 90 days from the death of the insured customer.

6. How can I check the claim status after submission?

Please call HSBC Life Claims Hotline at +852 3128 0122, working hours: 9:00 AM-6:00 PM (HKT), Monday – Friday, except public holidays.

7. How long does it take for a claim to be processed?

Upon receiving all the required documents, the claim will be processed within 10 working days if no further information is required.

HealthyLife App

General Enquiries

1. What is HealthyLife app?

HealthyLife is a one-stop health and wellness app that focuses on holistic wellbeing covering Health, Protection and Wealth Solutions, helping you to improve your health with personalized lifestyle recommendations and new digitalized features.

2. What services can I get from the HealthyLife app?

With the HealthyLife app, you get to enjoy:

- Video consultation with licensed general practitioners from the comfort of your home. Get your medications delivered to your door within 4 hours after a consultation (subject to personal cost, consultation date & time and courier service arrangement);
- Health Scan+ to monitor overall wellbeing through a facial scan on the device in just 30 seconds;
- Choices+, shop health and wellness products and services at preferential prices.

3. I am a Premier Elite customer as well as a member of / a registered dependent of HSBC HealthPlus, HASE Staff Medical Scheme, HSBC Life Benefits+ Medical Insurance Plan and/or HSBC Life Benefits+ Life Insurance Plan, am I going to have two HealthyLife accounts?

Existing HSBC HealthPlus, HASE Staff Medical Scheme, HSBC Life Benefits+ Medical Insurance Plan and/or HSBC Life Benefits+ Life Insurance Plan customers and their registered dependents will still be eligible for any existing services under their Group Medical and Group Life coverage. Two HealthyLife accounts will be available at their choice.

Login & Profile

1. How do I know my password to log on for the first time?

Open the HealthyLife app and select 'Register now'. Verify your identity by providing your email registered with Premier Elite and date of birth (DOB). Then set up your password and verify your identity by entering the one-time password (OTP) sent to your email and complete the registration.

2. What kind of password do I need to set?

We recommend users to have a strong password to secure their account. Set a password with at least 8 characters and use a combination of numbers and uppercase and lowercase letters.

3. I forgot my password, how do I reset or change it?

On the log on page, select 'Forgot your password?'. You need to verify your identity by entering your registered email or mobile number (if you saved your mobile number earlier through 'Settings') and date of birth (DOB). Once verified, you may set up your new password by using the one-time password (OTP) sent to your email or mobile number.

4. What details do I need to log on to HealthyLife?

You need to enter your registered email and the password that you set when you registered your new account.

5. How can I log out from HealthyLife?

Select the 'Settings' icon on the 'Home' tab and select 'Log off'.

6. Can I view HealthyLife in other languages?

Yes, you can select the 'Settings' icon on the 'Home' tab and go to 'Language'. You can then select either English or Traditional Chinese.

7. Can I log on by using my personal email address?

You can log on with your email registered with HSBC Premier Elite, or you can add another email to log on to HealthyLife. You'll need to verify the new email before you can use it. Once it has been verified, you can log on with your personal email using the respective password. You'll receive all notifications on this email.

8. Can I log on using my mobile number?

Yes, you can. To link your mobile number, Select the 'Setting' icon on the 'Home' tab and go to 'Contact details'. You'll need to verify your mobile number before you can use it. Once it has been verified, you can log on with your mobile number and your existing password.

9. Why hasn't my account been activated after setting or changing my password?

To enhance the security of the system, your account will only be activated after it has been verified with the one-time password (OTP) sent to your email or mobile number when you set up or change your password. In case of any unauthorised changes to the password, you won't be able to access HealthyLife.

10. How do I activate my account by OTP?

After you log in with a new password, the system will require you to input one time password (OTP) which is sent to your email.

11. What should I do when my OTP expires?

You can request the system to resend new OTP 30 seconds after your previous request.

12. Why does the system say that my OTP verification is locked?

If you reach the maximum number of wrong verification attempts permitted in a day, the system will no longer allow you to verify your OTP or request a new OTP. You'll have to wait for 24 hours to request another OTP, or you may call our customer care service to proceed.

13. Can I use a browser to complete my registration process and log on to HealthyLife's web platform?

It's advisable to use Google Chrome to complete the registration process and access HealthyLife's web platform.

Video Consultation**About video consultation****1. What is video consultation?**

HealthyLife connects to a third-party service provided by MyDoc Private Limited ("MyDoc"). MyDoc provides a digital healthcare platform for video consultation with Hong Kong licensed general practitioners, plus medicine delivery service. You can also access your medical records through the platform, and request assistance regarding video consultation from the medical help desk.

For enquiries about video consultation, medicine delivery and instruction for use, you can contact MyDoc's medical help desk through:

- Chat function ('Contact MyDoc for help' on 'Video consultation' dashboard in the HealthyLife app)
- MyDoc customer service at: support@my-doc.com
- MyDoc customer service hotline at: +852 2592 5321

Disclaimer: HSBC Life (International) Limited doesn't provide any medical service or medical advice.

2. What are the consultation hours?

The video consultation hours on the MyDoc platform are: 9:00am-6:00pm (HKT), Monday to Friday; 9:00am-12:30pm (HKT), Saturday. Service isn't available on Sundays and public holidays. You can book an appointment anytime through the HealthyLife app.

Service Eligibility**1. Am I eligible to use video consultations?**

This service is available to all HealthyLife members; the member must be physically in Hong Kong at the time of the video consultation for medicine to be delivered.

2. How many patients can be diagnosed during 1 video consultation?

1 patient per video consultation only.

3. How can I pay for the Video Consultation?

Your access to the video consultation service depends on the remaining balance of video consultation credits in your profile. After each consultation, the balance will be reduced accordingly.

You can purchase more video consultation credits from 'Choices'. The video consultation fee will include a video session with a general practitioner and a supply of medication of 3-5 days. The fee also includes the delivery of the medicine to a Hong Kong address, although some

locations may be excluded. Please refer to video consultation terms and conditions in HealthyLife app.

4. Will I be charged for any online or offline follow-up consultation or treatment?

Yes, any additional online follow-up consultation will be counted as a new consultation and payment must be made for the new consultation. Any additional offline follow-up consultation or treatment is not included in the video consultation; additional cost will therefore be incurred.

5. What are the medical conditions for which video consultation isn't suitable?

You shouldn't use video consultation service if you require an ambulance or emergency medical assistance, or if you're experiencing any of the following symptoms:

- Breathing difficulty or coughing up blood
- Chest pain or severe pain in other body parts
- Choking
- Confusion and/or hallucinations
- Fainting or loss of consciousness
- Head or spine injury or broken bones
- Seizures
- Severe bleeding
- Severe or persistent vomiting
- Speech difficulty
- Sudden dizziness, weakness or change in vision
- Suicidal or homicidal thoughts

6. The app crashed in the middle of video consultation. What do I do?

If the app crashes during video consultation, please wait for the doctor to call you via phone or WhatsApp to continue. You can also contact the service provider MyDoc's medical help desk if there is no response from the doctor through:

- Chat function ('Contact MyDoc for help' on 'Video consultation' dashboard in the HealthyLife app)
- MyDoc customer service at: support@my-doc.com
- MyDoc customer service hotline at +852 2592 5321

7. How can I check my video consultation balance?

You can check your video consultation balance in the 'Benefits' tab under 'Video consultation balance'.

Appointment Booking**1. How soon can I have a video consultation with a doctor?**

You can choose to consult the next available doctor. Under normal circumstances, you will get to see the doctor within one hour. Alternatively, you can schedule an appointment based on your preferred time.

2. How can I reschedule or cancel the doctor's appointment?

You can cancel or reschedule an appointment by any of the below methods.

- Chat function ('Contact MyDoc for help' on 'Video consultation' dashboard in the HealthyLife app)
- MyDoc customer service at: support@my-doc.com
- MyDoc customer service hotline at +852 2592 5321

3. Will my payment be refunded if I reschedule, cancel the appointment, or do not show up?

Your payment won't be refunded if:

- You're late for the scheduled consultation by more than 5 minutes, or
- You cancel the appointment within 15 minutes of the scheduled start of the consultation.

4. Can I request assistance to book a video consultation appointment via Medical Concierge hotline?

You can only book a video consultation appointment via your personal account on HealthyLife. Medical Concierge hotline will assist you with booking in-person doctor appointments only.

Medicine Delivery**1. When will the medicine be delivered to my address?**

MyDoc can arrange delivery of any prescribed medicine within approximately 4 hours once a video consultation is completed and your delivery address is confirmed. The cut-off time for ordering same-day delivery is:

- a. 6:00pm, Monday to Friday - for delivery by approximately 10:00pm on the same day.
- b. 1:00pm, Saturday - for delivery by approximately 5:00pm on the same day.

2. Are there any restrictions on the locations for the medicine delivery service?

MyDoc arranges delivery of medicine to locations in Hong Kong, subject to (a) the terms and conditions of video consultation and (b) the service coverage areas of its delivery partners. Delivery is not available for the following locations:

- Outlying islands (including but not limited to, Lantau Island, Lamma Island, Cheung Chau, Ma Wan and Park Island), except Tung Chung.
- Restricted border areas which may require an entry permit issued by the relevant government department (including but not limited to, Sha Tau Kok, Ta Kwu Ling and Lok Ma Chau).
- Any other remote areas.

Health Scan+**1. What is Health Scan+?**

Health Scan+ is a wellness management tool that incorporates NuraLogix Corporation's DeepAffex technology. It uses the camera on the user's mobile device to perform a 30-second facial scan, then analyzes the light and translucency of the skin captured in the scan to detect changes in blood flow. Health Scan+ isn't intended for any medical purpose. Based on the calculations it makes, it displays a few key health parameters on the HealthyLife app along with personalized health and lifestyle tips.

2. How can I take a scan?

To take a scan, select 'Get a Health Scan+' on the 'Home' tab. After reading and agreeing to the terms and conditions, you'll be directed to the scanning screen. Follow these instructions:

1. Choose a well-lit area and sit comfortably. Make sure the phone and your face are on the same level.
2. Make sure the light is evenly distributed across your face for the best results. Keep your face centred within the outlines throughout the scan.
3. Once the scan has started, stay still for 30 seconds until the process is complete.

3. Is Health Scan+ a medical device?

Health Scan+ is strictly intended for informational and educational purposes, and for promoting general wellness. Health Scan+ isn't a medical device and not intended for any medical purpose. The measurements and information provided to you are not a substitute for professional medical advice, nor are they meant as diagnoses or prescriptions for treating, curing or preventing any disease, ailment or injury. Should you have any health-related questions, please consult a doctor or medical professional.

4. Will my photos or video be saved or sent elsewhere?

We care about your privacy. Health Scan+ won't save your images or videos on your device or transmit them as part of the data used to calculate the results.

5. What personal information do we collect?

Through Health Scan+, we collect biometric and health information, including your facial blood flow, age, weight, and gender.

Network Medical Providers & eHealth card**1. Where can I find the latest network medical providers list?**

The 'Find a Care+ network doctor' on the 'Home' tab lets you find a provider matching your location and medical needs. Go to 'Select district' and 'Select speciality' to find a doctor.

2. What is an eHealth card?

An eHealth card gives you easy access to network medical providers with privileged discount.

Please be reminded that you must book via Medical Concierge Hotline and present your eHealth Card on the day of appointment, to enjoy up to 20% off of your consultation fees with network medical providers or special discount on the health check service with designated health check

providers. There is a date stamp on your eHealth card, please be reminded to retrieve the card on the day you visit the network doctor.

3. Where can I find my eHealth card on the HealthyLife app?

Your eHealth card can be found on the 'Home' tab in 'View eHealth card' under 'Quick actions'.

4. Can I enjoy the preferential rate with eHealth card if I book the appointment with the network doctor by myself?

You can enjoy the preferential rate with your preferred network doctor only if you book the appointment via Medical Concierge hotline at the moment. Show your booking confirmation or eHealth card on the HealthyLife app upon your appointment.

Choices

1. What is Choices?

Choices is an eMarketplace in the HealthyLife app where you can find a wide range of health and wellness products, such as health checks and dental care, aiming to help you to achieve your health goal of the year.

You can also purchase the video consultation from 'Choices' to top-up the balance. For information on video consultation, please refer to the 'Video consultation' section within this FAQs.

2. How can I place an order on Choices?

You can place an order by browsing Choices and adding items to your cart. Once you have completed the checkout process, your order will be placed.

3. Can I change / remove items from the shopping cart?

Yes, you can. Select the cart icon to change the quantity of items in your cart or remove an item. However, once you've confirmed and paid for your order, you won't be able to change or cancel it.

4. What type of payment does Choices accept?

You can use PayMe and credit cards, including Visa, MasterCard, and American Express.

5. How can I know if the payment transaction was successful?

You'll be redirected to a payment successful page and receive an order confirmation on your email registered on the HealthyLife app.

6. How does the HealthyLife app verify my credit card transactions?

All credit card payment transactions are processed through a credit card payment gateway. The verification process and your payment information are kept safe and secure within the credit card payment system.

7. What should I do if I got disconnected during the payment process?

Please check your 'Order history' to see if your order was successful. If your order isn't displayed under 'Order history', please place your order again.

8. I have a duplicated charge on my credit card statement or PayMe record for the same transaction, but I have only made the purchase once.

Please check your 'Order history' to confirm the number of successful orders. If only 1 order is placed, please contact our Medical Concierge hotline:

- Phone: +852 3128 0130

9. If I change my mind after purchasing a product, can I get a refund?

Once an order is placed, you can't edit or cancel the order.

10. What can I use to redeem my purchased product?

You will receive a redemption email after the confirmation email, containing an eVoucher to redeem your purchased product. You can also find your eVoucher by going to 'eVouchers' on the 'Choices' hub.

11. How can I redeem the eVoucher?

Redemption information can be found on the item page under 'How to redeem'.

12. If I lose my redemption email, can I get my eVoucher on email again?

You can find your eVoucher by going to 'eVoucher' on the Choices tab.

13. How long are the eVouchers valid for?

In general, eVouchers can be redeemed up to 90 days from the date of issuance. Please refer to the expiration date of each offer in accordance with its stated terms.

14. What happens if I don't redeem the eVoucher within the deadline expected?

An unredeemed eVoucher will expire and become invalid.

15. Are the eVouchers transferrable? I want to purchase for my friend.

No, eVouchers are non-transferable. You can only purchase and redeem an eVoucher for yourself.

16. When will I receive my shipment?

For items you have purchased that will be shipped to you, you can check the status of your order by going to 'Order history'. If you have further questions, please contact the provider directly.

17. Can I update my shipping address after my order is placed?

No. You may contact the provider directly to check if the order is shipped. If not, you can update your new shipping address.