



# **Exclusive Medical Assistance Service Guide for Selected Customers**

(Applicable to the policies issued in  
Hong Kong and Macau only)

Lifelong Promise • Lifelong Partner

Customer Service Hotline

399 95519 [www.chinalife.com.hk](http://www.chinalife.com.hk)



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CHINA LIFE

| 海外 |

## Exclusive Medical Assistance Service Guide for Selected Customers

(Applicable to the policies issued in Hong Kong and Macau only)

Thank you for choosing China Life (Overseas). We are dedicated to providing you with medical assistance service to safeguard your health.

### Medical assistance service



#### Items

- out-patient appointment booking service in Hong Kong, Macau and Mainland China; and
- hospitalization direct billing service (cashless hospitalization service)



#### Service period

- 1 December 2025 to 30 November 2026



#### Selected customers including

- insured of I CARE Medical Insurance Plan; or
- ENRICH Platinum and Diamond tier customers who are also the insured of any of the plans listed below:
  - ◎ Hospital Care Whole Life Insurance Plan; or
  - ◎ Guard Your Health Medical Insurance Plan; or
  - ◎ Healthy Life Medical Insurance Plan series; or
  - ◎ Hospital Care; or
  - ◎ Health Guard Hospital Care Benefit Rider series.

## Medical assistance service overview



### **Out-patient appointment booking service in Hong Kong, Macau and Mainland China**

If you are seeking a medical consultation in Hong Kong, Macau or Mainland China, you can simply call the China Life (Overseas) medical assistance service hotline and make an outpatient appointment.



### **Hospitalization direct billing service (cashless hospitalization service)**

You can enjoy this service in Hong Kong, Macau, Mainland China and worldwide simply by completing a pre-approval procedure prior to hospital admission. We will settle your eligible medical expenses directly with the hospital (subject to the terms and benefit limit of the policy), so you can focus on your recovery without any worries during the hospital stay. The time required to process an application is subject to the actual condition. Please submit the pre-approval form at least 7 working days prior to admission for hospitalization in Hong Kong, Macau, Mainland China, or at least 14 working days prior to admission for hospitalization in other countries/regions. China Life (Overseas) reserves the right of final decision.

# How to access to the medical assistance service?

Medical Assistance Service	Booking Procedures
<ul style="list-style-type: none"><li>• Out-patient appointment booking service in Hong Kong, Macau and Mainland China</li><li>• Hospitalization direct billing service (cashless hospitalization service)</li></ul>	<p>Please call</p> <p><b>China Life (Overseas)</b> <b>24-hour medical assistance service hotline at:</b> <b>(852) 3999 5593</b></p> <p>While in Mainland China, you may request to connect to the <b>China Life (Overseas) medical assistance service hotline</b> by calling the Dedicated Mainland China customers service hotline# 95519 (Press “#” after connection and then press “8” and then press “1”) or 400 service hotline 400 60 95519 (Press “1” after connection).</p> <p>Service hours: Monday to Friday: 9am to 6pm Saturday: 9am to 1pm Sunday and Hong Kong public holidays: closed</p> <p><small>* This service hotline can be accessed by mobile lines, fixed telephone lines, payphones and call cards and are free of IDD charge. Nevertheless, callers have to bear local access fees (if any) from their service providers.</small></p>

This Medical assistance service guide for selected customers (the “Service Guide”) is for reference only. It does not form a contract between China Life (Overseas) and anyone or any entity else. The detailed terms, conditions and exclusions of the aforesaid plans are subject to the relevant policy contract. You are reminded to review the policy contract and all relevant product materials and to seek independent professional advice if necessary. For a copy of the policy provisions, please contact China Life (Overseas) for enquiry.

You have the right to purchase the medical insurance product as a standalone plan instead of bundling with other type(s) of insurance product.

The aforesaid plans are underwritten by China Life Insurance (Overseas) Company Limited (“China Life (Overseas)”, the “Company” or “us/we/our”).

All services stated in the Service Guide are provided by third party service provider(s). China Life (Overseas) make no representation, warranty or undertaking as to the quality and availability of the services, and shall not accept any responsibility or liability for the services provided by the designated service provider concerned. Under no circumstance shall China Life (Overseas) be responsible or liable for the acts or omissions or services of the designated service provider. China Life (Overseas) reserves the right to replace the designated service provider and review, revise and change the details, the terms and conditions of the services to be provided from time to time, as well as to cease and/or suspend the provision of such services at any time at its sole and absolute discretion without giving prior notice. The provision of such services by the designated service provider and/or the acceptance thereof by you shall constitute a contract between you and the service provider concerned which is separate and independent from the Plan.

## China Life Insurance (Overseas) Company Limited



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