



聯邦

醫療保證咭(中國)

聯邦醫療保證咭(中國) – 持咭人須知

1. 當收到本保證咭後，請小心核對咭上姓名必須與回鄉証/護照上姓名相同。
2. 進入中國大陸期間，務請將本保證咭及回鄉証/護照一同隨身攜帶。萬一需要使用本保證咭，相關之旅遊證件須一併出示。

請定期檢查本保證咭之有效期，確保進入中國大陸期間本保證咭仍然生效。

3. 當遇上意外、患病而需入院求診，請：

- a. 致電二十四小時支援熱線(+852-3122 8800)，表明為聯邦保險公司之受保人，並提供咭上資料(保單號碼/姓名)
- b. 通知支援中心你目前狀況及需求，以便獲得必要的援助：
 - 查詢最近之醫院資料，醫療服務等
 - 入院安排
- c. 前往支援中心指定的醫院

4. 資料一經核實，醫院人員將安排入院，毋須墊付入院保證金。
5. 支援中心將通知保險公司及取得確實保障內容。
6. 如入院後確定有關疾病或意外屬於保障範圍，保險公司將根據保障條款及保障限額直接向醫院支付有關之合理費用，超出保障之餘額將由持咭人支付。
7. 如入院後確定有關疾病或意外不屬保障範圍，有關之費用將由持咭人即時支付，持咭人並須向保險公司清還有關入院費用。
8. 聯邦保險公司將盡力協助安排持咭人入院，惟不能對有關之安排或醫院之服務及質素作出保證。持咭人須與保險公司保持合作，確保以上安排及索償得以順利進行。



Federal MEDICAL GUARANTEE CARD – CHINA

Federal Medical Guarantee Card – China

1. After receiving this Guarantee Card, please check if the name on the Card is same as your China Re-entry Permit/Passport.
2. It is important to bring along this Guarantee Card and your China Re-entry Permit/Passport when traveling to China.

Please check this Guarantee Card regularly to make sure that the card is still valid throughout your stay in the China.

3. In case of emergency due to accident or sickness and hospital admission is necessary :

A. Immediately call ISOS 24 hours alarm center (+852-3122 8800). Please provide your Medical Guarantee Card details (Policy number/name)

B. Advice ISOS your current situation and obtain the necessary assistance:

- Check for the nearest designated hospital information, preferred medical services, etc
- Admission to hospital

C. Proceed to the designated Hospital as referred by ISOS

4. Upon proper verification, hospital staff will ensure smooth admission without paying hospital admission fee.
5. ISOS will inform Federal Insurance Company and verify exact coverage.
6. After admission, if it is confirmed that the sickness or accident is under our coverage, we will pay the relevant reasonable expenses to the hospital directly, subject to the coverage and limit. The Cardholder is responsible for the balance.
7. After admission, if it is confirmed that the sickness or accident is not covered, the cardholder is responsible for all the relevant expenses, and shall reimburse to Federal Insurance Company any hospital admission expenses.
8. Both Federal Insurance Company and ISOS priority to assist the cardholder with hospital admission, while it cannot guarantee nor shall be responsible for the quality and services provided by respective hospital. We strongly urge the kind understanding and co-operation of the Cardholder in times of emergency to ensure smooth admission and in claims processing.

FEDERAL
MEDICAL GUARANTEE CARD – CHINA