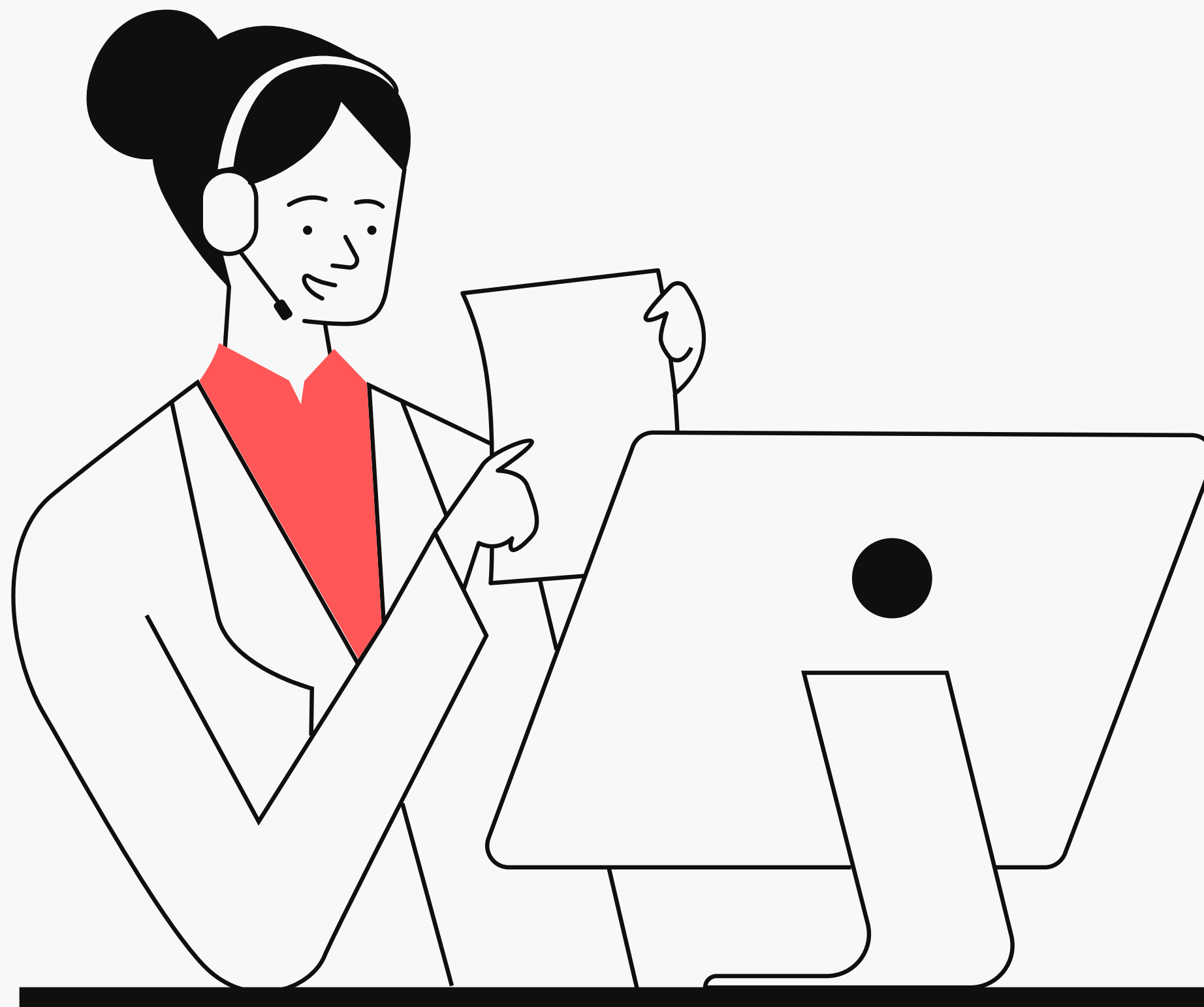




# Global Concierge and Assistance Service

For UnionPay Cardholders

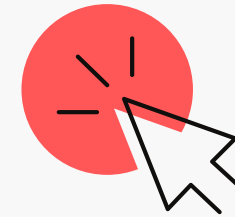




# The Services



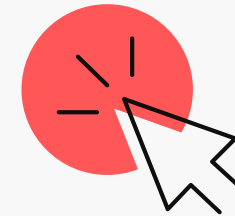
Travel Assistance



Travel  
Concierge Service



Basic Medical Assistance



Entertainment  
Concierge Service



Shopping  
Concierge Service



# Travel Assistance

01 ———— ●●●●●



01

## Pre-Trip Information & Assistance

Providing information concerning weather, visa and inoculation requirements, immunization for foreign countries

02

## Legal Referral

Providing the name, address, telephone numbers and office hours for referred lawyers and legal practitioners.

03

## Lost Luggage Assistance

Assisting the Cardholder who has lost his/her luggage while travelling by referring the Cardholder to the appropriate authorities.

04

### **Interpreter**

Interpretation service to help the Cardholder communicate with local authorities, medical providers or other entity or person.

05

### **Lost Passport Assistance**

Assisting the Cardholder who has lost his/her passport by referring the Cardholder to the appropriate authorities involved.

06

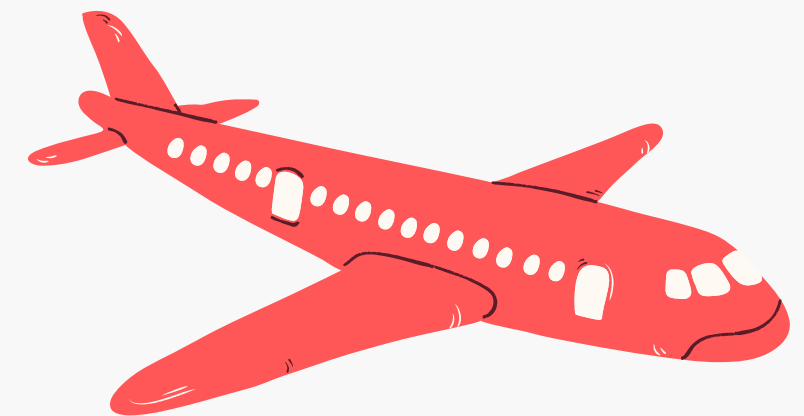
### **Emergency Message Transmission**

Assisting the Cardholder by relaying emergency message to his/her family, friends or business associates.

07

### **Early return / Trip continuation**

Arranging regular commercial flight or other transport for the Cardholder to return to the residence if a direct relative of the Cardholder is deceased; or, arranging flight or other transport for the Cardholder to continue the journey if the plan is changed due to emergency.



# Basic Medical Assistance



## 01

### Telephone Medical Advice

Arranging the provision of medical advice to the Cardholder over telephone.

## 02

### Referral of Medical Provider

Providing the Cardholder with the name, address, telephone number, office hours of physicians, hospitals, clinics, dentists and dental clinics.

## 03

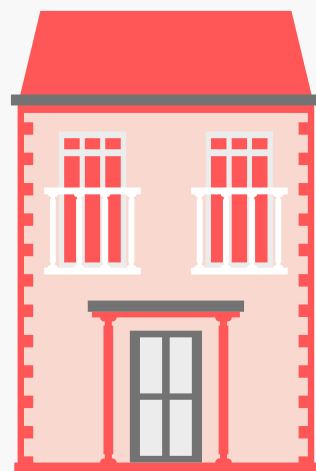
### Compassionate Visit

Arranging one return airfare for a relative or a friend of the Cardholder wishing to join the Cardholder who, when travelling alone, is hospitalised outside the home country

04

### Arrangement of Accommodation for Convalescence

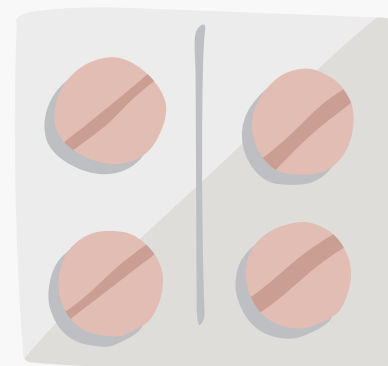
Arranging a hotel for the Cardholder who is advised to stay in convalescence locally place after the discharge from the hospital.



05

### Delivery of Medicines and Medical Facilities

Arranging the delivery of essential medicine, drugs and medical supplies that are necessary for a Cardholder's care and/or treatment but which are not available at the Cardholder's location.



06

### Arrangement of Hospital Admission

Assisting the Cardholder in the hospital admission if required.



07

### Repatriation of Minor Children

Arrange for one-way airfares for the return of minor children to the home country if they are left unattended as a result of the accompanying Cardholder's illness, accident or emergency medical evacuation



08

### Dispatch of Physician

Arranging for the doctor to visit the Cardholder at his/her residence or hotel.  
All related expenses, such as consultation fee, checking fee, treatment fee, etc. incurred during this process will be borne by the Cardholder.



09

### Emergency Medical Repatriation

Arranging for the return of the Cardholder to the home country or usual country of residence following the Cardholder's emergency medical evacuation and subsequent hospitalization.

10

**Repatriation of Mortal Remains**

Arranging for the transportation of the Cardholder's mortal remains to the home country.



11

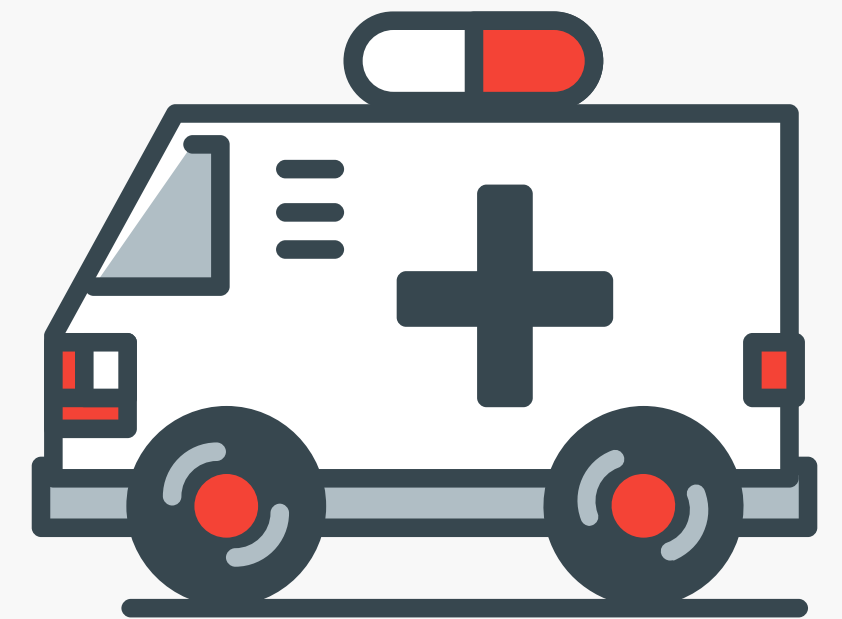
**Emergency Medical Evacuation**

Provision of air and/or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the Cardholder to the nearest hospital where appropriate medical care is available.

12

**Medical Expenses Guarantee and Payment**

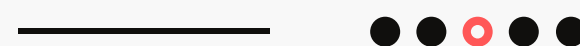
Arranging one return airfare for a relative or a friend of the Cardholder wishing to join the Cardholder who, when travelling alone, is hospitalised outside the home country







03



# Travel Concierge Service

01

## Flight Information and Ticketing Assistance

Providing the name, address and telephone number of airlines and facilitating in making the flight reservation.



02

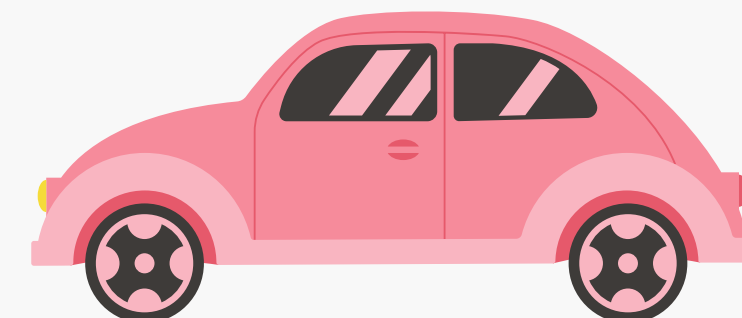
## Hotel Referral and Reservation Assistance

Providing the name, address and telephone number of hotels and holiday resorts and facilitating in making the reservation.

03

## Car Rental, Limousine and Chauffeur reservation Assistance

Providing the name, address and telephone number of car/bike rental and limousine companies and facilitating in making the reservation.





01

## Golf Course Referral and Reservation Assistance

Providing the address and telephone number of golf courses within and outside the usual country of residence.

02

## Dining Referral and Reservation Assistance

Providing the name, address and telephone number of restaurants in major cities.

03

## Reservation for Health Clubs, Fitness Centers & Spa Services

Providing the name, telephone number and if available, opening hours of fitness centers, spas and/or health club.

04

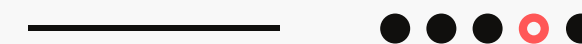
## Global Concert and Performance Assistance

Providing of information on major concerts and performances on a global basis.

# Entertainment Concierge Service



04



05

## Yacht / Private Jet Charter Assistance

Providing the name, address and telephone number of yachts/private jets rental and limousine companies in major cities.



05



# Shopping Concierge Service

01

## Major Shopping, Flower and Gift Delivery Assistance

Providing the name, address and telephone number of shopping locations in major cities, and arranging for delivery of flowers or gifts

03

## Emergency Cash

Providing emergency cash upon request

02

## Shopping Assistance (Hong Kong / Paris)

Recommending places to shop, arranging a person to accompany the Cardholder during shopping and translate the information for the Cardholder, and arranging for the delivery of goods to the hotel

04

## UPI ATM Locator

Assisting Cardholder by providing the address of UPI ATM locator in major cities.



# Contacts



## Thailand

24\*7Hotline: 1-800-012-310

Overseas call: +1-408-351-0826

Email: [upi.thailand@axa-assistance.com.cn](mailto:upi.thailand@axa-assistance.com.cn)