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AXA Signature Network

AXA Signature Network (“Network”) allows you to access vast network of doctors^{1,2} (“Network Doctors”), as well as well-equipped Network healthcare facilities^{1,2}, including private hospitals and day case procedure centres. The Network is directly managed by AXA to provide you a one-stop medical solution platform¹. It aims to provide you with simplified administrative procedures and high quality medical services.

Vast and diverse network of experienced Network Doctors^{1,2}

- More than 400 experienced Network Doctors^{1,2}
- Over 80% of Network Doctors^{1,2} have more than 10 years of post-fellow specialist training



Effective clinical governance for quality assurance

- Support effective medical procedures to have better control on hospital bill and minimise the hospital stay
- Provide effective medical treatment by evidence-based medicine

Wide coverage of specialty^{2,4}

- Cover more than 30 medical and surgical specialties
- Include niche specialties (such as paediatric surgery and gynae-oncology)



Network healthcare facility cashless arrangement³

- No need to pay deposit upon admission or settle your eligible expense after medical treatment provided by Network Doctors^{1,2} by simply presenting your AXA health card / medical card at Network healthcare facilities^{1,2}



Hong Kong (In alphabetical order)¹



Gleneagles Hospital
HONG KONG
港怡醫院



香港浸信會醫院
Hong Kong Baptist Hospital



養和醫院
Hong Kong Sanatorium & Hospital



matilda
International Hospital
明德國際醫院



仁安醫院
UNION HOSPITAL



香港大学深圳医院
The University of Hong Kong - Shenzhen Hospital

Mainland China¹

The University of Hong Kong-Shenzhen Hospital
(International Medical Centre)
(Applicable for Standard Private Room only)

In addition to above, the Network provides many more choices, please visit www.axa.com.hk/en/signature-network for the latest list of Network directory^{2,4}. The Network directory^{2,4} is subject to change from time to time at AXA's sole discretion without prior notice.

Simple steps to access the Network



1

Book appointment

Search your preferred Network Doctors^{1,2} from the Network directory^{2,4} and make your appointment with Network Doctors^{1,2} directly



2

Medical consultation

Present your personal identification document and AXA health card/medical card upon registration at Network healthcare facilities^{1,2}



3

Request to AXA⁵

Network Doctors^{1,2} will submit a confinement admission or day case procedure request form to AXA for you

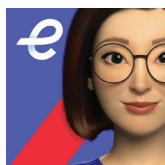


4

Make reservation and receive medical treatment

AXA will issue a confirmation letter to you after approval and arrange the cashless arrangement³ with Network healthcare facilities^{1,2} prior to the confinement admission or day case procedure

The Network is applicable to designated medical insurance plan(s). For details of the designated medical insurance plan(s), please visit www.axa.com.hk/en/signature-network



Emma by AXA

Emma by AXA is an e-Service platform that gives you 24/7 access to your policy information and services⁶. You can review policy information, track claims, search Network Doctors^{1,2} or Network healthcare facilities^{1,2} and more.

Terms and Conditions

1. Network Doctors and Network healthcare facilities are independent third parties and are not agents of AXA. AXA shall not have any obligation or liability whatsoever in relation to the medical services provided by Network Doctors and Network healthcare facilities, and shall not be responsible for any act or failure to act on the part of Network Doctors and Network healthcare facilities.
2. The list of Network Doctors and Network healthcare facilities are subject to change from time to time at AXA's sole discretion without prior notice. Hence, the Network Doctors' number of years experience and post-fellow specialist training may vary.
3. The availability of the cashless arrangement is subject to the (a) applicable benefit limits, deductible (if any) and exclusions under the relevant terms and benefits of the policy; and (b) acceptance of the cashless arrangement by Network healthcare facilities. The approval of the cashless arrangement is subject to the final decision of AXA. If applicable, the cashless arrangement is available to Network healthcare facilities in Hong Kong and mainland China. The provision of the cashless arrangement from AXA or Network Doctors or Network healthcare facilities shall not be deemed as an admission of our liability to pay and/or reimburse the policy holder under the policy or a waiver of any breach of the terms and benefits of the policy. The final claim decision will be determined by the medical information, and the benefits shall be payable subject to the applicable benefit limits of the chosen benefit level.
4. The number of medical and surgical specialties may vary. Please login to Emma by AXA or other channels made available by AXA or call AXA Customer Care Hotline on (852) 2802 2812 / (853) 8799 2812 for the latest list of Network directory.
5. Network Doctors will submit the request form at least 2 working days prior to admission or day case procedure, and upon the receipt of all required documents, AXA will notify you the result of the cashless arrangement before the admission or day case procedure. The approval of cashless arrangement is subject to the final decision of AXA.
6. Only the policy holders have access to the policy information and services.

Remarks

The designated medical insurance plan is subject to the terms, benefits and exclusions set out in the policy contract. AXA reserves the right to approve any application. **This leaflet contains general information of the AXA Signature Network only and does not constitute any contract between any parties and AXA. It is not a policy. For detailed terms, benefits and exclusions of the designated medical insurance plan, please refer to the proposal, product brochure and policy contract, which will be made available by AXA upon request.**

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