

UOB Malaysia Medical Concierge – Sunway Healthcare Group**TERMS AND CONDITIONS**

Effective: June 2026

1. Sunway Healthcare Group (“SHG”) is offering Medical Concierge privileges (“Privileges”) to United Overseas Bank (Malaysia) Bhd [Company Reg No. 199301017069 (271809-K)] (“UOB Malaysia”) to the following clients;
 - (a) Privilege Banking clients (“PV Clients”) maintaining a minimum asset under management (“AUM”) of RM500,000, and
 - (b) Private Bank clients (“PrB Clients”) maintaining a minimum AUM of RM3,000,000, whose respective accounts are valid, existing, in good standing, and conducted in a proper and satisfactory manner as determined by UOB Malaysia. For the purposes of these Terms & Conditions, “Eligible Clients” shall collectively refer to the Privilege Banking clients and Private Bank clients described in clauses 1(a) and 1(b) above. Any utilization of the Privileges shall be subject to the terms and conditions herein.

AUM refers to combined balance held in our PV or PrB client’s primary relationship accounts including deposits, investments and bancassurance which include but not limited to conventional and Islamic savings accounts, current accounts, fixed deposit accounts, gold investment accounts (Gold Savings Account and Premier Gold Account), unit trusts, retail bonds, long term structured investments, short term structured investments and dual currency investments (or such deposits, investments and bancassurance as UOB Malaysia may decide from time to time).

SHG will provide Eligible Clients the Privileges (defined below) at:

- a) Sunway Medical Centre (“SMC”).
- b) Sunway Medical Centre Velocity (“SMCV”).
- c) Sunway Medical Centre Penang (“SMCP”).
- d) Sunway Specialist Centre Damansara (“SSCD”).
- e) Sunway Medical Centre Ipoh (“SMCI”).
- f) Sunway Home Healthcare (“SHH”).
- g) Sunway TCM Centre (“TCM”).
- h) Sunway Sanctuary (“SS”).

Privileges

2. Eligible Clients may schedule appointment directly with the respective participating SHG Medical Centres through the contact channels designated by the respective participating centres. The applicable contact channels, appointment procedures and service arrangement for participating SHG hospitals and centres are set out in the UOB X Sunway Medical Concierge Benefits Guide available at uob.my/pvmed as updated from time to time by SHG.
3. To enjoy the benefits and privileges under these Terms and Conditions, Eligible Clients must access the Programme through a recognised UOB Malaysia identifier or access method recognised by UOB Malaysia and SHG.

Recognised UOB Malaysia identifiers currently include:

 - (a) UOB Privilege Banking Debit Card;
 - (b) UOB Privilege Banking Visa Infinite Credit Card;
 - (c) UOB Visa Infinite Metal Credit Card; and
 - (d) such other identifiers or access methods as may be recognised by UOB Malaysia and SHG.

4. SHG will provide the following services to Eligible Clients:

a) Preferential Rates on Selected Health Screening Packages at participating SHG Medical Centres

Eligible Clients will get discount off health screening packages at the respective participating SHG Medical Centres. All health screening packages prices are determined and are subject to changes by the respective SHG Medical Centres, and can be found at UOB X Sunway Medical Medical Concierge Benefits Guide available at uob.my/pvmed as updated from time to time by SHG.

b) Seasonal Packages and Promotion

SHG will provide seasonal packages and promotions to the Eligible Clients, and it will be announced from time to time.

c) Room Rate Discount – self paying patients

Eligible Clients will enjoy 20% room rate discount for self-paying and non-critical care unit beds. All room rate discount prices are determined and are subject to changes by the respective SHG medical centres, and can be found at UOB X Sunway Medical Concierge Benefits Guide available at uob.my/pvmed as updated from time to time by SHG.

OR

ii. Complimentary Room Upgrade – for insured patients

If Eligible Clients is an insured patient, the Eligible Clients will enjoy one level up room upgrade. (subject to room availability, and where the room upgrade is subject management's approval).

d) Dedicated WhatsApp Line for Medical Enquiries

Eligible Clients will be provided access to a dedicated WhatsApp line 24/7 at 019-216 3275 and have direct access to medical professionals for medical enquiries. The dedicated WhatsApp line is operated by Sunway Medical Centre's medical doctors and nurses.

e) Appointment Scheduling

Eligible Clients may utilise/ text the dedicated WhatsApp line at 019-216 3275 to schedule an appointment at SMC only. Eligible Clients may also schedule for an appointment through the respective hospital Sunway app. For appointments made via phone call (by calling doctor clinic or dedicated WhatsApp line 019-216 3275) after clinic hours/Public Holidays/weekends, the respective clinic will perform call back to the Eligible Client the next business day.

f) Language Interpretation Assistance

Chinese, Indonesian, Japanese, and Korean language interpretation assistance will be provided at SMC, and Indonesian language interpretation assistance will be provided at SMCV.

g) Complimentary Valet Parking

Eligible Clients will enjoy parking and/or valet parking privileges at participating SHG Medical Centres subject to the applicable operational arrangements and conditions of the respective participating SHG Medical Centres.

The applicable parking privileges are as follows:

- (a) Sunway Medical Centre (SMC), Sunway Medical Centre Ipoh (SMCI) and Sunway Specialist Centre Damansara (SSCD) – Complimentary valet parking subject to the applicable operational arrangements and conditions of the respective participating SHG hospital or centre.

- (b) Sunway Medical Centre Velocity (SMCV) – Clients attending health screening appointments will enjoy complimentary valet parking. For inpatient and outpatient visits, a preferential flat parking rate determined by SMCV may apply, subject to the hospital's prevailing parking arrangements.
- (c) Sunway Medical Centre Penang (SMCP) – Complimentary parking in accordance with the parking arrangements established by SMCP.

Eligible Clients shall present a recognised UOB Malaysia identifier as outlined in clause 3. In the event of failure to present above mentioned card(s) for verification, Eligible Clients will need to pay for the normal valet parking fee.

h) Sunway Sanctuary Privileges

Eligible Clients and/or their immediate family members may enjoy selected privileges under Sunway Sanctuary, including:

- (a) Post-Surgery Recovery
- (b) Assisted Living
- (c) Staycation/ Hotel stay: and
- (d) Postnatal Care

The applicable benefits, eligibility requirements and additional terms and condition can be found at UOB X Sunway Medical Concierge Benefits Guide available at uob.my/pvmed as updated from time to time by SHG.

General

- 4. UOB Malaysia and SHG reserves the right to add, delete, suspend or vary this terms and conditions, from time to time, wholly or in part by providing prior notice to the Eligible Clients via posting on UOB Malaysia's website, displaying a notice at any of UOB Malaysia's branches and/or a statement insert in the Statement of Account or any other manner as determined by UOB Malaysia from time to time. UOB Malaysia and SHG shall not be liable to or for any claims, costs, expenses, losses or damages suffered by any person as a result of the aforementioned matters. In a case of a dispute, the decision of UOB Malaysia and SHG on all matters shall be final and no correspondence will be entertained.
- 5. The Privileges offered herein are not transferable, exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions or vouchers unless otherwise stated.
- 6. UOB Malaysia assumes no liability or responsibility for the acts or defaults of SHG, the participating merchant, service provider or third parties; or defects in the goods and services offered under the Privileges. UOB Malaysia is not an agent of SHG, the participating merchant, service provider, or third parties. Any dispute about the quality or service standard must be resolved directly with the SHG, the relevant participating merchant, service provider, or third parties. UOB Malaysia will not be responsible for any injury, expenses, claims, loss or damage suffered by the Eligible Clients (or any third party) as a result of the utilization of the Privileges unless due to UOB Malaysia's gross negligence or wilful misconduct specifically related to this Privileges.
- 7. Utilization any of the Privileges is subject to these terms and conditions together with the terms and conditions of SHG. SHG is responsible for the services offered by them, as well as any representation made in any of the marketing materials for the products offered by SHG hence in the event of dissatisfaction with the quality of the Privileges, the Eligible Clients shall directly seek recourse with SHG. In the event of any inconsistency between these terms and conditions and any

advertising, promotional, publicity and the other materials relating to or in connection with the utilizing of the Privileges, these terms and conditions shall prevail.

8. Eligible Clients shall permit and authorise UOB Malaysia and SHG to disclose, reveal and divulge his / her information and particulars to any person (including, without limitation, the parties involved in organising, making the appointment / in-patient reservations, provision of services) as UOB Malaysia and SHG deem fit for the purposes of the Privileges offered (including any promotional, marketing, publicity purposes in connection thereto).
9. Upon the Eligible Client's requesting for or utilizing any of the Privileges, the Eligible Clients agree to be bound by the privacy notice, rules, regulations, and decisions of UOB Malaysia, by these terms and conditions herein and by any other applicable terms and conditions. Failure to comply with any of the foregoing will result in the Eligible Clients not being entitled to the Privileges.
10. To the fullest extent permitted by law and unless due to UOB Malaysia's gross negligence or wilful misconduct, UOB Malaysia expressly excludes and disclaims any representations, warranties or endorsements, expressed or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose.
11. UOB Malaysia and SHG reserves the right to cancel, withdraw, suspend, extend or terminate the Privileges prior to the expiry of the Privileges Period, wholly or in part, at any time, with prior notice. For the avoidance of doubt, cancelation, withdrawal, suspension, extension or termination by UOB Malaysia of the Privileges shall not entitle the Eligible Clients to any claim or compensation against UOB Malaysia for any and all losses or damages suffered or incurred by the Eligible Clients whether as a direct or indirect result of such cancelation, withdrawal, suspension, extension or termination.
12. **DISCLAIMER:** Nothing in these terms and conditions or marketing materials shall be construed as an offer, proposal or a contract from UOB Malaysia. SHG is responsible for the products and/or privileges offered by them, as well as any representation made in any of the marketing materials for the products offered by SHG. Customers are to read and understand the products and privileges offered by the SHG.

[END]