

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

Effective: June 2024

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. Any utilization of the Privileges shall be subject to the terms and conditions herein.

AUM refers to deposits, investments and bancassurance which include conventional and Islamic savings accounts, current accounts, fixed deposit accounts, 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 PV Clients and PrB 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 Home Healthcare (“SHH”).
- f) Sunway TCM Centre (“TCM”).
- g) Sunway Sanctuary (“SS”).

Privileges

2. PV Clients and PrB Clients can approach SHG to make an appointment through “Sunway Medical Sunway City” app, text via WhatsApp at 019-216 3275 or email smc@sunway.com.my.
3. SHG will provide the following services to PV Clients and PrB Clients:
 - a) **Preferential Rates on Selected Health Screening Packages at selective SHG hospitals & centres**

PV Clients and PrB Clients will get a 20% discount off health screening packages at SMC, and 10% discount off health screening packages at SMCV and SMCP. All health screening packages prices are determined and are subject to changes by the respective SHG hospitals & centres, and can be found on the PDF in our website 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 PV Clients and PrB Clients, and it will be announced from time to time.
 - c) **i. Room Rate Discount – self paying patients**

PV Clients and PrB Clients will enjoy 20% room rate discount for self-paying and non-critical care unit beds only at SMC and SMCV. For SMC, it is applicable to: 4-bedded, 2-bedded, 2-bedded deluxe, standard single, deluxe single, premier single, premier single suite, deluxe

suite, premier suite and grand premier suite. For SMCV, the 20% room rate discount shall be applicable to: 4-bedded, 2-bedded, standard single, premier/deluxe single and premier suite. All room rate discount prices are determined and are subject to changes by the respective SHG hospitals & centres, and can be found on the PDF in our website at uob.my/pvmed as updated from time to time by SHG.

OR

ii. Complimentary Room Upgrade – for insured patients

If PV Client and PrB Client is an insured patient, the PV Client and PrB Client will enjoy one level up room upgrade at SMC & SMCV (subject to room availability, and where the room upgrade is applicable SMC or SMCV management's approval).

d) Dedicated WhatsApp Line for Medical Enquiries

PV Clients and PrB 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

PV Clients and PrB Clients may utilise/ text the dedicated WhatsApp line at 019-216 3275 to schedule an appointment. PV Clients and PrB Clients may also schedule for an appointment through the "Sunway Medical Sunway City" 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 PV Client and PrB 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

SMC will provide complimentary valet parking (not inclusive of overnight parking) to PV Clients and PrB Clients. PV Clients and PrB Clients must show their respective UOB Privilege Banking Debit Card or UOB Privilege Banking Visa Infinite Credit Card or UOB Visa Infinite Metal Credit Card to car park attendant for verification. Valet parking drop-off points are at Tower B and Tower C unless otherwise advised. In the event of failure to present above mentioned card(s) for verification, PV Clients and PrB Clients will need to pay for the normal valet parking fee.

General

- 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 PV Clients and PrB 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 PV Clients and PrB 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 PV Clients and PrB 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. PV Clients and PrB 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 PV Clients and PrB Clients' requesting for or utilizing any of the Privileges, the PV Clients and PrB Clients agrees 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 PV Clients and PrB 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 PV Clients and PrB Clients to any claim or compensation against UOB Malaysia for any and all losses or damages suffered or incurred by the PV Clients and PrB 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.



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