

**UOB Malaysia Medical Concierge – Singapore Medical Group****TERMS AND CONDITIONS**

Effective Date: Aug 2023

1. Singapore Medical Group (“SMG”) is offering Medical Concierge (“Privileges”) to United Overseas Bank (Malaysia) Bhd [Company Reg No. 199301017069 (271809-K)] (“UOB Malaysia”) to Privilege Banking clients of UOB Malaysia (“PV Clients”) who maintain a minimum asset under management (“AUM”) of RM500,000 with UOB Malaysia which 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).

**Privileges**

2. Upon PV Clients approaching SMG to make an appointment through the phone number +65 6734 9930, WhatsApp: +65 8768 3049 or email: UOBmedicalconcierge@smg.sg.
3. SMG will then provide PV Clients the following services:
  - a) Medical Enquiries**

SMG will assist with the provision of responses to enquiries relating to the type of medical specialties, services and physicians within SMG’s panel and partners to PV Clients over email, Whatsapp and the telephone, provided this does not extend to any medical advice.
  - b) Medical Service Provider Referral and Appointment Scheduling**

SMG shall provide PV Clients, upon request, with the name, address, telephone number and, if available, office hours of physicians, clinics, dentists and dental clinics and any other specialists, where applicable, (collectively, “Medical Service Providers”) as well as the assistance in appointment scheduling with these Medical Service Providers. Each PV Clients shall be responsible for and liable to pay for all his / her own costs, charges and expenses which are incurred in relation to the consultation or services provided by these Medical Service Providers. UOB Malaysia shall not be liable or responsible to the PV Clients or any party for the payment of the foregoing.
  - c) Travel and Accommodation Arrangements (For Non-Emergency Cases)**

SMG will refer PV Clients who require assistance in flight/visa/hotel arrangements and/or visa/hotel extensions for themselves and/or his/her companion’s visit to Singapore for non-emergency hospitalization to UOB Malaysia Travel Concierge. Provided that each PV Clients shall be responsible for and liable to pay for all his/her own costs, charges and expenses which are incurred in relation to such flight/visa/hotel arrangements and/or visa/hotel extensions. UOB Malaysia shall not be liable or responsible to the PV Clients or any party for the payment of the foregoing.
  - d) Medical Escort Service in Singapore**

SMG will provide medical escort service, upon request, at no cost and subject to availability, to accompany PV Clients throughout the medical appointment, when they are in Singapore.

**e) Arrangement of Language Interpretation Assistance**

SMG will provide translation and / or interpretation assistance to PV Clients at no cost for the following languages: Bahasa Melayu, Vietnamese, Thai and Chinese. Each PV Clients shall be responsible for and liable to pay for all his / her own costs, charges and expenses which are incurred in relation to translation and / or interpretation assistance for any other language. For the avoidance of doubt, UOB Malaysia shall not be liable or responsible to the PV Clients or any party for the payment of any of the foregoing.

**4. Health Screening and Wellness Packages**

- a) PV Clients would be able to enjoy these Privileges which shall be available from now to 31 December 2023, both dates inclusive by contacting SMG at +65 6734 9930, WhatsApp: +65 8768 3049 or email: UOBmedicalconcierge@smg.sg.
- b) Each PV Clients and up to three (3) immediate family members of the PV Clients will be entitled to:
  - (i) Medical Health Screening Package starting from S\$608 (inclusive of applicable goods and services tax) per person; and
  - (ii) Discounted rates for Dental and Ophthalmology Packages.
  - (iii) Please refer to the full list of the health screening and wellness packages covered under these Privileges.
- c) These Privileges are provided by SMG through its medical partner Lifescan Medical Center ("LMC").

**General**

5. UOB Malaysia and SMG 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 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 SMG 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 SMG on all matters shall be final and no correspondence will be entertained.
6. 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.
7. UOB Malaysia assumes no liability or responsibility for the acts or defaults of SMG, 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 SMG, the participating merchant, service provider, or third parties. Any dispute about the quality or service standard must be resolved directly with the SMG, 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 (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.
8. Utilization any of the Privileges is subject to these terms and conditions together with the terms and conditions of SMG. SMG 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 SMG hence in the event of dissatisfaction with the quality of the Privileges, the PV Clients shall directly seek recourse with SMG. 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.

9. The PV Clients shall permit and authorise UOB Malaysia and SMG 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 SMG deem fit for the purposes of the Privileges offered (including any promotional, marketing, publicity purposes in connection thereto).
10. Through the PV Clients' requesting for or utilizing any of the Privileges, the PV Clients agrees to be bound by the privacy policy, 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 not being entitled to the Privileges.
11. 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.
12. UOB Malaysia and SMG 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 to any claim or compensation against UOB Malaysia for any and all losses or damages suffered or incurred by the PV Clients whether as a direct or indirect result of such cancelation, withdrawal, suspension, extension or termination.
13. **DISCLAIMER:** Nothing in these terms and conditions or marketing materials shall be construed as an offer, proposal or a contract from UOB Malaysia. SMG 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 SMG. Customers are to read and understand the products and privileges offered by the SMG.
14. These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore, and all PV Clients who participate in these privileges shall be deemed to have agreed to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.

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