

TERMS & CONDITIONS
UOBM MEDICAL CONCIERGE

1. Subject to these terms and conditions, the Privilege Banking clients of United Overseas Bank (Malaysia) Bhd (“UOBM”) who maintain a minimum asset under management (“AUM”) of RM500, 000 with UOBM (“UOBM Clients”) will be entitled to the Privileges (as defined in Clause 2 below). The AUM of RM500, 000 is determined based on the aggregate value of all deposits and investments linked to the UOBM Client’s account(s) with UOBM. The UOBM Client’s account(s) with a minimum AUM of RM500, 000 which is valid, existing, in good standing, and conducted in a proper and satisfactory manner as determined by UOBM in its discretion (“**Qualifying Account**”) shall qualify for the Privileges.
2. Parkway Hospitals Singapore Pte Ltd (“PHS”) will provide the UOBM Clients the following services at (i) Mount Elizabeth Hospital, Singapore (“MEH”); or (ii) Mount Elizabeth Novena Hospital, Singapore (“MNH”) (“Privileges”):

(i) Telephone Medical Enquiries

PHS will assist with the provision of responses to enquiries relating to the type of medical specialties, services and physicians in MEH and MNH to the UOBM Clients over the telephone, provided that the provision of the telephone medical enquiries service does not extend to any medical advice.

(ii) Medical Service Provider Referral and Appointment Scheduling

PHS shall provide the UOBM Clients, upon the UOBM Clients’ request, with the name, address, telephone number and, if available, the office hours of physicians, hospitals, clinics, dentists and dental clinics (collectively, “Medical Service Providers”) as well as the assistance in appointment scheduling with the Medical Service Providers. Each UOBM Client 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 the Medical Service Providers. UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of the foregoing.

(iii) Arrangement of Hospital Admission

If the UOBM Clients require hospitalization, PHS will assist the UOBM Clients with the administrative arrangements for the hospital admission to MEH or MNH. Each UOBM Client shall be responsible for and liable to pay for all his/her own costs, charges and expenses which are incurred in relation to such hospitalization. UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of the foregoing.

(iv) Fast Track Admission

PHS will ensure that the UOBM Clients will have priority in appointment scheduling with the Medical Service Providers and/or admission to MEH or MNH.

(v) Arrangement of Emergency Medical Evacuation/Repatriation

PHS will arrange for the provision of air and/or land transportation, medical care during transportation, communications and all usual ancillary services required to transport the UOBM Clients to MEH or MNH (whichever is nearer and where appropriate medical care is available). PHS will arrange for the provision of appropriate communication and linguistic capabilities, mobile medical equipment and medical escort crew. Each UOBM Client shall be responsible for and liable to pay for all his/her own costs, charges and expenses which are incurred in relation to the evacuation and/or repatriation. UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of the foregoing.

(vi) Arrangement of Accommodation

PHS will arrange for the hotel accommodation for the UOBM Clients or its companion(s) who will visit the UOBM Clients whilst the UOBM Clients are hospitalized outside their home country or usual country of residence. Each UOBM Client shall be responsible for and liable to pay for all his/her own costs, charges and expenses which are incurred in relation to such hotel accommodation. UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of the foregoing.

(vii) Travel Arrangements

PHS will provide the flight/visa arrangements and/or extensions, liaise with SATS to provide meet and greet service as well as airport transfer services either by ambulance or limousine for the UOBM Clients. Each UOBM Client shall be responsible for and liable to pay for all his/her own costs, charges and expenses which are incurred in relation to such travel arrangements. UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of the foregoing.

(viii) Arrangement of Language Interpretation Assistance

PHS will provide the translation and/or interpretation assistance to UOBM Clients at no cost for the following languages: Russian, Bahasa Indonesian, Bengali, Vietnamese, Cambodia, and Burmese. Each UOBM Client 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, UOBM shall not be liable or responsible to the UOBM Clients or any party for the payment of any of the foregoing.

3. UOBM reserves the right to add, delete, suspend or vary these terms and conditions, from time to time, wholly or in part, at its absolute discretion, by providing twenty one (21) days prior notice to the UOBM Clients via posting on UOBM's website, displaying a notice at any of UOBM's branches and/or a statement insert in the Statement of Account. UOBM shall not be liable to or for any claims, costs, expenses, losses or damages suffered by the UOBM Clients or third parties as a result of the aforementioned matters. The decisions of UOBM and/or PHS in relation to every aspect of the Privileges shall be deemed final, conclusive and binding. No appeals and/or correspondence from any UOBM Clients will be entertained.

4. The minimum AUM of RM500,000 must be maintained in the Qualifying Account at the point of booking and utilisation of the Privileges, failing which, UOBM reserves the right to debit the cost of the Privileges from the UOBM Client's Qualifying Account (or any other accounts with UOBM).
5. If UOBM subsequently discovers that the Qualifying Account is not eligible for the Privileges, UOBM may at its discretion (i) forfeit the use of the Privileges (including any reservations made for the use of the Privileges) ; or (ii), if the Privilege is already utilised, reclaim or debit the same or an amount equal to the cost of the Privilege from the UOBM Client's Qualifying Account (or any other account with UOBM), without payment or compensation whatsoever or without giving any reason to such UOBM Client.
6. The Privileges 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. UOBM assumes no liability or responsibility for the acts or defaults of the participating merchants, service providers or third parties; or defects in the goods and services offered under the Privileges. UOBM is not an agent of PHS, the participating merchants, service providers, or third parties. Any dispute about the quality or service standard must be resolved directly with PHS, the relevant participating merchants, service providers, or third parties. PHS, the participating merchants, service providers, or third parties may impose other conditions for the utilisation of the Privileges. UOBM will not be responsible for any injury, expenses, claims, loss or damage suffered by the UOBM Clients (or any third party) as a result of the utilisation of the Privileges.
8. UOBM shall not be liable if it is unable to perform its obligations under these terms and conditions, due directly or indirectly to (i) the failure of PHS, participating merchants, service providers or third parties which may be engaged for the provision of the Privileges, any machine or communication system, and (ii) industrial dispute, war, Act of God, or anything outside the control of UOBM.
9. By requesting for or utilising any of the Privileges, the UOBM Clients consent to the collection, use and disclosure of his/her personal data by UOBM and/or PHS to any person (including, without limitation, the parties involved in organising, making the appointment/in-patient reservations, provision of services related to the Privileges; and any person as UOBM deems fit at its discretion) for all purposes incidental to the Privileges.
10. By requesting for or utilising any of the Privileges, the UOBM Clients agree to be bound by the rules, regulations, and decisions of UOBM, by these terms and conditions and by any other applicable terms and conditions. Failure to comply with any of the foregoing will result in the UOBM Client not being entitled to the Privileges.
11. UOBM shall not be liable for any misinterpretation or misrepresentation of facts by any unauthorised third party in respect of the Privileges offered and published in any mass media, marketing or advertising materials.
12. To the fullest extent permitted by law, UOBM expressly excludes and disclaims any representations, warranties or endorsements, express 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 in respect of the Privileges.

13. In the event of any inconsistency between these terms and conditions and any advertising, promotional, publicity and other materials relating to or in connection with the Privileges, these terms and conditions shall prevail.
14. These terms and conditions shall be governed by and construed in accordance with the laws of the Malaysia, and the UOBM Clients agree to submit to the exclusive jurisdiction of the courts of Malaysia.