

TERMS & CONDITIONS
UOB MEDICAL CONCIERGE - IHH Healthcare

1. Subject to the terms and conditions herein, each Privilege Banking and/or Privilege Reserve client ("UOB Client") of United Overseas Bank Limited ("UOB") will be entitled to the Privileges set out below.
2. IHH Healthcare ("IHH") will provide UOB Clients the following services ("Privileges"):

(i) Medical Enquiries

IHH will assist with the provision of responses to enquiries relating to the type of medical specialties, services and physicians within IHH to UOB Clients over email and the telephone, provided this does not extend to any medical advice.

IHH refers to Parkway Hospitals ("PHS"), Parkway Shenton ("PSP"), Parkway Laboratories ("PKL") and Parkway Radiology ("PKR").

(ii) Medical Service Provider Referral and Appointment Scheduling

IHH shall provide UOB Clients, upon request, with the name, address, telephone number and, if available, office hours of physicians, hospitals, 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 UOB 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 these Medical Service Providers. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.

(iii) Arrangement of Hospital Admission

Where UOB Client requires hospitalization at any of the Parkway Hospitals - (i) Gleneagles Hospital ("GEH"), (ii) Mount Elizabeth Hospital, Singapore ("MEH"), (ii) Mount Elizabeth Novena Hospital, Singapore ("MNH") and / or Parkway East Hospital ("PEH"), IHH will assist with making the administrative arrangements for the hospital admission of the UOB Client. Provided that each UOB 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. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.

(iv) Hospital Fast Track Admission

IHH will ensure that UOB Clients will have priority in hospital admission to GEH, MEH MNH and/or PEH.

(v) Travel and Accommodation Arrangements (For Non-Emergency Cases)

IHH will refer UOB 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 Travel Concierge. Provided that each UOB 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 flight/visa/hotel arrangements and/or visa/hotel extensions. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.

(vi) **Arrangement of Language Interpretation Assistance**

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

3. **Health Screening and Wellness Packages**

(i) This Privilege shall be available from 1 January 2024 to 31 December 2024, both dates inclusive.

(ii) Each UOB Client and up to three (3) immediate family members of the UOB Client will be entitled to:

(a) a Medical Health Screening Package starting from S\$599.50 (inclusive of applicable goods and services tax) per person; and

(b) Discounted rates for Traditional Chinese Medicine (TCM); Home Care and Physiotherapy Services.

Please refer to the full list of the health screening and wellness packages covered under this Privilege.

(iii) This Privilege is provided by Parkway Shenton Pte Ltd (“PSP”)

4. UOB and IHH reserve the right to vary, amend and delete any of these terms and conditions (including but not limited to the Privilege, and the eligibility criteria) at any time and from time to time, without giving any reason or prior notice or assuming any liability to any UOB Client and all UOB Clients shall be bound by these amendments. UOB and IHH 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 and IHH 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 assumes no liability or responsibility for the acts or defaults of IHH, the participating merchant, service provider or third parties; or defects in the goods and services offered under the Privileges. UOB is not an agent of IHH, the participating merchant, service provider, or third parties. Any dispute about the quality or service standard must be resolved directly with the IHH, the relevant participating merchant, service provider, or third parties. IHH, the participating merchant, service provider, or third parties may impose conditions for the utilization of the Privileges. UOB will not be responsible for any injury, expenses, claims, loss or damage suffered by the UOB Client (or any third party) as a result of the utilization of the Privileges.
7. UOB shall not be liable if it is unable to perform its obligations under these terms and conditions, due directly or indirectly to the failure of IHH, the service provider / participating merchants or such other third party which maybe engaged for offering the Privileges, any machine or communication system, industrial dispute, war, act of God, or anything outside the control of UOB.

8. Utilizing any of the Privileges is subject to the terms and conditions herein.
9. The UOB Client shall permit and authorise UOB and IHH 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 and IHH deem fit at their discretion for the purposes of the Privileges offered (including any promotional, marketing, publicity purposes in connection thereto).
10. Through the UOB Client's act of requesting for or utilizing any of the Privileges, the UOB Client:-
 - (i) is deemed to have consented to the collection, use and disclosure of his / her personal data by UOB and / or IHH (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 UOB deems fit at its discretion) for all purposes incidental to the Privileges (including any promotional, marketing, publicity purposes in connection thereto); and
 - (ii) hereby confirms and represents to UOB that with respect to any personal data disclosed to UOB by the UOB Client, the individuals to whom the personal data relates have prior to such disclosure, agreed and consented to such disclosure, and the collection, use and disclosure of their personal data by UOB for all purposes and promotions incidental to the Privileges.

The UOB Client shall permit and authorise UOB to disclose, reveal and divulge his/her information and particulars to any person (including, without limitation, the parties involved in organizing this privilege), as UOB deems fit at its discretion for the purposes of the Privileges (including any promotional, marketing, publicity purposes in connection thereto).

11. Through the UOB Client's requesting for or utilizing any of the Privileges, the UOB Client agrees to be bound by the rules, regulations, and decisions of UOB, 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 UOB Client not being entitled to the Privileges.
12. While the information provided herein is believed to be reliable as at the date of printing, UOB and IHH make no representation or warranty whether express or implied, and accepts no responsibility or liability for its completeness or accuracy.
13. A person who is not a party to these Terms and conditions herein has no rights under the Contracts (Rights of Third Parties) Act 2001 of Singapore to enforce or enjoy the benefit of any term herein.
14. These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore, and all UOB 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.