

TERMS AND CONDITIONS OF PROMOTION

UOB MEDICAL CONCIERGE – SINGAPORE MEDICAL GROUP

[These Terms and Conditions takes effective from 05 September 2023]

Customer is advised to note that when Customer participates in the Campaign or agrees to receive any promotional benefits offered by the Campaign, it is deemed that Customer has read, understood and accepted these Terms and Conditions ("**Terms and Conditions**").

1. "[**UOB MEDICAL CONCIERGE**]" ("**Program**")
2. **Promotion Period:** from 05 September 2023 to 31 December 2024, both dates inclusive
3. **Eligible Customer:** Customer of Privilege Banking of United Overseas Bank (Vietnam) Limited ("**UOB Client**")
4. **Promotion Details:** UOB Client is entitled to enjoy the medical privileges in Singapore provided by Singapore Medical Group ("**SMG**") as follows ("**Privileges**"):

i) 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 UOB Clients over email, Whatsapp and the telephone, provided this does not extend to any medical advice.

ii) Medical Service Provider Referral and Appointment Scheduling

SMG shall provide UOB 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 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.

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

SMG 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

nonemergency 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.

iv) Medical Escort Service in Singapore

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

v) Arrangement of Language Interpretation Assistance

SMG will provide translation and / or interpretation assistance to UOB Clients at no cost for the following languages: Bahasa Melayu, Vietnamese, Thai and Chinese. 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.

5. In addition, SMG also provides the Health Screening and Wellness Packages as follows:

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

- i) A Medical Health Screening Package starting from VND 10,952,512 (inclusive of applicable goods and services tax) per person. It's important to take note the quoted price is expressed in the supplier's currency. The stated price is based on an exchange rate of 18,014 SGD/VND, referenced as of August 8, 2023. The actual sum will be subject to the prevailing exchange rate during the service settlement date. UOB Vietnam offers advantageous foreign currency exchange rates for medical purposes. We invite you to get in touch with us to acquire the most current preferential exchange rates; and
- ii) Discounted rates for Dental and Ophthalmology Packages.

Please refer to [the full list of the health screening and wellness packages](#) covered under this Privilege.

The Health Screening and Wellness Packages are provided by Singapore Medical Group ("SMG") through its medical partner Lifescan Medical Centre ("LMC").

6. General Terms and Conditions:

- i) 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.

- ii) The United Overseas Bank (Vietnam) Limited ("UOB Vietnam") is not the provider of the Privileges. These products/services are provided by SMG and SMG's partners (such as LMC) (collectively referred to as the "Medical Service Provider") under terms and conditions stipulated by SMG and SMG's partners. These terms and conditions include those issued by both the UOB Group and SMG available at ["TERMS AND CONDITIONS THOSE ISSUED BY BOTH THE UOB GROUP AND SMG"](#) (collectively referred to as the "UOB Medical Concierge Terms and Conditions"). UOB client shall adhere to the UOB Medical Concierge Terms and Conditions. In the event of any inquiries or complaints related to the Privileges, UOB client are kindly requested to contact the Medical Service Providers for resolution.
- iii) UOB assumes no liability or responsibility for the acts or defaults of Medical Service Provider; or defects in the goods and services offered under the Privileges. UOB Vietnam is not an agent of Medical Service Provider. Any dispute about the quality or service standard must be resolved directly with the Medical Service Provider. Medical Service Provider may impose conditions for the utilization of the Privileges. UOB Vietnam 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.
- iv) UOB Vietnam 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 the Medical Service Providers 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 Vietnam.
- v) Utilizing any of the Privileges is subject to the terms and conditions herein and UOB Medical Concierge Terms and Conditions.
- vi) UOB Vietnam may change the Terms and Conditions from time to time. Such amendments (if any) shall be notified or registered as required by applicable laws prior to implementation.
- vii) UOB Vietnam may at its own discretion refuse giving or withdraw the Privileges to any UOB client who has provided information which is illicit, unclear, or incomplete, or has violated any of these Terms and Conditions.
- viii) The UOB Client shall permit and authorize UOB and Medical Service Providers to disclose, reveal and divulge his / her information and particulars to any person (including, without limitation, the

parties involved in organizing, making the appointment / in-patient reservations, provision of services) as UOB and Medical Service Providers deem fit at their discretion for the purposes of the Privileges offered (including any promotional, marketing, publicity purposes in connection thereto).

- ix) Through the UOB Client's act of requesting for or utilizing any of the Privileges, the UOB Client:
 - (a) is deemed to have consented to the collection, use and disclosure of his / her personal data by UOB Vietnam and / or Medical Service Providers (including, without limitation, the parties involved in organizing, making the appointment / in-patient reservations, provision of services related to the Privileges; and any person as UOB Vietnam deems fit at its discretion) for all purposes incidental to the Privileges (including any promotional, marketing, publicity purposes in connection thereto); and
 - (b) hereby confirms and represents to UOB Vietnam that with respect to any personal data disclosed to UOB Vietnam 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 Vietnam for all purposes and promotions incidental to the Privileges.
- x) 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 Vietnam, 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.
- xi) The Terms and Conditions of this Privileges is made in English and Vietnamese. In case of any discrepancy / inconsistency between English and Vietnamese, the Vietnamese version shall prevail.