

TERMS & CONDITIONS
UOB MEDICAL CONCIERGE

1. Subject to the terms and conditions herein, each Privilege Banking client of United Overseas Bank Limited (“UOB”) who maintains a minimum asset under management (“AUM”) of S\$2 million with UOB (“UOB Client”) will be entitled to the Privileges set out herein. The minimum AUM of S\$2 million is determined based on the aggregate value of all deposits and investments linked to an account maintain by UOB Client with UOB. Each such UOB account with a minimum AUM of S\$2 million which is valid, existing, in good standing, and conducted in a proper and satisfactory manner as determined by UOB in its discretion shall qualify for the Privileges (“**Qualifying Account**”).
2. Parkway Hospitals Singapore Pte Ltd (“PHS”) will provide UOB Clients the following services (“Privileges”) at (i) Gleneagles Hospital (“GEH”), (ii) Mount Elizabeth Hospital, Singapore (“MEH”), (ii) Mount Elizabeth Novena Hospital, Singapore (“MNH”) and / or Parkway East Hospital (“PEH”).
 - (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 GEH, MEH, MNH and PEH to UOB Clients over the telephone, provided this does not extend to any medical advice.
 - (ii) Medical Service Provider Referral and Appointment Scheduling
PHS 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 (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, PHS 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) **Room Upgrade**
PHS will provide room upgrade from Single Room to Junior Suite to UOB Clients who are admitted to GEH, MEH, MNH and / or PEH with a minimum of one (1) night stay, subject to availability.
- (v) **Fast Track Admission**
PHS will ensure that UOB Clients will have priority in appointment scheduling with Medical Service Providers and / or admission to GEH, MEH MNH and/or PEH.
- (vi) **Arrangement of Emergency Medical Evacuation / Repatriation**
PHS will arrange for the provision of air and / or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the UOB Client to GEH, MEH, MNH or PEH (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. 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 the evacuation and / or repatriation. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.
- (vii) **Arrangement of Accommodation**
PHS will arrange for the hotel accommodation of the UOB Client and / or companion who is visiting the UOB Client whilst the UOB Client is hospitalized outside their home country or usual country of residence. 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 hotel accommodation. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.
- (viii) **Travel Arrangements**
PHS will provide assistance in flight / visa arrangements and / or extensions, liaise with UOB Travel Planners (“UOBTP”) SATS to provide meet and greet service as well as airport transfer services either by ambulance or limousine for 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 travel arrangements. UOB shall not be liable or responsible to the UOB Client or any party for the payment of the foregoing.
- (ix) **Arrangement of Language Interpretation Assistance**
PHS 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. 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 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. UOB and PHS 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 PHS 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 PHS on all matters shall be final and no correspondence will be entertained.
4. The minimum AUM of S\$2 million must be maintained in the Qualifying Account at the point of booking and utilization of the Privileges, failing which UOB reserves the right to debit the cost of the Privileges from the UOB Client's Qualifying Account (or any other accounts with UOB).
5. If UOB subsequently discovers that the Qualifying Account is not eligible for the Privilege, UOB may at its discretion without liability or having to give any reason (i) forfeit / revoke / discontinue / suspend the use of the Privileges (including any reservations made for the use of the Privileges); or (ii), if the Privilege is already utilized, reclaim it or debit the same or an amount equal to the cost of the Privilege from the UOB Client's Qualifying Account (or any other account with UOB).
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 and assume no liability or responsibility for the acts or defaults of PHS, 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 PHS, the participating merchant, service provider, or third parties. Any dispute about the quality or service standard must be resolved directly with the PHS, the relevant participating merchant, service provider, or third parties. PHS, 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.
8. 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 PHS, 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.

9. Utilizing any of the Privileges is subject to the terms and conditions herein.
10. The UOB Client shall permit and authorise UOB and PHS 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 PHS deem fit at their discretion for the purposes of the Privileges offered (including any promotional, marketing, publicity purposes in connection thereto).
11. 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 PHS (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).

12. 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.
13. While the information provided herein is believed to be reliable as at the date of printing, UOB and PHS make no representation or warranty whether express or implied, and accepts no responsibility or liability for its completeness or accuracy.
14. A person who is not a party to these Terms and conditions herein has no rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) of Singapore to enforce or enjoy the benefit of any term herein.

15. 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.