

## **EA Hong Kong Services – Usage Procedures**

### **1. Using EA Hong Kong Services outside of Hong Kong**

You may call EA Hong Kong for worldwide emergency assistance whenever you need help:

- i. Call EA Hong Kong's 24-hour Alarm Centre at (Local IDD code) (852) 2863 5564
- ii. State the following information:
  - Name of your company
  - Name of the policyholder/patient
  - Policy number
  - Cause of illness/bodily injury
  - Type of service required, e.g. deposit guarantee for hospital admission
  - Health condition of the patient
  - Contact phone number of the patient or his/her personal representative
  - If hospitalized, name, location and contact phone number of the hospital

*Remarks: Client should notify his/her Company at the same time, if possible.*

### **2. Request for Hospital Deposit Guarantee Services**

For emergency hospitalization overseas, if you require assistance in making advance payment for the hospital admission deposit, please follow the steps below to obtain assistance from EA Hong Kong:

- i. Call EA Hong Kong hotline on (852) 2863 5564
- ii. Provide member and contact details to EA Hong Kong
- iii. State the cause of illness/bodily injury and specify the type of service required, e.g. deposit guarantee for hospital admission etc
- iv. Name a contact person to EA Hong Kong (e.g. the human resources personnel of the Company, relatives/friends/or self)
- v. Provide EA Hong Kong with valid credit card information and authorize EA Hong Kong to debit the credit card account.
- vi. EA Hong Kong will provide deposit guarantee service upon receipt of approval from the Bank.

*For other services provided by EA Hong Kong, please visit our website [www.manulife.com.hk](http://www.manulife.com.hk)*

*The types and limit of services provided by EA Hong Kong are governed by the Emergency Assistance Benefits Provisions of EA Hong Kong. Please refer to the Provisions or call EA Hong Kong 24-hour Worldwide Assistance Service Hotline on (852) 2863 5564 for the latest service details.*