



UPI Premium Service Platform



BOC CUP Dual Currency
Commercial Platinum Card



UnionPay
International

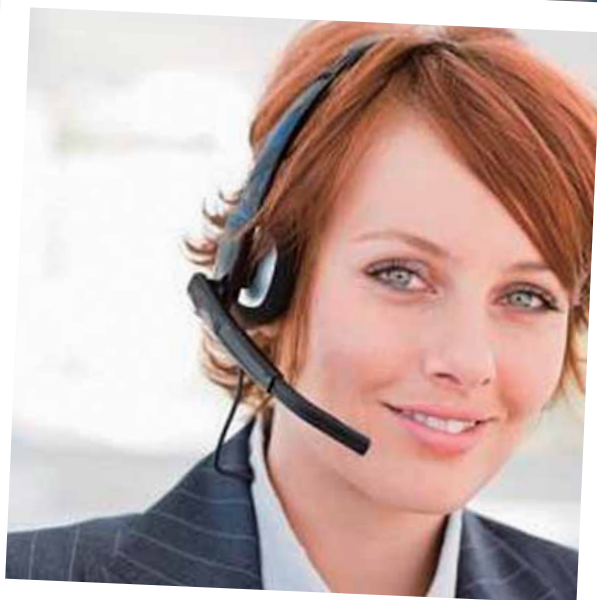
One Stop Solution for UnionPay Cardholders

BOC CUP Dual Currency Commercial Platinum Card brings you complimentary access to a world class business concierge service. Just a simple phone call from anywhere worldwide, your business needs will be answered forthwith. Services provided include :

- Assistance on business trip planning, flight and hotel reservations, car rental, country health and security advice and so on to make your business trip more comfortable and relaxing.
- Provides conference room, facilities, and serviced office booking as well as corporate gifting, professional and office services referral to help you develop your business.
- Provides prestigious business dining referral, golf course reservation and event organizing service to give your guests a memorable experience and help you make the most out of your business relations.

UnionPay Premium Service Hotline

+852-31222333



UPI Premium Service Program

Global Medical Assistance		Telephone Medical Advice
		Medical Service Provider Referral
		Arrangement of Hospital Admission
		Guarantee of Medical Expenses Incurred during Hospitalization & Monitoring of Medical Condition during Hospitalization
		Arrangement of Emergency Medical Evacuation
		Arrangement of Emergency Medical Repatriation
		Arrangement of Repatriation of Mortal Remains
		Arrangement of Compassionate Visit
		Arrangement of Return of Minor Children
		Arrangement of Accommodation
China VIP Healthcare Assistance		Hospital/Clinic Referral
		Triage Assistance
		Arrangement of Specialist Appointment
		Arrangement of VIP Outpatient Service
Global Travel Assistance		Lost Luggage Assistance
		Lost Passport Assistance
		Legal Referral
		Emergency Travel Service Assistance
		Country Health & Security Advice
		Emergency Interpreting Assistance
		Embassy Referral
		Emergency Message Transmission
Concierge Service	Travel & Transportation	Pre-trip Inoculation and Visa Requirement Information
		Hotel Referral and Reservation Assistance
		Flight Information and Ticketing Assistance
		Airport Lounge, Meet & Assist and Airport Fast Track Booking Assistance
		Train, Yacht or Helicopter Booking Assistance
		Limousine Transfer, Car and Light Truck Rental and Auto Assistance
		Reschedule/Rearrangement of Travel Plan due to Flight Delays
	Entertainment	Golf Course Referral and Reservation Assistance
		Dining Referral and Reservation Assistance
		Corporate Event Assistance
	Shopping & Gifting	Flower and Gift Delivery Assistance
		Festive & Corporate Gifting Assistance
	Business	Conference Room Booking, Facilities Rental and Serviced Office Assistance
		Legal, Accounting, Company Secretary, Human Resources and IT Services
		Office Services
		Translation and Interpretation Services

Service Descriptions

Global Medical Assistance

Eligibility:

The hotline programme (international assistance) includes the following services for Cardholders travelling outside their home country for periods not exceeding 90 consecutive days per trip.

1. Telephone Medical Advice

We shall arrange for the provision of medical advice to the Cardholder over the telephone.

2. Medical Service Provider Referral

We shall provide the Cardholder, 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"). We shall not be responsible for providing medical diagnosis or treatment. Although we shall make such referrals, we cannot guarantee the quality of the Medical Service Providers and the final selection of a Medical Service Provider shall be the decision of the Cardholder. We shall, however, exercise care and diligence in selecting the Medical Service Providers.

3. Arrangement of Hospital Admission

If the medical condition of the Cardholder is of such gravity as to require hospitalisation, we shall assist such Cardholder in the hospital admission.

4. Guarantee of Medical Expenses Incurred during Hospitalisation & Monitoring of Medical Condition during Hospitalisation

We shall, subject to us first securing payment from the Cardholder through the Cardholder's credit card or from the funds from the Cardholder's family, assist the Cardholder by guaranteeing on behalf of the Cardholder medical expenses incurred during a Cardholder's hospitalisation.

In the event that the Cardholder has guaranteed his/her hospitalization expenses, we shall monitor the Cardholder's medical condition with the hospital's attending physician; subject to any and all obligations in respect of confidentiality and relevant authorisation. We shall ensure that the hospitalization expenses incurred by the Cardholder are reasonable and customary and consistent both with reasonable standards for the Cardholder's condition and location.

5. Arrangement of Emergency Medical Evacuation

We shall arrange for the provision of air and/or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the Cardholder to the nearest hospital where appropriate medical care is available.

We shall arrange for the provision of appropriate communication and linguistic capabilities, mobile medical equipment and medical escort crew.

6. Arrangement of Emergency Medical Repatriation

We shall arrange for the return of the Cardholder to the Home Country or Usual Country of Residence following the Cardholder's Emergency Medical Evacuation and subsequent hospitalisation outside the Cardholder's Home Country or Usual Country of Residence.

We shall arrange for the provision of appropriate communication and linguistic capabilities, mobile medical equipment and medical escort crew.

7. Arrangement of Repatriation of Mortal Remains

We shall arrange for the transportation of the Cardholder's mortal remains to the Home Country or Usual Country of Residence if requested by the Cardholder's family, arrange for local burial at the place of death.

8. Arrangement of Compassionate Visit

We shall arrange for one return airfare for a relative or a friend of the Cardholder wishing to join the Cardholder who, when travelling alone, is hospitalised outside the Home Country or Usual Country of Residence.

9. Arrangement of Return of Minor Children

We shall arrange for one-way airfares for the return of minor children to the Home Country or Usual Country of Residence if they are left unattended as a result of the accompanying Cardholder's illness, accident or Emergency Medical Evacuation. An escort will be provided, when requested.

10. Arrangement of Accommodation

We shall arrange for the hotel accommodation of the Cardholder's relatives related to an incident requiring Emergency Medical Evacuation, Emergency Medical Repatriation or hospitalisation.

The above Services [items 4-10] are charged on a case by case basis. The provision of a financial guarantee is subject to us first securing payment from the Cardholder through the Cardholder's credit card or from the funds from the Cardholder's family. We shall not be responsible for any third party expenses which shall be solely the Cardholder's responsibility.

China VIP Healthcare Assistance

1. Hospital/Clinic Referral

We shall provide the name, address, telephone number and, if requested by the Cardholder and if available, office hours and language capability for hospitals and clinics in China. We shall provide both Chinese and the Language the Cardholder uses for all above information.

2. Triage Assistance

We shall assist the Cardholder for the medical triage in accordance with the symptom Cardholders described.

3. Arrangement of Specialist Appointment

We shall assist the Cardholder to make appointments with specialist outpatient services, if possible with the language ability that the Cardholder requires. If available, we shall assist with the escort service.

4. Arrangement of VIP Outpatient Service

We shall assist the Cardholder to make an appointment with the VIP outpatient service, and if possible with the language ability that the Cardholder requires. If available, we shall assist with the escort service.

Global Travel Assistance

1. Lost Luggage Assistance

We shall assist the Cardholder who has lost his/her luggage while travelling outside their Home Country or Usual Country of Residence by referring the Cardholder to the appropriate authorities involved.

2. Lost Passport Assistance

We shall assist the Cardholder who has lost his/her passport while travelling outside their Home Country or Usual Country of Residence by referring the Cardholder to the appropriate authorities involved.

3. Legal Referral

We shall provide the Cardholder with the name, address, telephone numbers, if requested by the Cardholder and if available, office hours for referral lawyers and legal practitioners. We shall not give any legal advice to the Cardholder.

4. Emergency Travel Service Assistance

We shall assist the Cardholder in making reservations for air ticket or hotel accommodation on an emergency basis when travelling overseas.

5. Country Health and Security Advice

We shall provide country health information and travel security advice over the telephone before and during the trip.

6. Emergency Interpreting Assistance

We shall arrange for the provision of interpreting assistance to the Cardholder over the telephone on an emergency basis.

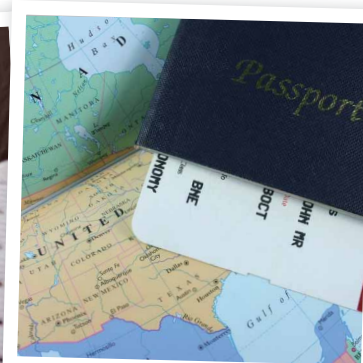
7. Embassy Referral

We shall provide the address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.

8. Emergency Message Transmission

We shall assist in transmitting emergency messages between Cardholders and their families.

The above services are purely on referral or arrangement basis. We shall not be responsible for any third party expenses which shall be solely the Cardholder's responsibility.



Concierge Service

Travel and Transportation

1. Pre-trip Inoculation and Visa Requirement Information

We shall provide information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the World Health Organization's website or published information which we deem relevant. This information will be provided to the Cardholder at any time, whether or not the Cardholder is travelling or an emergency has occurred.

2. Hotel Referral and Reservation Assistance

We shall assist the Cardholder by providing the name, address and telephone number of hotels and holiday resorts in major cities. If requested by the Cardholder and whenever possible, we shall facilitate in making the reservation on behalf of the Cardholder.

3. Flight Information and Ticketing Assistance

We shall assist the Cardholder by providing the name, address and telephone number of airlines in major cities as well as flight times whenever possible. If requested by the Cardholder and whenever possible, we shall facilitate in making the flight reservation on behalf of the Cardholder.

4. Airport Lounge, Meet & Assist and Airport Fast Track Booking Assistance

We shall avail access to selected airport lounges and arrange "Meet and Greet" service for Cardholder arriving at or departing from the airport, luggage clearance and fast track immigration clearance services at selected airports whenever possible.

5. Train, Yacht or Helicopter Booking Assistance

We shall facilitate the Cardholder in making the train, yacht, and helicopter reservation in the major cities on behalf of the Cardholders whenever possible.

6. Limousine Transfer, Car and Light Truck Rental and Auto Assistance

We shall facilitate the Cardholder in making limousine transfer, car and light truck rental reservation in major cities on behalf of the Cardholders, whenever possible. We shall also provide emergency roadside assistance and towing of a vehicle upon Cardholder's request.

7. Reschedule/Rearrangement of Travel Plans due to Flight Delays

In the event of flight delays, we shall assist Cardholders to reschedule /rearrange their travel plans.

Entertainment

1. Golf Course Referral and Reservation Assistance

We shall assist the Cardholder, whenever possible, by providing the address and telephone number of golf courses within and outside the usual country of residence. If requested by the Cardholder and whenever possible, we shall facilitate in making the reservation on behalf of the Cardholder.

2. Dining Referral and Reservation Assistance

We shall assist the Cardholder by providing the name, address and telephone number of restaurants in major cities. If requested by the Cardholder and whenever possible, we shall facilitate in making the reservation on behalf of the Cardholder.

3. Corporate Event Assistance

We will assist the Cardholder by referring the appropriate services providers to organize corporate events or dining functions. If requested by the Cardholder and whenever possible, we shall facilitate in making the arrangements.

Shopping & Gifting

1. Flower and Gift Delivery Assistance

We shall assist the Cardholder by arranging for delivery of flowers or gifts to his or her family or business associates.

2. Festive & Corporate Gifting Assistance

We shall assist the Cardholder by arranging the delivery of festive hampers and sourcing of corporate gifts to his or her business associates.

Business

1. Conference Room Booking, Facilities Rental and Serviced Office Assistance

We shall assist the Cardholder by providing conference room booking, facilities rental and serviced office referral. If requested by the Cardholder and whenever possible, we shall facilitate in making the arrangements on conference room booking and facilities rental on behalf of the Cardholder.

2. Legal, Accounting, Company Secretary, Human Resources, and IT Services

We shall assist the Cardholder by providing legal, accounting, company secretary, human resources and IT services referral.

3. Office Services

We shall assist the Cardholder by providing office secretarial and administration services referral.

4. Translation and Interpretation Services

We shall assist the Cardholder by providing translation and interpretation agencies in major cities. If requested by Cardholder and whenever possible, we shall facilitate in making the arrangements on behalf of the Cardholder with an identified agency.

General Terms and Conditions:

1. The BOC Credit Card (International) Ltd ("The Company") accepts no liability for the quality of or any other matters relating to the services provided by the participating merchants. The participating merchants are solely responsible for all the obligations and liabilities relating to the services.
2. The Company reserves the right to change, suspend or terminate this promotion or amend the promotion terms and conditions at its sole discretion without prior notice.
3. All matters and disputes will be subject to the final decision of the Company and the participating merchants.
4. In the event of any discrepancy or inconsistency between Chinese and English version of these terms and conditions, the Chinese version shall prevail.