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Critical Illness Support Programme 2

Providing a variety of services to help you and your loved ones meet life's challenges.



For designated critical illness insurance plans (“basic plan”)¹, privileged services are available under Critical Illness Support Programme 2² for:



The insured

Your choice of prevention check-ups, treatment and rehabilitation support and more



The caregiver

Caregivers are devoted to their loved one, so we back them up with counselling and training services



Someone you care about

You can assign dementia early detection screening to your beloved one to gauge their mental health*

*Exclusive to the LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan

Prevention stage

After the basic plan has been issued for 6 months, the insured will be entitled to the following prevention service depending on the sum insured of the basic plan³.

Sum insured of the basic plan ³	You can choose 1 of the following prevention services:
HKD200,000 to HKD499,999 ⁴	Standard medical check-up plan or First aid programme
HKD500,000 or above ⁴	Premier medical check-up plan or First aid programme or Diabetes DNA screening

Prevention services:



Standard / Premier medical check-up plan

One-off medical check-up plan helps you better understand your health condition and identify potential health issues. Different plans will be tailored for juvenile, male and female to suit their individual needs.



First aid programme

One session of “first aid programme” for you or your family member⁵, through which participants shall learn to evaluate and handle life-threatening situations due to heart attack, stroke or circulatory shock. The programme will be taught by a registered nurse.



Diabetes DNA screening

One-off diabetes DNA screening assesses your genetic risk of developing diabetes. Suggested precautions will be provided on reducing the chances of developing diabetes and its complications.

Exclusive to

the LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan:



Prevention Stage - Dementia early detection screening

To provide added support for you and your loved ones, (i) the insured⁶ and (ii) an individual assigned by the owner⁷ will both be entitled to a one-off dementia early detection screening to alert you and your loved ones to symptoms of early-stage dementia.

Treatment and rehabilitation stage

In the unfortunate event that the insured is diagnosed with a covered major illness and the Major Illness Benefit becomes payable under the basic plan, 2 services can be chosen from the following 7 services during the treatment and rehabilitation stage.

Treatment and rehabilitation services:



Second medical opinion

One-off second medical opinion⁸ gives you access to the expertise of world-renowned medical specialists who will offer you professional advice on your medical condition, enabling you to make informed decisions on medical treatments.



Outpatient transportation and escort service

Outpatient transportation and escort service includes the arrangement of designated transportation⁹ for you to attend medical appointments with companion. This service can be redeemed 3 times.



Aquatic therapy

3 visits of aquatic therapy help you build muscle strength, increase joint flexibility and improve balance so as to speed up the healing process.



Counselling service

4 visits of counselling for you or your family member¹⁰ help relieve stress and anxiety in the face of a critical illness.



Rental of rehabilitation equipment

One-off rental of rehabilitation equipment, including manual wheelchair and walking cane, for one-month duration helps you through the short-term mobility problems.



Chinese medicine consultation for cancer patient

One-off Chinese medicine consultation with prescription medication helps relieve discomfort from cancer treatment.



Training programme for caregivers of critical illness patients

One session of “Training programme for caregivers of critical illness patients” for your family member or caregiver¹¹. The programme comprises of lecture and practical exercises on patient care skills for cancer, stroke or heart attack patients.

The programme will be jointly taught by a registered nurse, an occupational therapist and a physiotherapist.

Exclusive to

the LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan:



Treatment and rehabilitation stage - Caregiver training¹²

The owner may nominate one of the insured's family members or caregivers to join a series of caregiver training sessions for dementia care. The training, which will be delivered through 4 classroom sessions, aims to provide the participants with the relevant knowledge and communication skills to better care for a loved one with Severe Dementias.

This flyer should be distributed and read in conjunction with the product brochure(s) of LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan / MultiPro Critical Illness Plan / MultiPro Plus Critical Illness Plan / HealthVital II Major Illness Plan / HealthSelect II Major Illness Plan.

Remarks:

1. Critical Illness Support Programme 2 is applicable to the basic plan of **LoveAssure Critical Illness Plan, LoveAssure Plus Critical Illness Plan, MultiPro Critical Illness Plan, MultiPro Plus Critical Illness Plan, HealthVital II Major Illness Plan** and **HealthSelect II Major Illness Plan** issued (i) on or after 3 July 2018 in Hong Kong; or (ii) on or after 3 September 2018 in Macau until further notice.
2. The value-added services are primarily available in Hong Kong. Regarding the availability of such value-added services outside Hong Kong, please contact your financial consultant for details.
3. The sum insured of the basic plan refers to the sum insured of **LoveAssure Critical Illness Plan, LoveAssure Plus Critical Illness Plan, MultiPro Critical Illness Plan, MultiPro Plus Critical Illness Plan, HealthVital II Major Illness Plan** or **HealthSelect II Major Illness Plan** as of the issue date of the redemption letter.
4. Please contact your financial consultant for availability of other currency(ies) and the respective sum insured amount.
5. The first aid programme is for the insured aged 18 or above or one of his / her family members aged 18 or above.
6. The insured will be entitled to dementia early detection screening (i) when the insured reaches 65; or (ii) 6 months after **LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan** has been issued, whichever is later. If the insured is diagnosed with dementia or Parkinson's disease, the dementia early detection screening will not be provided even if the redemption letter of dementia early detection screening has been issued to the insured and / or the individual assigned by the owner.
7. The owner may assign anyone aged 65 or above who has not been diagnosed with dementia or Parkinson's disease to enjoy dementia early detection screening. The redemption letter will be issued 6 months after **LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan** has been issued.
8. Second medical opinion will be applicable to specific illnesses only. Please contact your financial consultant for details.
9. One-way transportation will be provided.
10. The counselling service is for the insured aged 6 or above or one of his / her family members aged 6 or above. All 4 visits of counselling should be attended by the same person.
11. The training programme for caregivers of critical illness patients is for one of the insured's family members or caregivers aged 18 or above.
12. If the insured is diagnosed with Severe Dementias and the Major Illness Benefit or Multiple Claims Major Illness Benefit (as the case may be) becomes payable, one of the insured's family members or caregivers aged 18 or above nominated by the owner will be entitled to caregiver training for dementia care.

The details of the value-added services will be determined by AXA at its sole discretion and AXA reserves the right to amend the Critical Illness Support Programme 2 at any time without prior notice. The value-added services are provided by third-party service providers as AXA may designate from time to time. AXA shall not be responsible for any value-added services so provided or any act or failure to act on the part of the third-party service providers. The third-party service providers are solely responsible for all obligations and liabilities relating to such value-added services and all auxiliary services so provided. All matters and disputes are subject to the final decision of AXA and the third-party service providers.

LoveAssure Critical Illness Plan / LoveAssure Plus Critical Illness Plan / MultiPro Critical Illness Plan / MultiPro Plus Critical Illness Plan / HealthVital II Major Illness Plan / HealthSelect II Major Illness Plan is underwritten by AXA China Region Insurance Company (Bermuda) Limited (Incorporated in Bermuda with limited liability) ("AXA", the "Company" or "we").

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