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CountOnMe
Support Programme

We understand that your health journey involves both staying healthy and also moments when you may face health challenges.



As the insured of the designated critical illness insurance plans¹ and their caregivers (if applicable), you can rely on our **CountOnMe Support Programme**². This programme is offered under designated critical illness insurance plans¹ and designed to provide you with a host of exclusive services that are tailored to meet your specific needs. Whether you're taking proactive steps to maintain good health or facing health challenges head-on, you can count on us to provide the care and support at every step of your path towards well-being.

Prevention stage

We strive to empower you to take control of your health and prevent illness, promoting a healthier and happier future. Under our **CountOnMe Support Programme**², you will be entitled to some of the selected essential prevention services and holistic mental care services tailored to your specific life stages and needs:



Essential prevention services may include:



Medical check-up (Standard / Premier)

Insured can enjoy **one-off** medical check-up which he / she can choose from different plans tailoring for juveniles, males, and females to address their specific needs. The one-off medical check-up plan is designed to help individuals gain a better understanding of their health condition and identify potential issues.



First aid programme

Participate in a **single session** of the first aid programme for insured or insured's family member^{3a}. This programme equips participants with the skills to evaluate and handle life-threatening situations such as heart attacks, strokes, or circulatory shock. The training is conducted by a registered nurse.



Dementia early detection screening

The individual, either insured or the family member that you have assigned⁴, will be entitled to a **one-off** dementia early detection screening. This screening aims to alert individual or his/ her loved ones to symptoms of early-stage dementia.



DNA screening

The insured will be entitled to a **one-off** DNA screening assessing the genetic risk of developing certain illnesses. Suggested precautions will be provided to help reduce the chances of developing these illnesses and their complications.



Cancer screening (Standard / Premier)

The **one-off** cancer screening helps insured better understand his / her health condition and enables early detection of health issues. Standard cancer screening includes bloodwork testing, while premier cancer screening includes both bloodwork and medical imaging.



Holistic mental care services may include:



Yoga and fitness monthly pass

Insured can elevate his / her sports experience by enjoying a diverse range of yoga and fitness classes offered at various studios in Hong Kong. Whether you are a beginner, an experienced practitioner, or in the stage of pregnancy, these classes provide an excellent opportunity to enhance physical fitness, improve flexibility, and cultivate mindfulness.



Art and craft experiential workshops

Insured can engage in a variety of workshops, such as horticultural and art jamming workshops, designed to effectively reduce stress caused by the pressures of life or work. These workshops provide a creative outlet for adults and a fun learning experience for parents and children, fostering relaxation, self-expression, and bonding opportunities.

Explore the services available to you

Choose what suits you best from our essential prevention services and holistic mental care services below, designed to elevate your overall health and fulfillment:

Eligibility	Essential prevention services and holistic mental care services	TotalAssure Critical Illness Plan / HealthSelect II Major Illness Plan / HealthVital II Major Illness Plan / MultiPro Critical Illness Plan / MultiPro Plus Critical Illness Plan		TotalAssure Plus Critical Illness Plan	
1 st policy year (6 months after policy issuance)	Medical check-up	1 time for Standard version	(choose any one)	1 time for Premier version	(choose any one)
	First aid programme	1 session		1 session	
	Dementia early detection screening	1 time		1 time	
	Yoga and fitness monthly pass	1 month	(choose any one)	2 months	(choose any one)
	Art and craft experiential workshops	1 workshop		2 workshops	
	DNA screening	1 time		1 time	
3 rd policy year	Yoga and fitness monthly pass	1 month	(choose any one)	2 months	(choose any one)
	Art and craft experiential workshops	1 workshop		2 workshops	
	Cancer screening	1 time for Standard version		1 time for Premier version	
5 th policy year	Yoga and fitness monthly pass	1 month	(choose any one)	2 months	(choose any one)
	Art and craft experiential workshops	1 workshop		2 workshops	

Embark on the nurturing journey of motherhood with our specialised offerings, exclusively designed for expectant mother and child:

Eligibility	Holistic mental care services	TotalAssure Critical Illness Plan - BabyPro	TotalAssure Plus Critical Illness Plan - BabyPro
1 st policy year (30 days after policy issuance)	Yoga and fitness monthly pass	1 month	2 months
3 rd policy year	Art and craft experiential workshops	1 workshop	2 workshops
5 th policy year	Art and craft experiential workshops	1 workshop	2 workshops

- Redemption letter will be issued after you are entitled to the value-added services. Details of the redemption procedures and related terms of use will be set out in the redemption letter.

Treatment and rehabilitation stage

From guiding you through your diagnosis to providing post-treatment care, our extensive range of value-added services offers comprehensive coverage and specialized services. These services are available for the insured under the **CountOnMe Support Programme**² and their caregivers in the unfortunate event that the insured is diagnosed with a covered major illness and the Major Illness Benefit or Multiple Claims Major Illness Benefit becomes payable under the designated critical illness products.



Treatment and rehabilitation support services for insured: (choose 2 of the following)



Second medical opinion⁵

Insured can enjoy a **one-off** second medical opinion from world-renowned medical specialists to receive professional advice on your medical condition, enabling you to make informed decisions on medical treatments.



Companion outing services or in-home care services⁶

We understand that occasional additional assistance may be required to support daily activities or accompany the insured for outings. Choose from a range of services to address varying needs that may arise. Based on an individual's specific situation, arrange for a **one-off** companion outing service or in-home care service supported by a professional Personal Care Worker⁷.



Counselling service^{8a}

Insured can benefit from **4 visits** of counselling to help relieve stress and anxiety in the face of a critical illness.



Aquatic therapy¹¹

Insured can enjoy **3 visits** of aquatic therapy to build muscle strength, increase joint flexibility, and improve balance to speed up the healing process.



Transportation and escort service

Insured can attend designated transportation⁹ for medical appointments with a companion. This service can be redeemed **3 times**.



Chinese medicine consultation for cancer patient

Insured can receive a **one-off** Chinese medicine consultation with prescription medication to relieve discomfort from cancer treatment.



Stroke rehabilitation service package

This service includes **2 consultations** by a specialist in rehabilitation and a maximum of **8 sessions** of therapy treatments, which includes:

- **5-6 sessions** of physiotherapy, and
- **2 sessions** of occupational therapy, and
- **1 session** of speech therapy (if necessary)



Treatment and rehabilitation support services for caregiver: (choose 2 of the following)



Counselling service^{8b}

Provide your family member or caregiver⁸ with **4 visits** of counselling to help relieve stress and anxiety in the face of a critical illness.



Caregiver training (for dementia care)¹⁰

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



First aid programme

Participate in a **single session** of the "first aid programme" for your family member or caregiver^{3b}, where participants learn to evaluate and handle life-threatening situations such as heart attacks, strokes, or circulatory shock. The programme will be taught by a registered nurse.

- Redemption letter will be issued after you are entitled to the value-added services. Details of the redemption procedures and related terms of use will be set out in the redemption letter.

This flyer should be distributed and read in conjunction with the product brochure(s) of **TotalAssure Critical Illness Plan**, **TotalAssure Plus Critical Illness Plan**, **TotalAssure Critical Illness Plan – BabyPro**, **TotalAssure Plus Critical Illness Plan – BabyPro**, **MultiPro Critical Illness Plan**, **MultiPro Plus Critical Illness Plan**, **HealthVital II Major Illness Plan** and **HealthSelect II Major Illness Plan**.



Remarks:

1. **CountOnMe Support Programme** is applicable to the basic plan of **TotalAssure Critical Illness Plan**, **TotalAssure Plus Critical Illness Plan**, **TotalAssure Critical Illness Plan – BabyPro**, **TotalAssure Plus Critical Illness Plan – BabyPro**, **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 2 July 2024 in Hong Kong; or (ii) on or after 2 July 2024 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.
- 3a. The first aid programme is for the insured aged 18 or above or one of his / her family members or caregivers aged 18 or above.
- 3b. The first aid programme is for one of the insured's family members or caregivers aged 18 or above.
4. The policy owner may assign family member 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 the designated critical illness insurance plans has been issued.
5. Second medical opinion will be applicable to specific illnesses only. Please contact your financial consultant for details.
6. One-off companion outing service (6 hours) or in-home care service (6 hours) can be chosen by the insured. Companion outing service and in-home care service are only available in Hong Kong.
7. Personal Care Worker means that an individual typically have primary or above education level and completed training courses on elderly care or health services. Those training courses are approved by the supplier.
- 8a. The counselling service is for the insured aged 6 or above. All 4 visits of counselling should be attended by the same person.
- 8b. The counselling service is for one of the insured's family members or caregivers (aged 6 or above). All 4 visits of counselling should be attended by the same person.
9. One-way transportation will be provided, which the service can be redeemed 3 times.
10. 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).
11. The insured has to provide a written referral letter before attending aquatic therapy. The letter has to be issued by a registered medical officer. To ensure the safety of the insured, the eligibility of the insured to join the course is subject to the clinical decision of the service provider's registered physiotherapist.

CountOnMe Support Programme is offered by AXA. The details of the value-added services will be determined by AXA at its sole discretion and AXA reserves the right to amend the **CountOnMe Support Programme** 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.

TotalAssure Critical Illness Plan, **TotalAssure Plus Critical Illness Plan**, **TotalAssure Critical Illness Plan – BabyPro**, **TotalAssure Plus Critical Illness Plan – BabyPro**, **MultiPro Critical Illness Plan**, **MultiPro Plus Critical Illness Plan**, **HealthVital II Major Illness Plan** and **HealthSelect II Major Illness Plan** are underwritten by AXA China Region Insurance Company (Hong Kong) Limited ("AXA", the "Company" or "we").

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