

## IPA Services – Usage Procedures

### 1. Using IPA Services outside of Hong Kong

#### 1.1 Direct Call:

You may call IPA for worldwide emergency assistance whenever you need help:

- i. Call IPA's 24-hour Alarm Centre at (Local IDD code) (852) 2854 2762
- 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.*

#### 1.2 Collect Call:

If it is not convenient for you to make a long distance call, you may also make use of the collect call facility to contact IPA.

##### 1.2.1 Making a Collect Call from Overseas (other than in Mainland China)

You need to first call the local telephone operator and then request to make a collect call to Hong Kong at (852) 2854 2762. After being connected, please state the same details as listed above.

The contact number of the local telephone operator can usually be found from public phones.

##### 1.2.2 Making a Collect Call from Mainland China

You may call 108852 using a landline telephone set (e.g. from residence, hospital or other business establishments). Follow the voice instruction and dial 2854 2762. After connected, please state the same details as listed above.

Please note that collect call cannot be made by using mobile phones or pay phones in public telephone boxes.

## **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 IPA:

- i. Call IPA hotline on (852) 2854 2762
- ii. Provide member and contact details to IPA
- 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 IPA (e.g. the human resources personnel of the Company, relatives/friends/or self)
- v. IPA will then fax an I.O.U. document to the contact person. By signing the document, the contact person undertakes to reimburse IPA for the amount of any advance payment made for the deposit guarantee service rendered.
- vi. The contact person will be required to provide a valid credit authorization totaling the amount of the deposit required.
- vii. IPA will provide deposit guarantee service upon receipt of approval from the Bank.

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

*The types and limit of services provided by IPA are governed by the Emergency Assistance Benefits Provisions of IPA. Please refer to the Provisions or call IPA 24-hour Worldwide Assistance Service (collect call) Hotline on 2854 2762 for the latest service details.*