

使用須知

適用資格 凡符合本公司「海外急難救助」服務資格者，於「本國或經常居住國（台灣、澎湖、金門、馬祖）」境外地區每次停留出境天數不超過180天。

服務項目 本服務之適用對象可獲得下列服務。（案件發生時，用戶資格認定須以當時凱基人壽企業網站公告為準。）

醫療服務

- 1 旅遊保健電話諮詢服務
- 2 推薦醫療服務機構
- 3 安排就醫/住院
- 4 救護車安排服務
- 5 醫療傳譯服務
- 6 人道援助(安排同行家屬或友人之緊急救援服務)
- 7 醫療轉送或轉送回國前之住院期間病況觀察
- 8 代墊住院醫療費用及保證金(限額代墊)
- 9 安排緊急醫療轉送
- 10 安排緊急轉送回國
- 11 安排遺體/骨灰運送回國或當地禮葬
- 12 安排配偶及未成年子女返國(各限一名)
- 13 安排親友前往探視或處理後事(限一名)
- 14 安排復原期間住宿

注意事項

1. 醫療服務第9-14項服務，於限額補助內將由本公司支付費用，超出的部分由保戶自行負擔。
2. 用戶資格、服務內容、除外條款等說明，請參看凱基人壽網站/服務總覽/增值服務/海外急難救助
3. 本服務為凱基人壽委託協助廠商提供之增值服務，非保險契約之一部份權利義務，凱基人壽得於必要時修改或終止本服務內容(含用戶資格)，且不另行通知。

旅遊服務

- 1 接種及簽證等資訊之提供
- 2 安排簽證延期
- 3 緊急資訊或文件傳送
- 4 緊急旅遊協助
- 5 緊急傳譯服務
- 6 通譯/秘書服務推薦
- 7 遺失行李/護照/信用卡之協尋
- 8 使領館資訊
- 9 國外租車安排
- 10 法律服務之推薦
- 11 安排預約律師
- 12 保釋金之代轉(以USD5,000為限)



海外急難救助服務隨身卡



24小時海外急難救助專線

國際冠碼+886-2-23266731

為能即時在您在海外遇有緊急事故或疾病時，提供救助服務，請您務必於事故發生七日內撥打救助服務專線通報本公司，若逾期通報恕無法提供本服務。

撥打求助電話時告知下列資訊

- 1 保戶姓名、身分證號碼、出生年月日。
- 2 發生急難之地點及保戶或其代理人之聯絡號碼。
- 3 簡要描述急難狀況及所需援助。

24小時海外緊急聯絡方式



國外
〔手機直撥〕
+886-2-2326-6731
〔當地電話〕
國際冠碼+886-2-2326-6731



國內
02-2326-6731



費用
發話方付費

常用國際冠碼參考

地區	國際冠碼	地區	國際冠碼
美國	011	加拿大	011
日本	010	法國	00
韓國	001	義大利	00
中國	00	澳洲	0011
香港	001	紐西蘭	00
新加坡	001	泰國	001
德國	00	越南	00
英國	00	印尼	001
荷蘭	00	馬來西亞	00

Terms of service

Eligibility Those who qualify for our company's 'Overseas Emergency Assistance' service must not stay abroad for more than 180 days per trip from their home country or usual place of residence. (Exceeding this duration will result in disqualification from the service.)

Services The eligible recipients of this service are entitled to the following benefits (eligibility will be determined based on the announcement on the KGI Life corporate website at the time of the incident).

Medical Services

- 1 Travel Health Telephone Medical Advise Service
- 2 Referral of Medical Facilities
- 3 Arrangement of Medical Treatment/Hospitalization
- 4 Ground Ambulance Arrangement Service
- 5 Medical Interpretation Services
- 6 Humanitarian Assistance (arranging emergency services for the family member or friends travelling with you)
- 7 Medical monitoring during the hospitalization before medical evacuation or repatriation.
- 8 Guarantee of medical expense or admission deposit (limited guarantee)
- 9 Arrangement of Emergency Medical Evacuation
- 10 Arrangement of Emergency Medical Repatriation
- 11 Arrangement of Repatriation of Mortal Remains/Ashes or burial at the place of death.
- 12 Arrangement of Return of Spouse and minor children (limited to one person each)
- 13 Arrangement of Compassionate Visit or deal with the after-death arrangement. (limited to one person)
- 14 Arrangement of Accommodation for Convalescence

Travel Services

- 1 Information on immunization and visa, etc.
- 2 Arrangement of visa extension
- 3 Emergency Message or Documents Transmission
- 4 Emergency Travel Assistance
- 5 Emergency Interpretation Services
- 6 Interpreter Referral
- 7 Assistance of Luggage, Passport, Credit Card Retrieval
- 8 Embassy/Consulate Information
- 9 Overseas Car Rental Arrangement
- 10 Legal Referral
- 11 Arranging an appointment with a lawyer
- 12 Advance payment of Bail Bonds (up to USD 5,000)

Note

1. The company will pay for the medical service items 9-14 within the limit of the subsidy, and the insured will be responsible for the excess of the subsidy.
2. Please refer to KGI Life website/Services Overview/Value-Added Services/Overseas Emergency Assistance for a description of user eligibility, service contents, exclusions and other related information
3. This service is a value-added service provided by KGI Life's appointed vendors and is not part of the respective rights and obligations of the insurance contract. KGI Life may modify or terminate the service (including eligibility) as necessary without prior notice.



Overseas Emergency Service



24-Hour Overseas Emergency Service Hotline

International Call Prefixes

+886-2-23266731

To ensure timely assistance in the event of an emergency or illness abroad, please contact our overseas emergency assistance hotline within seven days of the incident. Failure to report within this period will result in the inability to provide the service.

Please provide the following information when making the call

- 1 The Full Name of the insured, Identity Card Number, Date of Birth.
- 2 The incident location and the contact number of the insured or the agent.
- 3 A brief description of the incident and the assistance required.

24-Hour Overseas Emergency Contact



Overseas

[Direct Dialing by Mobile Phone]

+886-2-2326-6731

[Local Phone Number]

International Call Prefixes +886-2-2326-6731



Domestic

02-2326-6731



Fee

Calling party pays

Reference of International Call Prefixes

Country	Prefixes	Country	Prefixes
USA	011	Canada	011
Japan	010	France	00
South Korea	001	Italy	00
China	00	Australia	0011
Hong Kong	001	New Zealand	00
Singapore	001	Thailand	001
Germany	00	Vietnam	00
United Kingdom	00	Indonesia	001
Netherlands	00	Malaysia	00