

Doctor Please!

Global Teleconsultation by AXA Assistance

Providing instant access to medical care anytime, anywhere



CHUBB®



Global Teleconsultation

Doctor Please! is with you anytime, anywhere



24/7, Virtual Medical
Care via Telephone or
Mobile-app



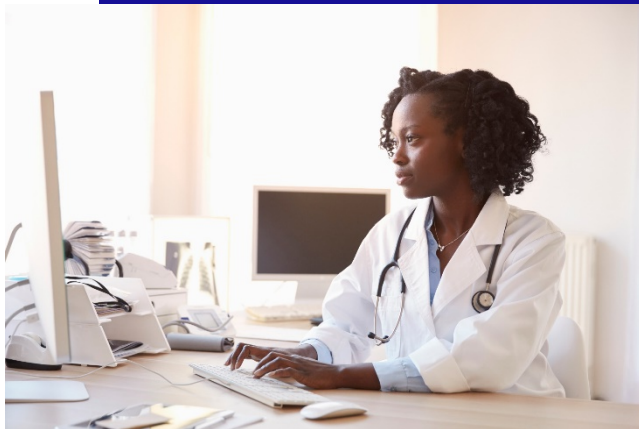
Prescriptions
managed globally



Licensed & Experienced
Doctors

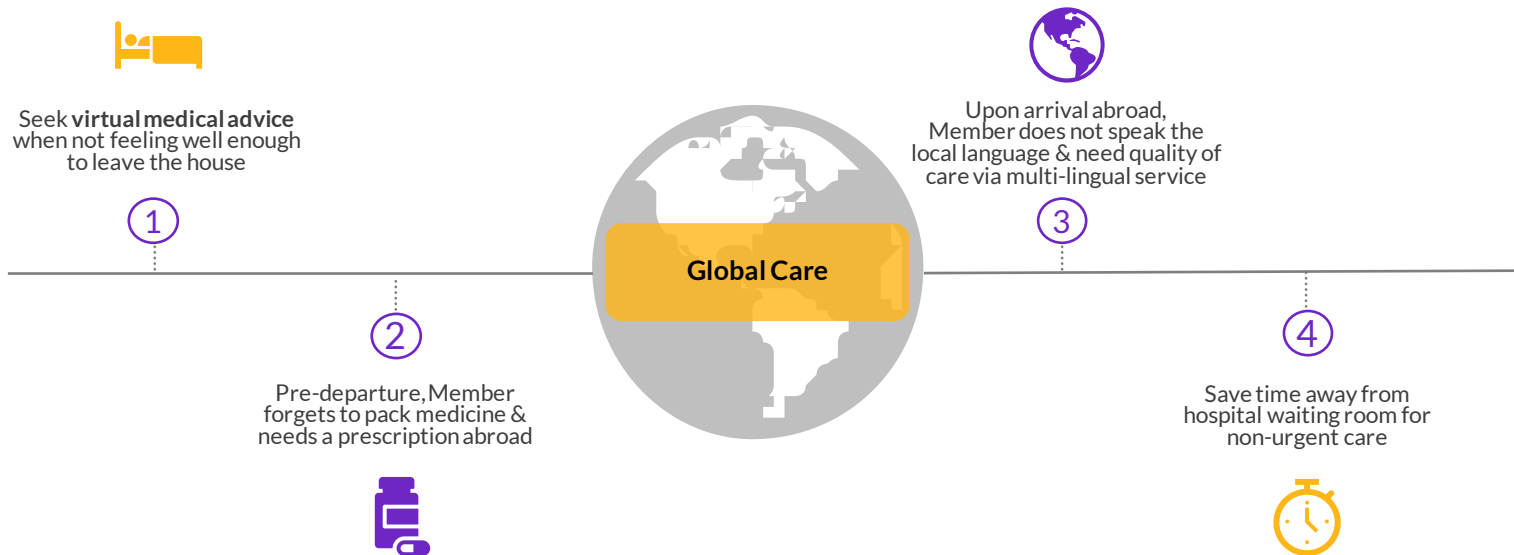


Multi-language
capabilities



Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

When to seek for Teleconsultation Service?



Teleconsultation is not an emergency medical response program. In the event of a medical emergency, contact your local emergency medical service. Teleconsultation services are for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions.

Doctor Please!

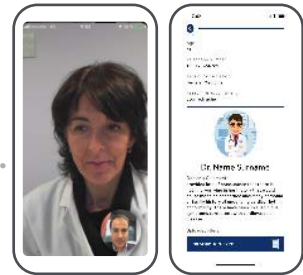
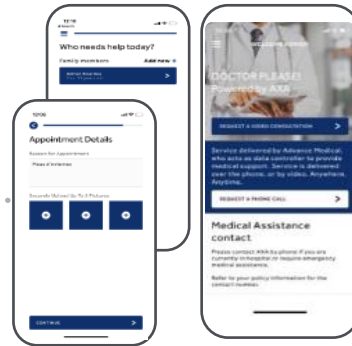
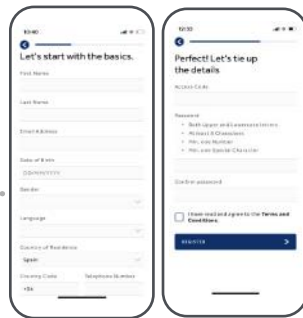
Key Features

- Secure connect patients traveling globally with expert providers accustomed to international cases
- Convenience of arranging an appointment within local time-zone and patient's own schedule
- Option to connect via telephone if patients don't have a smart phone, prefer not to download an app or have low-bandwidth while traveling
- Access to doctor's notes, referral to a specialist, & e-prescriptions
- App is available in English, Spanish, Portuguese & French



Teleconsultation services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services arranged through AXA Assistance and powered by a third-party teleconsultation provider, Advanced Medical.

Doctor Please! Mobile App Journey



1

- Download 'Doctor Please!'
- Register & enter access code

2

- Register with access code
- Enter Personal Details
- Member's account is valid for 180 days

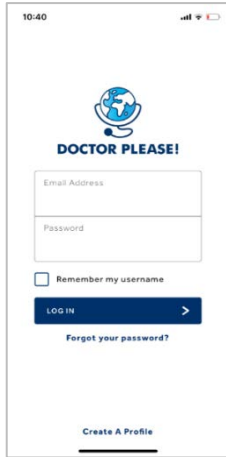
3

- Request a video or call back
- Receive an email with booking details

4

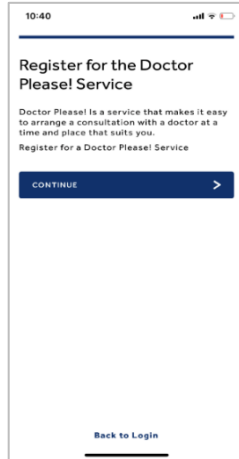
- Access to a MD via:
- Video (press 'start a video') or
- Phone (doctor calls you) and
- Access doctors' notes/prescriptions

Getting Started



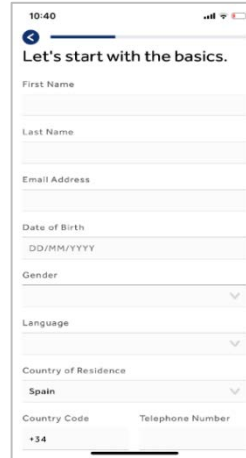
1

To register, press
'Create a Profile'



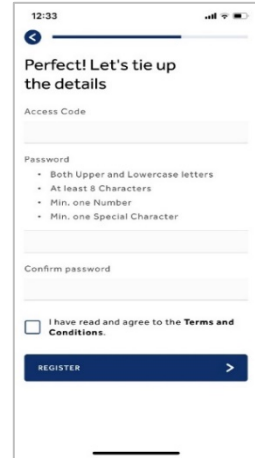
2

Press 'Continue'



3

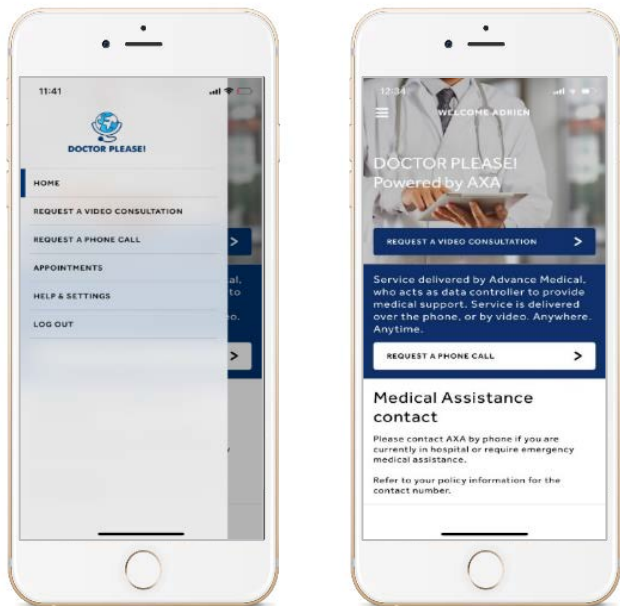
Enter in
Personal Information



4

Enter the Access Code
Create a password
Check terms & condition

Doctor Please! Home Screen



Request a Virtual Medical Visit via:

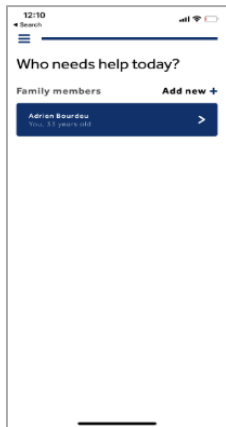
- Video Consultation, or
- Phone Call

Scheduled **Appointments** details available on the home screen and option to

- **Start Video Call**, or
- **Cancel the Appointment**

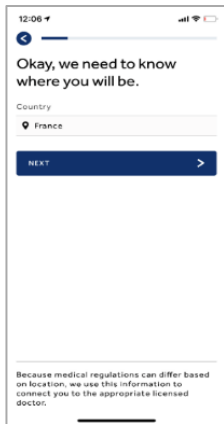
Requesting a Video Appointment

Scheduling an Appointment



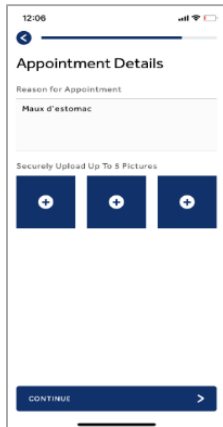
1

Enter Patient
seeking a virtual visit



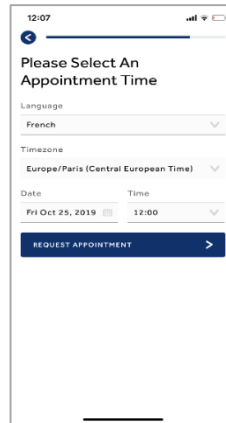
2

Select the
Country of Location
where Patient is located



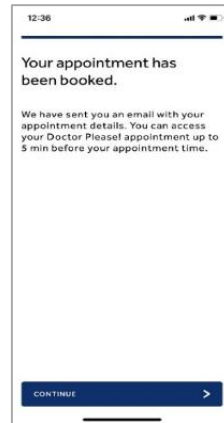
3

Enter Reason for Visit
Upload any photos that may
support diagnosis of condition



4

Schedule Appointment
Select preferred language & time
Press 'Request Appointment'



5

Appointment Booked!
Press 'Continue'

Requesting a Call Back

Scheduling a Call Back

1

Enter Patient
seeking a virtual visit

2

Select the
Country of Location
where Patient is located

3

Enter Reason for Visit
Upload any photos that may
support diagnosis of condition

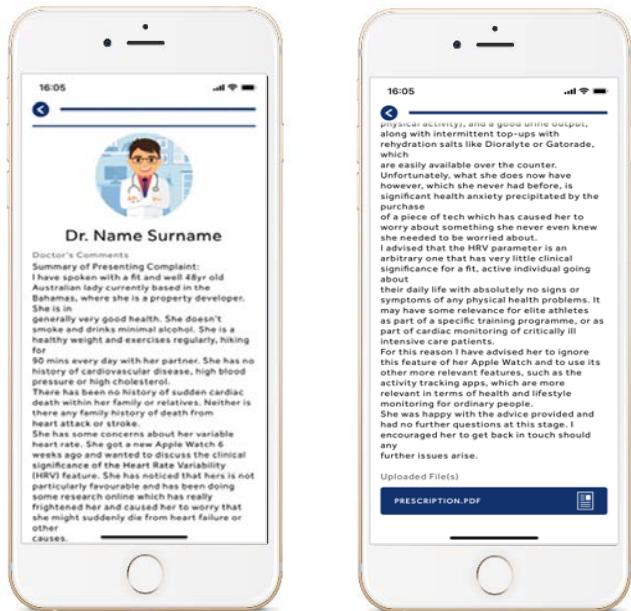
4

Enter Type of Consultation,
preferred language & time,
the best call back number, &
Press 'Continue'

5

Call Back Request Received!
Press 'Continue'

Medical Notes and Prescription



Doctor Notes are published within the patient's profile of the app for ease of access

Prescriptions¹ are provided in a PDF format through the app or sent to the nearest pharmacy.

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Thank you

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