

# Schedule of Benefits of Membership

Release 3/10 May 2005

## 1. Definitions

In this Schedule, the following words and phrases shall have the following meanings and all other defined terms shall have the meaning specified in the Conditions:

- (a) "Accident and Emergency Consultation" means any consultation in Accident & Emergency that does not require the use of the resuscitation room;
- (b) "Comprehensive Lipid Profile" comprises a profile of cholesterol, triglycerides, LDL-cholesterol and HDL-cholesterol;
- (c) "Dental Care Package" means one dental appointment comprising a Dental Check and a dental cleaning;
- (d) "Dental Check" means physical check for decay, gum retraction, inflammation and calculus and 2 standard dental X-rays;
- (e) "Executive Health Screening Program" means a health screening comprising physical examination, chest x-ray, abdominal ultrasound, consultation with cardiologist (with electrocardiogram and echocardiogram) and biological check-up comprising CBC, CRP, Comprehensive Lipid Profile, Liver Function Tests, Renal Function Tests, fasting blood glucose, uric acid, calcium, TSH and tumour markers (AFP and CEA);
- (f) "FVH Welcome Pack" means a selection of items chosen by FEM-VN in its sole discretion and provided to a Member upon first issue of a Select Membership or Privilege Membership;
- (g) "Gynaecology Package plus mammogram" means a health screening comprising of consultation with a Gynaecologist, pelvic ultrasound, PAP smear, and mammogram and/or breast ultrasound;
- (h) "Hepatitis Screening" means tests for Hbs Antigen, anti-Hbs antibody, total anti-HBc antibodies and anti-HCV antibody;
- (i) "Hospitalisation Fees" means all fees incurred while hospitalised including surgical procedures, doctors' fees, investigations and treatment;
- (j) "Immediate Family" means the spouse, children and parents of a Member;
- (k) "Investigative Services" means any of the investigative services done in the FVH laboratory and imaging department, and prescribed in outpatient consultations or in Accident and Emergency;
- (l) "Liver Function Tests" means tests for AST, ALT and gamma glutamyl-transferase;
- (m) "Ophthalmology Screening" means an ophthalmology screening comprising slit lamp examination and visual acuity test;
- (n) "Outpatient Consultations" means any outpatient consultations (excluding accident and emergency);
- (o) "Privilege Health Check-up Program" means a health screening comprising physical examination, electrocardiogram, chest x-ray, and biological screening (CBC, CRP, fasting blood glucose and Comprehensive Lipid Profile);
- (p) "Renal Function Tests" means urinalysis and tests for BUN and creatinine;
- (q) "Select Health Check-up Program" means a health screening comprising physical examination, electrocardiogram and chest x-ray;
- (r) "Selected Specialties" means all types of non-specialised and specialised medical or surgical consultations (Dental, Plastic surgery and Obstetrics excluded);
- (s) "Special FVH Welcome Pack for Kids" means a selection of items chosen by FEM-VN in its sole discretion and provided to a Member upon first issue of a Kid Membership;
- (t) "Urology Package" means a health screening comprising consultation with an Urologist, prostatic ultrasound and PSA screening for prostate cancer; and
- (u) "VIP Welcome Pack" means a selection of items chosen by FEM-VN in its sole discretion and provided to a Member upon first issue of a VIP Membership.

## 2. All members - Benefits

All Members shall be entitled to access the following benefits in each Membership Year:

- (a) Priority reception and check-in procedures (upon presentation of the Membership Card);
- (b) Complimentary transport between the FV Hospital office in District 1 and the FV Hospital on an air-conditioned shuttle bus (subject to availability of seats);
- (c) Special website page for members
- (d) FV Hospital Update & Health News; and
- (e) Check-up reminders to remind Members when their next health check is due.

## 3. Select members - Benefits

Members with Select Membership shall be entitled to access the following benefits in each Membership Year:

- (a) 6 Outpatient Consultations in Selected Specialties and/or in Accident & Emergency;
- (b) 1 Select Health Check-up Program;
- (c) 25% discount on 1 Dental Care Package;
- (d) 25% discount on 1 Ophthalmology Screening;
- (e) 5% discount on Investigative Services;

- (f) 10% discount on all Hospitalisation Fees; and
- (g) 1 FVH Welcome Pack.

## 4. Privilege members - Benefits

Members with Privilege Memberships shall be entitled to access the following benefits in each Membership Year:

- (a) Unlimited Outpatient Consultations in Selected Specialties;
- (b) Unlimited Accident and Emergency Consultations;
- (c) 1 Privilege Health Check-up Program;
- (d) 1 Dental Care Package;
- (e) 1 Ophthalmology Screening;
- (f) 5% discount on all drugs purchased at the Outpatient Department pharmacy or in Accident & Emergency;
- (g) 10% discount on Investigative Services;
- (h) 15% discount on Hospitalisation Fees; and
- (i) 1 FVH Welcome Pack.

## 5. VIP members - Benefits

Members with VIP Memberships shall be entitled to access the following benefits in each Membership Year:

- (a) Unlimited Outpatient Consultations in Selected Specialties;
- (b) Unlimited Accident and Emergency Consultations;
- (c) 1 Executive Health Screening Program;
- (d) For men over 45-year old, an Urology Package, and for women over 30-year old, a Gynaecology Package plus mammogram;
- (e) 1 Dental Care Package;
- (f) 1 Ophthalmology Screening;
- (g) 5% discount on all drugs purchased at the Outpatient Department pharmacy or in Accident & Emergency;
- (h) 15% discount on Investigative Services;
- (i) 20% discount on Hospitalisation Fees;
- (j) Free voucher for all FVH promotions;
- (k) Access to an exclusive VIP Membership outpatient waiting room;
- (l) Priority appointments in OPD;
- (m) Access to an exclusive VIP Membership Telephone Hotline for general counselling on medical matters relating to the Member and the Member's Immediate Family (this service is not available for medical consultations or prescriptions of pharmaceuticals);
- (n) Priority access to in-patient single rooms, VIP rooms and suites (subject to availability);
- (o) Complimentary transportation between the FVH and the FVH office in District 1, and Tan Son Nhat Airport by taxi, FVH car or FVH ambulance (for VIP members living outside Ho Chi Minh City only. The type of transportation will depend on the Member health status as assessed by a FVH physician);
- (q) Home visits by a GP or paediatrician for the Member and the Member's immediate family subject to availability and to payment of the prevailing home visit rates charged by FEM-VN from time to time; and
- (r) 1 VIP Welcome Pack.

## 6. Kid members - Benefits

Members with Kid Memberships shall be entitled to access the following benefits in each Membership Year:

- (a) 3 free consultations in Paediatrics, including nutritional advice, growth and development screening, urine screening and update of immunization schedule;
- (b) 3 free consultations in Accident & Emergency;
- (c) 5% discount on Investigative Services;
- (d) 10% discount on all vaccinations;
- (e) 10% discount on Hospitalisation Fees;
- (f) 1 Dental Check for all kids over 3-year old;
- (g) 1 Ophthalmology Screening for all kids over 3-year old; and
- (h) The special FVH Welcome Pack for Kids.

## 7. Membership fees

- (a) Membership Fees shall be fixed as follows:  
Select Membership: US\$100/Membership Year  
Privilege Membership: US\$250/Membership Year  
VIP Membership: US\$1000/Membership Year  
Kid Membership: US\$100/Membership Year
- (b) If required under Vietnamese laws, Membership Fees may be paid in Vietnamese Dong converted from US Dollars at the average buying-selling rate for the exchange of US Dollars into Vietnamese Dong published by HSBC Ho Chi Minh City branch on the date of payment;
- (c) Membership Fees shall be payable in cash, by bank transfer or by credit card as specified in the Application.

# Far East Medical Vietnam Limited Terms and Conditions of Membership Program

Release 2/10 May 2005

## 1. Definitions

In these Conditions, the following words and phrases shall have the following meanings:

- (a) "Application" means an accurate and complete application for Membership in the form published by FEM-VN from time to time or, in the case of Membership under a Corporate Membership Plan, in the form provided by FEM-VN in such plan, in both cases duly signed by the applicant or the parent or legal guardian of the applicant;
- (b) "Benefits" means the benefits applicable to Select Membership or Privilege Membership or VIP Membership or Kid Membership (as the case may be);
- (c) "Conditions" means these terms and conditions as the same may be amended, modified or supplemented by FEM-VN from time to time in accordance with the provisions herein;
- (d) "Corporate Membership Plan" means a valid and subsisting agreement entered into by and between FEM-VN and any legal entity pursuant to which the legal entity may purchase Memberships for any or all of its employees;
- (e) "Event of Force Majeure" means any event or condition outside the control of FEM-VN which causes FEM-VN to be unable to provide the whole or any part of the Benefits;
- (f) "FEM-VN" means Far East Medical Vietnam Limited;
- (g) "FV Hospital" means the hospital owned and operated by FEM-VN located at 6 Nguyen Luong Bang Street, Saigon South, Tan Phu Ward, District 7, Ho Chi Minh City, Vietnam;
- (h) "FVH Update and Health News" means the newsletter (including a schedule of visiting doctors and their area of specialty) published by FEM-VN and distributed to Members by post, fax and/or e-mail;
  - (i) "Kid Membership" means a membership which entitles the Member to the benefits set out in the All Members and Kid Members sections of the Schedule of Benefits;
- (i) "Member" means the person to whom a current and valid Membership Card is issued;
- (k) "Membership" means Select Membership or Privilege Membership or VIP Membership or Kid Membership;
- (l) "Membership Card" means the temporary or permanent card issued by FEM-VN and any card issued in replacement or renewal thereof;
- (m) "Membership Fee" means, unless otherwise agreed in writing by FEM-VN, the fee set out in the Schedule of Benefits for each type of Membership;
- (n) "Membership Year" means the period of twelve months commencing on the date of issue of a Membership Card
- (o) "Privilege Membership" means a membership which entitles the Member to the benefits set out in the All Members and Privilege Members sections of the Schedule of Benefits;
- (p) "Schedule of Benefits" means the schedule of benefits of Membership in force at the time of submission to FEM-VN of an Application or at the time of renewal of a Membership (as the case may be);
- (q) "Select Membership" means a membership which entitles the Member to the benefits set out in the All Members and Select Members sections of the Schedule of Benefits;
- (r) "VIP Membership" means a membership which entitles the Member to the benefits set out in the All Members and the VIP Members sections of the Schedule of Benefits;

## 2. Membership

- 2.1 Membership entitles Members access to the Benefits at any time during the Membership Year subject to these Conditions and in compliance with such requirements, limitations or procedures that may be imposed by FEM-VN from time to time.
- 2.2 If the Member is required to make any payment to FEM-VN in conjunction with any Benefit (other than the Membership Fee), such payment must be made to FEM-VN in accordance with the standard payment terms of FEM-VN and no discounts will be granted unless payment has been so made.
- 2.3 Benefits in the form of discounts will not be extended to services already discounted or covered by the Member's health insurance.

## 3. Membership Card

- 3.1 The issue of a Membership Card is evidence of FEM-VN's acceptance of an Application.
- 3.2 Unless terminated earlier in accordance with Article 6, the Membership Card is valid for a Membership Year and may be renewed for subsequent Membership Years upon payment by the Member of the Membership Fee.
- 3.3 The Membership Card remains the property of FEM-VN.
- 3.4 The Member must immediately notify FEM-VN upon learning that the Membership Card has been lost or stolen and, except in suspicious circumstances, a replacement Membership Card shall be issued by FEM-VN for a replacement fee of US\$10. In the event that the Membership Card is subsequently recovered, the Member must not make use of the Membership Card and must destroy the card by cutting it in half and returning it to FEM-VN.

## 4. Membership Fee

- 4.1 Unless otherwise agreed in writing by FEM-VN, the Membership Fee shall be paid in full prior to issue of any Membership Card.
- 4.2 Upon payment of the Membership Fee and issue of the Membership Card, the Member shall be credited as having prepaid the Benefits.
- 4.3 The Membership Fee is non-refundable even if the Member has not accessed or used any of the Benefits during the Membership Year or if the Membership is terminated.

## 5. Non-transferable

- 5.1 Except if otherwise specifically stated herein or in any Corporate Membership Plan, the Membership Card and the Benefits are personal to the Member and are non-transferable.
- 5.2 The Member shall not permit the Membership Card to be used by, or for the benefit of, persons other than the Member unless the type of Membership allows such use and then, only if such use strictly complies with the terms of use set out in these Conditions.

## 6. Termination membership may be terminated:

- (a) At any time by FEM-VN without prior notice thereof if the Member breaches any of the provisions of these Conditions; and
- (b) At any time by a Member returning to FEM-VN the Membership Card cut in half, with such termination becoming effective on the date of receipt of the cut Membership Card by FEM-VN.

## 7. Limitation of liability

FEM-VN shall not be liable for any loss or damage incurred or suffered by any Member as a consequence of:

- (a) Any damage, loss or inability to retrieve any data or information that may be stored on the Membership Card or accessed using the Membership Card; or
- (b) Any Event of Force Majeure; or
- (c) Any delays caused to the Member in accessing the Benefits.

## 8. Miscellaneous

- 8.1 FEM-VN may amend any or all of these Conditions by publishing such amendment in the FVH Update and Health News and such amendment shall become effective on the date of such publication. If the Member retains or continues to use the Membership Card after notice of such amendment has been published in the FVH Update and Health News (regardless of whether or not the Member has received a copy of the FVH Update and Health News), the Member will be deemed to have accepted such amendment.
- 8.2 Any failure or delay by FEM-VN in exercising any right, power or remedy shall not be deemed to be a waiver of such right, power or remedy, unless the same has been specifically waived in writing by a duly authorised representative of FEM-VN.
- 8.3 Any notices to be sent by either party to the other party hereunder shall be sent by post - if to FEM-VN, to the FV Hospital addressed to the Marketing Department and if to the Member, to the home address of the Member last notified to FEM-VN.
- 8.4 These Conditions shall be governed by the laws of Vietnam and the Member submits to the exclusive jurisdiction of the courts of Vietnam to resolve any disputes relating hereto.



# Application for Membership

Release 1/25<sup>th</sup> January 2003

## General Information

Title:  Mr  Mrs  Miss  Dr  
 Name (as appears on passport/ID card): .....  
 Sex:  Male  Female  
 Age (Years): .....  
 Date of Birth: Day: ..... Month: ..... Year: .....  
 Children: Number: ..... Ages: .....  
 Primary language:  English  Vietnamese  French  Chinese  Other (please specify): .....  
 Birthplace: .....  
 Nationality: .....  
 Country of Residence: .....  
 National ID or  Passport:  
 Number: ..... Date of Issue (Date/Month/Year): ..... Place of Issue: .....

## Home Address

Street Address: ..... Apt number: .....  
 District: ..... City/Town: .....  
 State/Province: ..... Post Code: .....  
 Country: .....

## Phone & E-mail

Home Phone Number: .....  
 Mobile Phone Number: .....  
 Work Phone Number: .....  
 Preferred phone:  home  work  mobile  
 E-mail Address: .....

## Emergency Contact

Name: .....  
 Relationship: .....  
 Street Address: ..... Apt number: .....  
 District: ..... City/Town: .....  
 State/Province: ..... Post code: .....  
 Country: .....  
 Home Phone Number: .....  
 Mobile Phone Number: .....  
 Work Phone Number: .....

## Insurance Information

Do you have health insurance?  Yes  No  
 Insurance Company: .....  
 Country: .....  
 Policy Number: ..... Expiry Date (Date/Month/Year): .....

## How did you hear about FV Hospital?

Friend   
 Family member   
 Doctor   
 Employer   
 Advertising   
 Newspaper/Magazine   
 Direct mail   
 Internet/Email   
 FVH representative office   
 Yellow Pages   
 Other  (please specify): .....

How would you like to receive your FV Member newsletter?  Email  Post  
 Can we contact you by post or e-mail about FVH services?  Yes  No

Name to appear on membership card: .....

## Type of Membership

SELECT   
 PRIVILEGE   
 VIP

Payment in Cash: to the Cashiers Office at the FV Hospital or to the FV Hospital Sales Office in District 1  
 Payment by bank transfer: Far East Medical Vietnam Limited  
 HSBC, Ho Chi Minh City Branch,  
 Account No. 001-047659-001 (USD)  
 Account No. 001-047659-101 (VND)

Payment by credit card: \*\* I hereby authorise Far East Medical Vietnam Limited to charge my  
 Visa  Mastercard  JCB (check as appropriate)

No:

Name on Card: ..... Total US\$: .....

Expiry Date (Date/Month/Year): ..... Signature: .....

\*\* To expedite processing, you may fax application to (84 8) 411 3334 or (84 8) 827 41 14 (for credit card payment only)

If a tax invoice is required, please indicate: Name to appear on invoice: .....  
 Address to appear on invoice: .....  
 Tax Code to appear on invoice: .....

- By signing this Application, I hereby:
- offer to purchase the type of Membership checked above for the Membership Fee;
  - agree that FEM-VN has the absolute right to accept or reject this offer and that acceptance of this offer by FEM-VN shall be evidenced solely by its issuing a Membership Card to me;
  - confirm that I have read and understood the Terms and Conditions of Membership attached hereto and unconditionally accept the Terms and Conditions of Membership;
  - represent that all information contained herein is and will remain accurate and complete until I notify FEM-VN otherwise;
  - authorise FEM-VN to obtain and verify information from/with any source as FEM-VN deems appropriate;
  - agree that FEM-VN may hold my personal data in the form of computer records

Applicant's Signature: ..... \*\*\*

Date/Month/Year: .....

\*\*\* A parent or legal guardian must sign on behalf of a child under 18