

Care Concierge Service Frequently Asked Questions (FAQ)

1. What is Care Concierge Service?

Care Concierge is a complimentary service that helps you arrange specialist medical appointments at PRUPanel Plus hospitals, based on your medical needs. Care Concierge Agents will guide you by recommending suitable hospitals and specialists and assist with appointment booking. This value-added service is provided by Prudential BSN Takaful Berhad (PruBSN) in partnership with Across Asia Assist (AAA).

2. Who provides the Care Concierge Service?

The service is provided by Across Asia Assist (AAA), the existing service provider for PruBSN Medical Evacuation & Repatriation and Second Medical Opinion (SMO) service.

3. Who is eligible for this service?

Care Concierge service is available to all PruBSN customers with active (in-force) certificates WITH Medical Rider.

The medical plans eligible for Care Concierge Service:

- i. Major Medical Cover
- ii. Major Medical Cover 2
- iii. Takaful Health
- iv. Takaful Health2
- v. HealthEnrich
- vi. HealthEnrich+
- vii. Medic Protector
- viii. Medic TotalCare
- ix. Medik Asas
- x. HealthProtector
- xi. Health360

4. Is there any additional cost to use this service?

There is no additional charge to use the Care Concierge Service. Usage is unlimited and does not reduce the annual or lifetime limit of the takaful certificate.

5. How long is the end-to-end process?

The service level agreement (SLA) is within 48 business hours, from request initiation to appointment arrangement, subject to hospital availability.

6. What are the steps to utilize this service?

- i. Customer has medical concern with diagnosis from doctor
- ii. Customer/Agent contacts Care Concierge Agent and provides case details
- iii. Care Concierge Agent assesses cases and provides suggestions of hospital and doctor to customer/agent
- iv. Customer/Agent agrees with Care Concierge Agent's suggestion
- v. Care Concierge Agent schedules specialist appointments and notify customer/Agent

7. What information that needs to be provided by customers during the service request?

- Name and Identification Number
- Certificate number
- Contact details
- Description of your medical concern or diagnosis
- Preferred date and time
- Preferred location
- Preferred gender and language of Specialist

Note: A referral letter is **not mandatory**, as long as the medical condition can be described.

8. Do I need to enroll before utilizing this service?

No, this service is automatically available to eligible customers. Hence, customers can directly contact the service provider to schedule the specialist appointment when required.

9. What is the role of the Care Concierge Agent?

The Care Concierge Agent acts as a guide by recommending suitable hospitals and specialists and assist with appointment booking only. They will not provide any medical opinion/consultation.

10. What should I do if the appointment arrangement exceeds the 48 business hours SLA?

If the SLA has exceeded 48 business hours, please contact AAA to follow up on the status of the arrangement via WhatsApp at +60 11-6280 0986 or Hotline at +603 2166 7377.

11. Who should I escalate to if AAA cannot be contacted by the customer?

You may reach out to Prudential BSN Takaful Berhad Customer Service at +603 2775 7188. Service hours are Monday to Friday, 8.30am to 5.15pm (excluding Saturday, Sunday and public holidays)

12. Can I use Care Concierge for follow-up appointments?

Care Concierge service is mainly to assist the customer with the first-time appointment. Follow up appointments will usually be arranged during the appointment day by the specialist clinic assistance.

13. Can Care Concierge arrange appointments other than PRUPanel Plus hospitals?

Appointments to the non-PRUPanel Plus hospitals will need to be self-arranged by the customers/agents.

14. How can I contact AAA?

Customers may contact AAA via:

- WhatsApp at +60 11-6280 0986
- Hotline at +603 2166 7377

This service is available 24 hours, including weekends and public holidays.

15. How do customers know if they are eligible for the service?

Customers can check their eligibility by:

1. Contacting their agent directly.
2. Call Prudential BSN Takaful Berhad Customer Service at +603 2775 7188. Service hours are Monday to Friday, 8.30am to 5.15pm (excluding Saturday, Sunday and public holidays).
3. Call AAA Hotline at +603 2166 7377 or WhatsApp at +60 11-6280 0986. Service is available 24 hours, including weekends and public holidays.

16. Important Notice

- Hospital and specialist recommendations are intended as suggestion only.
- Customers are empowered to make the final decision.