



MALAYSIA • SINGAPORE • THAILAND • INDONESIA • HONG KONG

Ref : PHM / MEMO / CSCD / 2010 - 01  
Date : 31<sup>st</sup> May 2010  
Attn : Agents / Service Centres / Branches / Staff of MXM  
Re : Worldwide Emergency Medical Assistance

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To consolidate our third party service providers, the management has appointed **Asia Assistance Network (AAN)** as our **Worldwide Emergency Medical Assistance** service provider **effective 1<sup>st</sup> June 2010**. The new **24-Hr Hotline** number is **+603 – 7628 3816**.

This is applicable for all renewal and new cases with effect from 1<sup>st</sup> June 2010. All existing cases will continue with ISOS till renewal. As these cases renew, the service provider will be switched over to AAN.

Please refer to the enclosed letter for further background information AAN worldwide emergency medical assistance.

Thank you.

*Customer Service & Claims Department*



*Dear Valued Members,*

At MXM, we believe in going that extra mile to ensure that all our valued members receive the best possible services from us. In our continuous quest to streamline our third party service providers, we take great pleasure to announce the appointment of **Asia Assistance Network (AAN)** as our **Worldwide Emergency Medical Assistance** service provider effective **1<sup>st</sup> June, 2010**. The new **24-Hour hotline** number to reach AAN for any such service enquiry or emergency is **+603 - 7628 3816**.

With more than 10 years of experience, AAN provides 24-Hour worldwide assistance services. Specializing in worldwide medical, roadside and travel assistance to both business and leisure travelers as well as expatriates around the globe, AAN have successfully developed solutions for major renowned companies and corporation around the world, and has been assisting MXM International's members with the local hospitalization administration for over two years.

AAN is a member of the International Assistance Group (IAG) with the combined expertise of 30 partners globally providing unrivalled resources and capabilities almost anywhere in the world. With AAN's network of multilingual staff and medical professionals, be rest assured that help is just a phone call away.

The transition to the new service provider will be completely seamless to you and with this transition comes improved service experience for MXM International's members.

We believe the appointment of AAN will be of great benefit to our members and in-line with our utmost effort to improve our service level.

Should you have any enquires, please do not hesitate to contact our Customer Service & Claims Department at **+603 - 7721 2916** or e-mail us at **enquiries@mxm.com.my** and we will be glad to assist.

Thank you

Yours truly,  
for **MXM International Sdn Bhd**

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**Sam Tang**  
General Manager

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**Ho Chai Lee**  
Senior Customer Service & Claims Manager