

26th January 2022

MediSaversVIP Prime / MediSaversVIP series eWelcome Pack

Dear Valued Advisors,

Kindly take note that we have recently updated our MediSavers App v3 to provide a seamless user experience to both advisors and customers. **MediSavers App will be providing eMembership Card for every successful offline and online membership application** and allow customer to access their eMembership Card anytime and anywhere. **However, in the event of emergency and the member has not yet downloaded the MediSavers App, the member may present their own identity card (NRIC) / passport to the hospital for any admission.**

With our constant digitalisation efforts, **there will be NO physical membership card and blood screening voucher for MediSaversVIP Series effective 1st July 2022 onwards.**

However, MediSaversVIP Series and MediSaversVIP Prime customers who wish to have a physical Membership Welcome Pack (consists of Membership Card and Blood Screening Voucher) can opt for the below options:

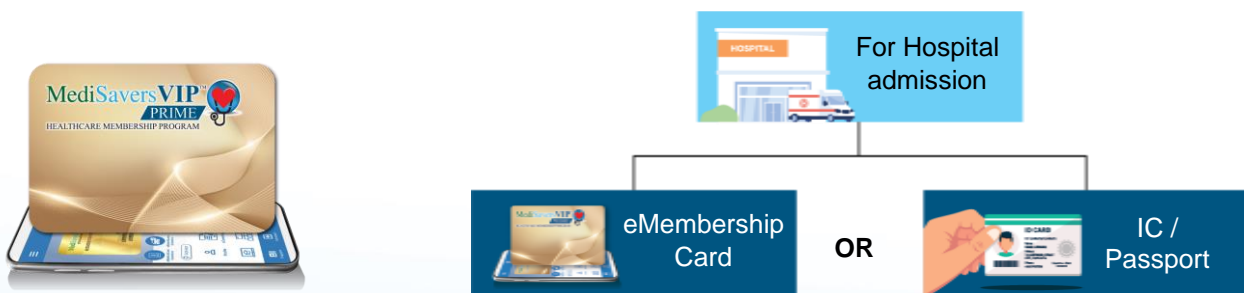
- 1) eMembership Card and eVoucher are available by login via MediSavers Portal (*free of charge*)
- 2) Physical Welcome Pack to be delivered to your nearest MXM branch – RM18 processing fee.
- 3) Physical Welcome Pack to be delivered to your doorstep via courier – RM30 processing fee.

As a company with the Multimedia Super Corridor (MSC) Malaysia Status Holder and following our commitment for a go green initiative, it is indeed a strong reflection of our company's core values, vision, and mission in digitalising our services to provide a seamless experience for our customers.

Thank You.

Regards,

Team MediSavers



* This content is sent in English, Malay and Chinese language, in the event of any inconsistency, the English language version shall prevail.

26hb Januari 2022

ePek Aluan Keahlian MediSaversVIP Prime / Siri MediSaversVIP

Kepada Penasihat yang Dihargai,

Kami telah mengemaskini aplikasi MediSavers v3 untuk memberikan pengalaman yang lebih lancar kepada kedua-dua penasihat dan pelanggan kami. **Aplikasi MediSavers akan menyediakan eKad Keahlian bagi setiap permohonan dalam talian mahupun luar talian** supaya pelanggan dapat mengakses eKad Keahlian mereka pada bila-bila masa dan di mana sahaja. **Namun, sekiranya berlaku kecemasan dan ahli masih belum memuat turun Aplikasi MediSavers, ahli boleh mengemukakan Kad Pengenalan / pasport mereka sendiri kepada hospital untuk sebarang proses kemasukan.**

Dengan usaha digitalisasi berterusan MediSavers, **adalah dimaklumkan bahawa TIADA kad keahlian fizikal dan baucar saringan darah untuk Siri MediSaversVIP berkuatkuasa mulai 1 Julai 2022.**

Walau bagaimanapun, pelanggan MediSaversVIP Siri dan MediSaversVIP Prime yang ingin memiliki Pek Aluan Keahlian Fizikal (termasuk kad keahlian dan baucar pemeriksaan darah) boleh mendapatkannya melalui pilihan di bawah:

- 1) eKad Keahlian dan eBaucar boleh didapati dengan log masuk melalui Portal MediSavers (*percuma*)
- 2) Pek Aluan fizikal untuk dihantar ke cawangan MXM berdekatan anda – RM18 yuran pemprosesan.
- 3) Pek Aluan fizikal untuk dihantar ke lokasi anda melalui kurier – RM30 yuran pemprosesan.

Sebagai sebuah syarikat dengan Pemegang Status Koridor Raya Multimedia (MSC) Malaysia dan seiring dengan komitmen kami dalam inisiatif *Go Green*, ia sememangnya mencerminkan nilai teras, visi dan misi MediSavers dalam mendigitalisasi perkhidmatan kami untuk menyediakan pengalaman yang lebih lancar buat para pelanggan.

Terima kasih.

Yang benar,

Team MediSavers



*Dokumen ini dikeluarkan dalam Bahasa Inggeris, Bahasa Melayu dan Bahasa Cina. Sekiranya terdapat ketidakseragaman, versi Bahasa Inggeris akan dirujuk.

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2022 年 1 月 26 号

MediSaversVIP Prime / MediSaversVIP 系列 eWelcome Pack

至尊贵的顾问,

我们已经更新了 MediSavers App v3 最新版本, 这为顾问和客户们提供全新完善的用户体验。无论您的网络已是线上或离线情况之下, MediSavers App 都为每一位会员成功提供 e 会员卡, 并允许客户随时随地登录浏览自己的 e 会员卡。可是, 如果发生紧急情况且会员尚未下载 MediSavers 应用程序, 会员可以出示自己的身份证 (NRIC) / 护照给医院以便进行任何入院程序。

随着我们不断的数码化努力, 自 2022 年 7 月 1 日起 MediSaversVIP 系列将不再提供实体会员卡和血液筛查券。

因此, 关于 MediSaversVIP 系列与 MediSaversVIP Prime 配套的会员希望获取实体的会员卡 Welcome Pack (包括会员卡和血液筛查券) 可通过以下选项:

- 1) 可登录 MediSavers Portal 以获取 e 会员卡和 e 优惠券 (免费)。
- 2) 实体 Welcome Pack 将送到靠经您的 MXM 分行 – RM18 手续费。
- 3) 实体 Welcome Pack 将通过快递送到您家 – RM30 手续费。

身为一家拥有多媒体超级走廊 (MSC) 马来西亚身份持有者的公司, 并遵循我们对绿色倡议的承诺, 这确实强烈反映了本公司在数码化服务方面的核心价值观、愿景和使命, 并提供顾客一个完善的用户体验。

谢谢。

此致,

Team MediSavers



*此文件以英文, 马来文和中文发行, 如有任何不一致之处, 以英文版为准。

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* *Required Field*

Personal Details

* Membership ID : _____
 * Name as in NRIC / Passport : _____
 * Contact Number : _____
 Email Address : _____

Replacement Details

Please tick the appropriate box

* Reason for replacement : Lost (Replacement Fee will apply.)
 Never Received (MXM will only replace welcome pack free of charge if it is requested within 45 days from the date of welcome pack sent date.)
 Others : _____

Replacement Fee

* Request / Replacement Type : Welcome Pack to be delivered to your home via Courier (RM30.00)
 Mail out to my correspondence address
 New Address? We will assist to update database. Yes No

 Welcome Pack to be delivered to your nearest MXM branch (RM18.00)
 MXM HQ / Branch : _____

Cash / Cheque via Direct Bank-In (Full Payment only)

Bank	Account No.	
Maybank Berhad	014 178 220 256	Cheque is to be made payable to MXM International Sdn. Bhd. Note : Applicants are required to submit the original deposit slip with the application form.

Declaration

I hereby declare that :

- (i) The details provided in this form are true and correct.
- (ii) I understand that it is an offence to provide a false or misleading statement or document.
- (iii) I did not utilise the blood screening voucher prior to the replacement request.

Signature of applicant

Date : _____
Day / Month / Year

Office Use Only

Received by : _____
 Date : _____
 Receipt Number : _____
 Replacement issued by : _____