



**AIA Hong Kong, HKT and Gleneagles Hospital Hong Kong  
cross-industry collaboration launches Hong Kong's first hospital-supported  
telemedicine service in the insurance industry  
Customers can receive professional and quality medical care  
in the comfort of their homes**

**HONG KONG, December 2, 2020** – AIA Hong Kong, HKT (Stock Code: 6823) and Gleneagles Hospital Hong Kong (Gleneagles) – leaders in their respective industries – are joining hands to announce the launch of the first telemedicine service supported by a hospital in the insurance industry. In the comfort of their homes, users will be able to book appointments and receive video consultation services provided by Gleneagles via HKT's one-stop telemedicine platform DrGo, while prescribed medicine will be delivered to the users' designated addresses, usually within four hours. This allows users to receive quality, convenient and efficient professional medical consultation services with peace of mind, without the need to leave home during the pandemic. The service will be initially made available to AIA Hong Kong employees and financial planners, and extended to AIA Hong Kong customers next year.

This telemedicine service offers three major advantages:

1. **Safe and convenient** – With the DrGo app, users can receive one-stop telemedicine services provided by Gleneagles via video conferencing in the comfort of their homes or workplace, without having to physically visit a hospital or clinic, thus reducing the risk of infection. Furthermore, prescribed medicine will be delivered to the users' designated addresses, usually within four hours.
2. **Professional and comprehensive** – Users can book an appointment with an on-duty Gleneagles' doctor via the DrGo app and then consultation will take place at the scheduled time. Upon doctor's assessment, a referral for a specialist follow-up may be made. Users may also call Gleneagles' Specialist Outpatient Clinics for in-person consultation as necessary.
3. **Premium service** – This service will be available to AIA Hong Kong customers from next year, with pre-approval and cashless arrangement service for selected customers.\*

Mr. Ip Man Kit, Chief Operations Officer, AIA Hong Kong & Macau, said, "AIA Hong Kong has always been committed to harnessing new technologies to serve the needs of our customers. The COVID-19 pandemic has created a surge in demand for non-contact service modes, making the benefits of telemedicine even more pronounced. We are delighted to collaborate with HKT and Gleneagles, both leaders in their respective sectors, to provide our customers with an industry-leading telemedicine experience. This collaboration will combine our respective expertise to enable customers to enjoy comprehensive, one-stop care from medical consultation to follow-up treatment and claims, thus helping people live Healthier, Longer, Better Lives."

Mr. Ringo Ng, Managing Director of HKT's Consumer Group, said, "As a leading innovator in Hong Kong, HKT has pioneered the HealthTech platform DrGo offering convenient telemedicine services. We are pleased to bring Gleneagles' premium medical consultation services to customers of AIA Hong Kong through this partnership. HKT will continue to examine other opportunities in HealthTech and expand the scope to include services related to chronic diseases management, weight management, and mental health."

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Dr Kenneth Tsang, Chief Operating Officer of Gleneagles, said, “Gleneagles has been striving to offer innovative health care solutions to meet the changing needs of patients. Earlier on, we have launched virtual consultation service for patients of certain specialties, and now through this partnership with AIA Hong Kong and HKT, AIA Hong Kong customers will be able to enjoy high-quality, convenient and efficient teleconsultation service from our doctors anytime, anywhere. Especially under the current pandemic, enabling patients to receive medical care at home is a timely solution to their needs.”

For service registration, please download the DrGo App via [https://drgehkt.page.link/download\\_app](https://drgehkt.page.link/download_app). For more DrGo service details, please call service hotline at +852 2380 2323 or visit [www.drgo.com.hk](http://www.drgo.com.hk).

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\* To be eligible for the cashless arrangement service, customers must obtain pre-approval from AIA Hong Kong for the required medical expenses. If the related medical expenses exceed the maximum benefit limit or not covered by the medical plan, AIA Hong Kong will notify the customer of the amount difference by letter and provide the customer with the option of paying via PPS, ATM or by cheque.



Cross-industry collaboration among AIA Hong Kong, HKT and Gleneagles launches Hong Kong’s first telemedicine service supported by a hospital in the insurance industry. Users can receive quality online medical consultation services in the comfort of their homes. (From left to right) Dr. York Chow, Chief Medical Officer and Corporate Advisor, AIA Hong Kong & Macau, Mr. Ip Man Kit, Chief Technology and Operations Officer, AIA Hong Kong & Macau, Mr. Ringo Ng, Managing Director of HKT’s Consumer Group, and Dr. Kenneth Tsang, Chief Operating Officer of Gleneagles Hospital Hong Kong, attend the partnership signing ceremony.

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## **About AIA Hong Kong and AIA Macau**

AIA Hong Kong and AIA Macau are subsidiaries of AIA Group Limited. AIA Group Limited established its operations in Hong Kong in 1931. To date, we have over 19,800 AIA financial planners<sup>1</sup>, as well as an extensive network of brokerage and bancassurance partners. We serve over 3 million customers<sup>2</sup>, offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, mandatory provident fund, personal lines insurance to investment-linked products with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high net worth customers.

<sup>1</sup> as at October 2020

<sup>2</sup> AIA Hong Kong internal data includes Hong Kong and Macau's individual life, group insurance and pension customers (as at 31 March 2020)

## **About HKT**

HKT (SEHK: 6823) is Hong Kong's premier telecommunications service provider and a leading innovator. Its fixed-line, broadband, mobile communication and media entertainment services offer a unique quadruple-play experience. HKT meets the needs of the Hong Kong public and local and international businesses with a wide range of services including local telephony, local data and broadband, international telecommunications, mobile, media entertainment, enterprise solutions and other telecommunications businesses such as customer premises equipment sales, outsourcing, consulting and contact centers.

HKT is the first local mobile operator to launch a true 5G network in Hong Kong. Backed by its substantial holding of 5G spectrum across all bands and a robust and extensive fiber backhaul infrastructure, HKT is committed to providing comprehensive 5G network coverage across the city.

HKT delivers end-to-end integrated solutions employing emerging technologies such as 5G, cloud computing, Internet of Things (IoT) and artificial intelligence (AI) to accelerate the digital transformation of enterprises and contribute to Hong Kong's development into a smart city.

Riding on its massive loyal customer base, HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services. The ecosystem deepens HKT's relationship with its customers thereby enhancing customer retention and engagement.

For more information, please visit [www.hkt.com](http://www.hkt.com).

## **About DrGo**

DrGo is a brand new end-to-end app-based platform connecting users with Hong Kong registered doctors who will provide medical consultation services and advice via video consultation on mobile device. Any prescribed medicine will be delivered to the user's designated address. DrGo is the first HealthTech platform pioneered by HKT, offering convenient telemedicine services via on an end-to-end app-based platform developed and managed locally by HKT professionals. With HKT's advanced technologies, the entire consultation journey including service registration, appointment booking, video consultation and payment will take place with encryption, aiming at protecting users' privacy.

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DrGo users in Hong Kong can get access to a one-stop medical consultation via their mobile devices. They can speak to a doctor from their home or workplace without the need to making a physical visit or queuing at a hospital or clinic. Remote consultation provides sense of ease and convenience, which is particularly important at a time when social distancing is critical during the current pandemic.

## **About Gleneagles Hospital Hong Kong**

Located at Wong Chuk Hang on Hong Kong Island South, Gleneagles Hospital Hong Kong (Gleneagles) is a multi-specialty private hospital, providing 500 beds, cutting-edge medical technologies and a comprehensive range of clinical services spanning more than 35 specialties and subspecialties. As Hong Kong's top-notch private teaching hospital, Gleneagles also contributes to the training and development of healthcare professionals and advancement of clinical research.

Gleneagles is a joint venture between Parkway Pantai Limited and NWS Holdings Limited, with The University of Hong Kong as its exclusive clinical partner. Parkway Pantai is one of Asia's largest integrated private healthcare groups and the largest operating subsidiary of IHH Healthcare, one of the largest healthcare groups in the world by market capitalisation, operating more than 15,000 licensed beds across 80 hospitals in 10 countries worldwide.

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