

Doctor Please!

Global Teleconsultation by AXA Assistance

Providing instant access to medical care anytime, anywhere



CHUBB®



Global Teleconsultation

Doctor Please! is with you anytime, anywhere



24/7, Virtual Medical
Care via Telephone or
Mobile-app



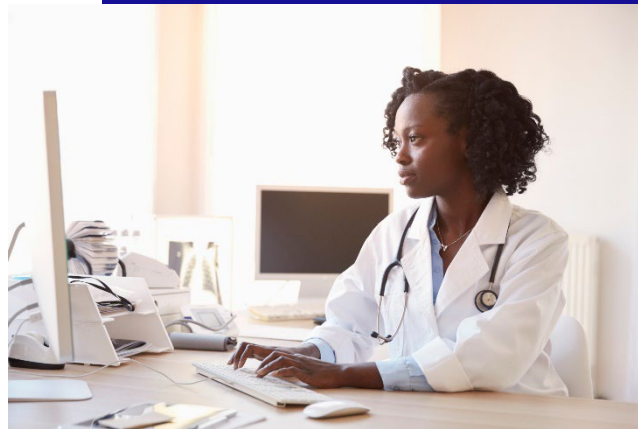
Prescriptions
managed globally



Licensed & Experienced
Doctors

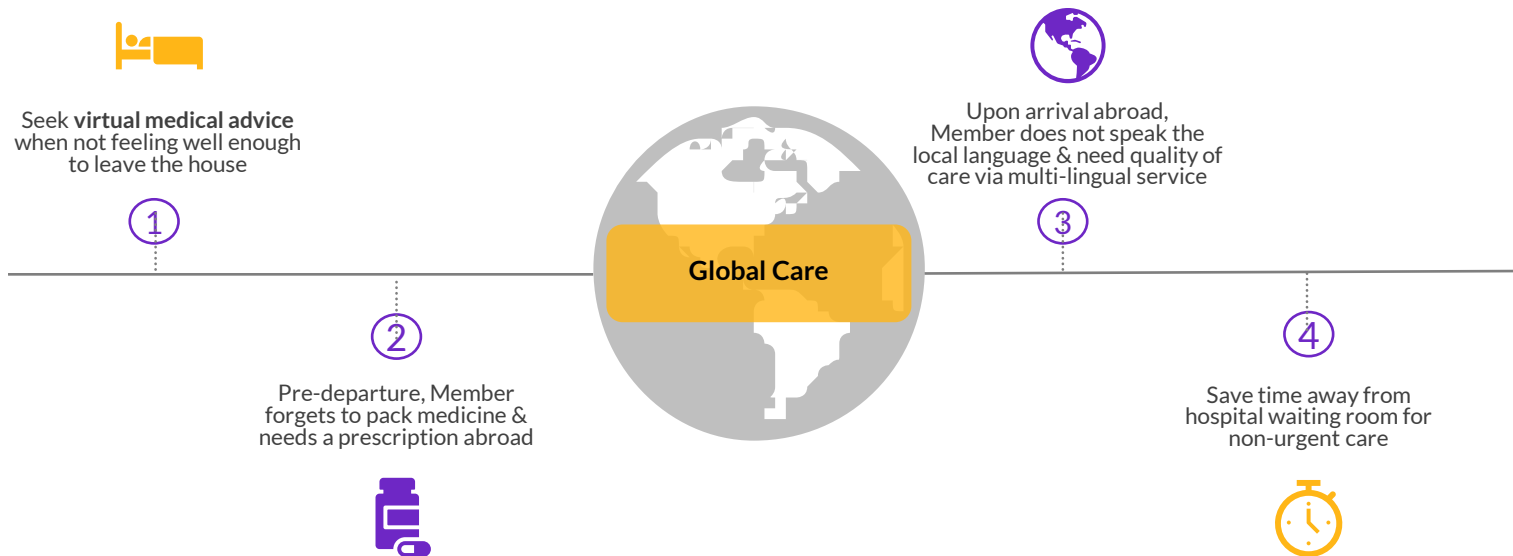


Multi-language
capabilities



Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

When to seek for Teleconsultation Service?



Teleconsultation is not an emergency medical response program. In the event of a medical emergency, contact your local emergency medical service. Teleconsultation services are for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions.

Doctor Please!

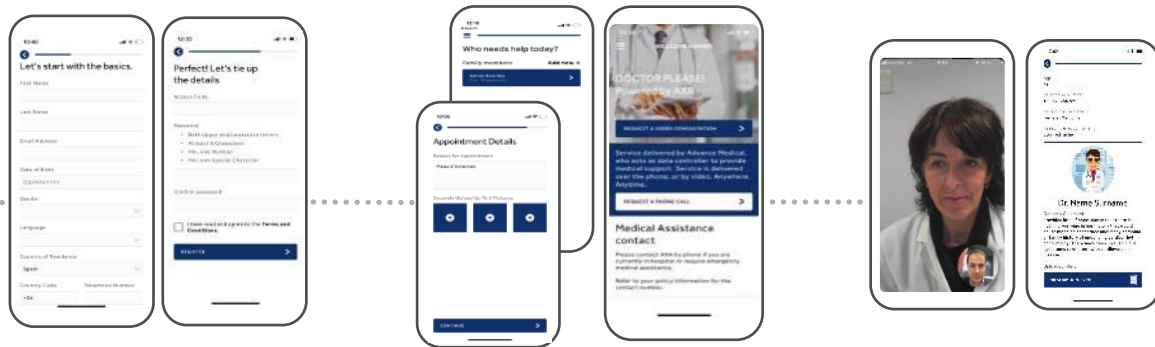
Key Features

- Secure connect patients traveling globally with expert providers accustomed to international cases
- Convenience of arranging an appointment within local time-zone and patient's own schedule
- Option to connect via telephone if patients don't have a smart phone, prefer not to download an app or have low-bandwidth while traveling
- Access to doctor's notes, referral to a specialist, & e-prescriptions
- App is available in English, Spanish, Portuguese & French



Teleconsultation services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services arranged through AXA Assistance and powered by a third-party teleconsultation provider, Advanced Medical.

Doctor Please! Mobile App Journey



1

- Download 'Doctor Please!'
- Register & enter access code

2

- Register with access code
- Enter Personal Details
- Member's account is valid for 180 days

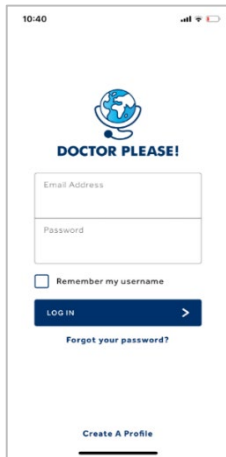
3

- Request a video or call back
- Receive an email with booking details

4

- Access to a MD via:
- Video (press 'start a video') or
- Phone (doctor calls you) and
- Access doctors' notes/prescriptions

Getting Started



10:40



DOCTOR PLEASE!

Email Address

Password

☐ Remember my username

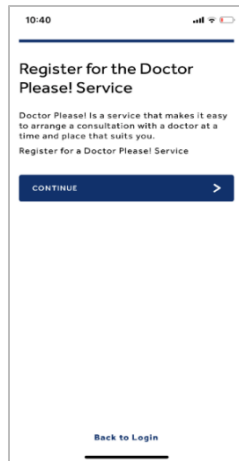
LOG IN

Forgot your password?

Create A Profile

1

To register, press
'Create a Profile'



10:40

Register for the Doctor Please! Service

Doctor Please! is a service that makes it easy to arrange a consultation with a doctor at a time and place that suits you.

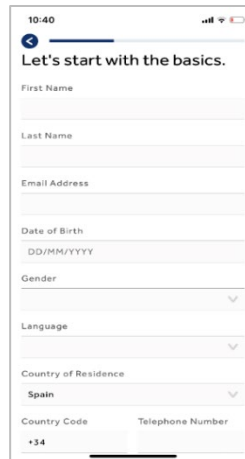
Register for a Doctor Please! Service

CONTINUE

Back to Login

2

Press 'Continue'



10:40

Let's start with the basics.

First Name

Last Name

Email Address

Date of Birth
DD/MM/YYYY

Gender

Language

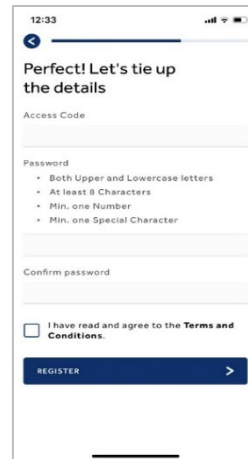
Country of Residence
Spain

Country Code
+34

Telephone Number

3

Enter in
Personal Information



12:33

Perfect! Let's tie up the details

Access Code

Password

- Both Upper and Lowercase letters
- At least 8 Characters
- Min. one Number
- Min. one Special Character

Confirm password

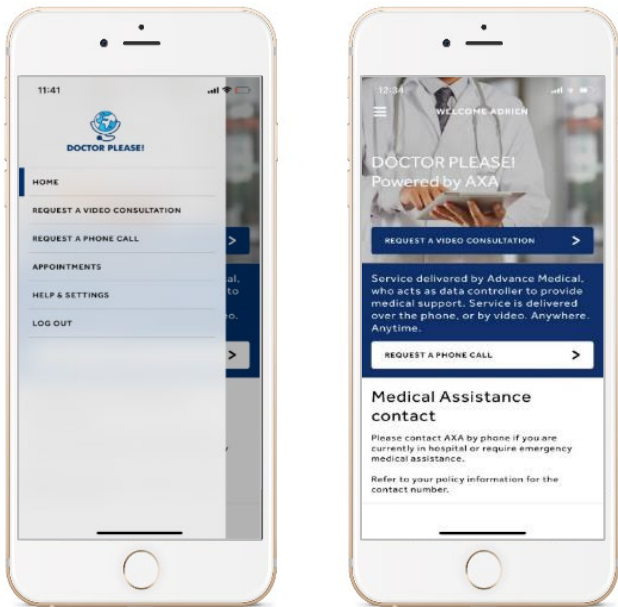
☐ I have read and agree to the **Terms and Conditions.**

REGISTER

4

Enter the Access Code
Create a password
Check terms & condition

Doctor Please! Home Screen



Request a Virtual Medical Visit via:

- Video Consultation, or
- Phone Call

Scheduled **Appointments** details available on the home screen and option to

- **Start Video Call**, or
- **Cancel the Appointment**

Requesting a Video Appointment

Scheduling an Appointment



12:10

Who needs help today?

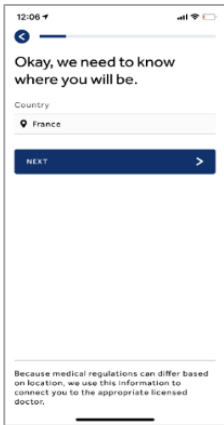
Family members **Add new +**

Adrien Bourdeau
You, 33 years old

>

1

Enter **Patient**
seeking a virtual visit



12:06

Okay, we need to know
where you will be.

Country
France

NEXT >

Because medical regulations can differ based
on location, we use this information to
connect you to the appropriate licensed
doctor.

2

Select the
Country of Location
where Patient is located



12:06

Appointment Details

Reason for Appointment
Maux d'estomac

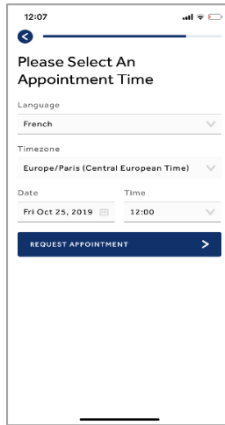
Securely Upload Up To 5 Pictures

+ + +

CONTINUE >

3

Enter **Reason for Visit**
Upload any photos that may
support diagnosis of condition



12:07

Please Select An
Appointment Time

Language
French

Timezone
Europe/Paris (Central European Time)

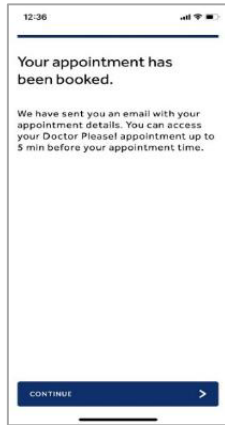
Date
Fri Oct 25, 2019

Time
12:00

REQUEST APPOINTMENT >

4

Schedule **Appointment**
Select preferred language & time
Press '**Request Appointment**'



12:36

Your appointment has
been booked.

We have sent you an email with your
appointment details. You can access
your Doctor Please! appointment up to
5 min before your appointment time.

CONTINUE >

5

Appointment Booked!
Press '**Continue**'

Requesting a Call Back

Scheduling a Call Back

12:10

Who needs help today?

Family members **Add new +**

Adrien Bourdeau
You, 33 years old

>

1

Enter **Patient**
seeking a virtual visit

12:06

Okay, we need to know where you will be.

Country

France

NEXT >

Because medical regulations can differ based on location, we use this information to connect you to the appropriate licensed doctor.

2

Select the
Country of Location
where Patient is located

12:11

Consultation Details

Reason for Appointment

Maux d'estomac

Securely Upload Up To 5 Pictures

+ + +

CONTINUE >

3

Enter **Reason for Visit**
Upload any photos that may
support diagnosis of condition

12:10

Request A Call Back

Please complete the details below and a doctor will call you back as soon as possible.

Type of Consultation

General Medicine

Language

French

Timezone

Europe/Paris (Central European Time)

Country Code Telephone Number

+33 662145823

CONTINUE >

4

Enter **Type of Consultation**,
preferred **language & time**,
the best **call back number**, &
Press 'Continue'

11:28

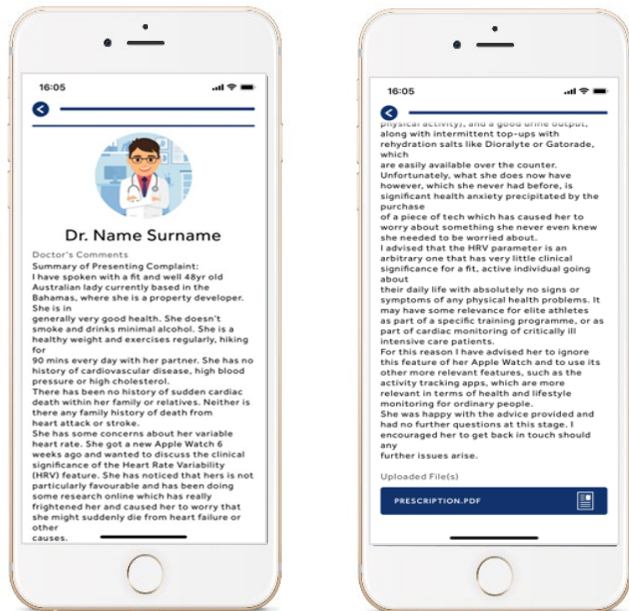
We have received your Call Back request.

CONTINUE >

5

Call Back Request Received!
Press 'Continue'

Medical Notes and Prescription



Doctor Notes are published within the patient's profile of the app for ease of access

Prescriptions¹ are provided in a PDF format through the app or sent to the nearest pharmacy.

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Thank you

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