

Media Alert



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Cigna Hong Kong Launches Telehealth Service Promotional Offer *New offer includes a one-time free virtual consultation with general practitioner and medication delivery*

HONG KONG – June 18, 2020 – Cigna Corporation’s (NYSE:CI) Hong Kong business today announced the launch of a new promotional offer for the Cigna Telehealth Service. The Cigna Telehealth Service provides a virtual consultation and medication delivery service accessed via the “DoctorNow” mobile application.

From today, Hongkongers can register for the Cigna Telehealth Service for just HK\$100 and enjoy their first virtual consultation with a general practitioner (GP) free of charge, with medication prescription and delivery included. The offer also comes with three months’ exclusive access to competitive rates for the health services available within the app.

According to the findings of the recently launched [Cigna COVID-19 Global Impact Study](#)¹, there is a growing appetite for virtual health in Hong Kong. 61% of Hong Kong respondents said they were likely to use virtual health if it is an option for consultation or diagnosis, compared to 45% in 2019. The most popular usage of virtual health in Hong Kong is for general practitioner appointments, with 57% of respondents said they would use e-health for these in future.

Mr. Andrew Pratt, Chief Transformation and Operations Officer, Cigna Hong Kong, says: “As a global health service leader, we are making healthcare more accessible using technology and aligning with people’s evolving needs. We understand from our survey that there is a wider acceptance of telemedicine in Hong Kong, and people may want to avoid visiting high-risk areas such as hospitals and clinics during the current time. In order to support the Hong Kong public even better during these challenging times, Cigna is launching this new promotional offer to open up a more convenient way to access medical care using virtual consultation technology.”

The Cigna Telehealth Service brings together doctors from across Hong Kong and puts them at your fingertips in a virtual clinic, which allows you to book and consult with your preferred doctor from the comfort of your home or office.

Using the “DoctorNow” app, you do not need to visit a clinic in person, thus avoiding lengthy waiting times and reducing the chances of infection at a crowded clinic. The service also offers specialist referral services, medication delivery and doctors’ certificates.

Click [here](#) for more information about Cigna Telehealth Service or download the DoctorNow app via the [AppStore](#) or [GooglePlay](#).

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1. Cigna COVID-19 Global Impact Study is part of Cigna's annual 360 Well-Being Survey. The research is the first in a new series of studies from Cigna to better understand the global impact of the COVID-19 pandemic on people's well-being in eight of Cigna's markets, including Hong Kong.
 2. The Offer includes 1) consultation fee, medication (except any special medicine) and delivery fee (citywide except outlying islands) from the first tele-consultation with a General Practitioner and 2) access to all in-app services with General Practitioner and Specialist consultation fees at dedicated prices for three months counting from date of registration.
 3. Charges not covered under the Offer will be borne by user and can be paid through credit card.
 4. To redeem the Offer, user needs to download a mobile application, DoctorNow (the "App"), provided by a third party service provider and complete relevant registration with the App. Cigna is not the owner or developer of the App, or the provider of relevant services, and so shall not be liable in any way whatsoever in relation to any aspects for the use and consequence of the service. The App and relevant services are provided by a third party service provider, subject to its terms and conditions, including but not limited to its working hours, applicable service fees and relevant restrictions. Please read through the terms before use. Any enquiries, disputes or complaints arisen from uses or services of the app shall be directly handled with the service provider.
 5. Cigna reserves the right to amend these Terms and Conditions and may withdraw or discontinue this promotion without prior notice. In case of any disputes, Cigna's decision shall be final.

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About Cigna Worldwide Life Insurance Company Limited and Cigna Worldwide General Insurance Company Limited (Cigna Hong Kong)

Since 1933, Cigna Hong Kong has been offering insurance solutions at the right place and the right time, providing advice to customers throughout the different stages of their life journeys. Cigna delivers comprehensive health and wellness solutions to employers, employees and individual customers. Leveraging an extensive global healthcare network, Cigna provides group medical benefits that are suitable for international companies with a worldwide workforce, but also offers tailored and packaged group medical insurance plans to local small and medium-sized enterprises that fit specific needs of the company and its employees. For individual customers, Cigna offers a full suite of health insurance products that caters to consumers' diverse needs. For more details, please visit www.cigna.com.hk.

About Doctor Now Limited (DoctorNow Group)

DoctorNow Group was started in 2016 by a group of medical professionals from Hong Kong who have in-depth knowledge of medical field and extensive network with various healthcare professionals and providers. With a deeply rooted foundation in Hong Kong, DoctorNow aims to promote medical innovation and reform with designated services for different community groups. DoctorNow also utilizes telemedicine technology to provide convenient and quality healthcare solutions on demand, with an aim to change the way healthcare is delivered as well as to give both medical professionals and patients an alternative to conventional medical practice.