

## Cigna Telehealth Service Terms and Conditions for redemption via SHOP with Cathay

1. Cigna Telehealth Service (the “Service”) is applicable for users who satisfy the following criteria (an “Eligible Registrant”):
  - i. is aged 18 or above; and
  - ii. holds a valid Hong Kong Identity Card (“HKID”)
2. The Service can be purchased or redeemed via [SHOP with Cathay](#) (the “Redemption”) owned by Cathay Pacific Airways Limited (“CPA”). A unique promotion code will be provided via the Redemption and is required for registering for the Service via the [Cigna Health Passport registration page](#) (“Registration”). Eligible Registrants can enjoy the Service only after successful Registration.
3. The Service offers different service periods (“Subscription”) for Redemption. For details, please refer to [SHOP with Cathay](#).
4. If you are an existing policy holder of a Cigna Cathay Premier Health Plan or a registered user of Cigna Telehealth Service, you will not be able to register for the Service using the promotion code obtained from the Redemption. Existing policy holders of Cigna Cathay Premier Health Plan can refer to [here](#) to register for the Service if you have not registered.
5. The promotion code is only valid for Registration within the designated period stated in SHOP with Cathay, or it will be forfeited.
6. The promotion code can be used once only. It cannot be refunded or exchanged into cash.
7. During the Registration, Eligible Registrant must download and complete the installation of MyCigna HK App according to the instructions provided therein to enjoy the Service.
8. Each Eligible Registrant can only be registered under one Subscription.
9. The Service is effective once the Registration is completed until the last date of the Subscription (“Effective Period”). No additional payment is required to enjoy the Service during the Effective Period. To continue to enjoy the Service after the Effective Period, Eligible Registrant can make a new Redemption via [SHOP with Cathay](#), and register for the Service with the new unique promotion code.
10. The Service is arranged by Cigna Worldwide General Insurance Company Limited (“Cigna Healthcare”), and provided and administered by Teladoc Health International S.A. (“Teladoc Health”). The use of the Service is subject to Cigna Healthcare's and Teladoc Health's respective terms and conditions. For details of Teladoc Health's terms and conditions, please click [here](#). Cigna Healthcare reserves the right to change the service provider from time to time.
11. Cigna Healthcare is not the service provider, and is not responsible in any form for the service or the results of using the service (including but not limited to the quality and supply of the service).

12. Personal data, including HKID, name, gender, birth date, country of residence, nationality, email address and contact number is required to be provided for registration. Cigna Healthcare will not pass any personal data collected from the Service to any third parties (except TeladocHealth).
13. By registering for the Service, the participants are deemed to accept all these Terms and Conditions.
14. The Service does not cover the symptoms which are classified as high risk, please visit [here](#) for details.
15. The Service is not suitable for person(s) with symptoms requiring immediate medical assistance. If you require emergency medical assistance or have been experiencing symptoms that would require immediate medical attention, please contact your in-country emergency service or hospital.
16. Eligible Registrants who are aged 18 or above can register for the Service as main account holders. Each account holder is entitled to add up to 3 dependants who are aged below 18 to enjoy the Service under the same account.
17. The parent or legal guardian is required to join the consultation of the dependants under the age of 18.
18. If the doctor deems it necessary and appropriate based on his/her professional judgement after the consultation, the doctor may issue medical certificates (e.g. Sick Leave Certificate) and/or referral letter and/or prescription via email in digital format only.
19. The Service does not include medications and medications delivery.
20. The Service is available in various regions globally. Please check the region list in MyCigna HK App for details.
21. The Service is available Hong Kong time 8am –10pm from Monday to Sunday (excluding public holidays).
22. The Service is subject to the regulatory requirements of licensed physician providing the Service in the location of both the licensed physician and users.
23. The Service is subject to Teladoc Health's operating hours and availability of doctors.
24. Cigna Healthcare reserves the right to amend these Terms and Conditions and may withdraw or discontinue the Service at any time without prior notice. In case of any objections or disputes, Cigna Healthcare's decision shall be final.
25. In case of discrepancy between the English and Chinese versions, the English version shall prevail.