



HKT, FWD Insurance and Union Medical Healthcare provide free telemedicine service to underprivileged families

HONG KONG, December 16, 2020 – HKT (Stock Code: 6823), FWD Insurance (FWD) and Union Medical Healthcare (Stock Code: 2138) will offer free DrGo telemedicine service to 400 underprivileged families serviced by Hong Kong Caritas Youth and Community Service. The offer includes video consultation provided by UMH, up to three days' supply of standard medication prescribed by a general medical practitioner and one-time delivery. Through this initiative, the three partners hope to show the beneficiaries love and care amid the ongoing pandemic.

HKT's one-stop telemedicine platform DrGo connects users with registered Hong Kong doctors who will provide medical advice via video consultation. Prescribed medicine will be delivered to the user's designated address, usually within four hours. Users can speak to a doctor from their home or workplace without the need to visit a hospital or clinic. Remote medical consultation affords a sense of ease and convenience, which is particularly desirable at a time when social distancing should be maintained.

Hong Kong Caritas Youth and Community Service operates over 30 service centers across Hong Kong. The 400 beneficiary families will be mainly those living in subdivided flats and/or remote areas.

Mr. Charlie Chan Wai-Leung, Head of the Youth and Community Service cum Community Development Service of Hong Kong Caritas, said, "This programme can meet the medical needs of hundreds of low-income families. Telemedicine can reduce their need to go out and hence the risk of getting infected during the pandemic. Such services can also encourage those who are reluctant to visit a clinic to seek medical assistance."

Mr. Ringo Ng, Managing Director of HKT's Consumer Group, said, "HKT is committed to fulfilling its corporate social responsibilities. Together with FWD and UMH, the company is leveraging HealthTech to provide a safe and convenient one-stop telemedicine platform DrGo to underprivileged families during the pandemic. We are pleased to have UMH as DrGo's first clinic chain partner, offering general practice telemedicine services, and we are proposing to expand the service scope to include different specialties, chronic disease management and weight management. We also look forward to further working with FWD by offering DrGo telemedicine services to their customers. In addition, DrGo will soon launch an online health store to serve the public, the details of which will be announced in due course."

Mr. Ken Lau, FWD Managing Director of Greater China and Hong Kong Chief Executive Officer, said, "FWD has been committed to changing the way people feel about insurance by different means including digital technology. In response to the pandemic, we introduced DrGo, the newly-launched telemedicine service, to our Hong Kong staff and tied agents earlier in September. With positive feedback received, we are now extending this quality telemedicine service in collaboration with HKT and Union Medical Healthcare Limited to not only our customers, but also more importantly to a charity and the needy, fulfilling our goal of providing comprehensive protection and coverage to the general public."

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Dr. Julie Chow, Managing Director of Union Medical Healthcare Limited, said, “Covid-19 is contributing to the need for telemedicine services. With the help of technology, symptoms could be diagnosed as soon as possible and medical treatment provided in a timely manner. It is hoped that UMH could offer an even higher quality of telemedicine service with DrGo, for instance, by including specialist consultation service for chronic disease patients. Hopefully, this telemedicine service could become a pioneer in the industry to benefit the public.”

Mr. Gemini Wong, Executive Director and Digital Chief Executive Officer of Union Medical Healthcare Limited, said, “Being one of the leaders in Hong Kong’s healthcare industry, we are committed to investing in medical technology to enhance treatment effectiveness and ensure a customer-oriented experience. DrGo and we share the same development directions for telemedicine services. We hope that through this cooperation, patients will receive more effective and appropriate medical treatment. After systemizing the medical histories of patients, the interoperability of their records would be enhanced. This would allow us to optimize our services and promote accuracy. In the future, we will establish specialist clinics with state-of-the-art equipment to bring more accurate and effective medical services to our customers.”

For service registration, please download the DrGo app at http://drgohkt.page.link/download_app. For more DrGo service details, please call service hotline at +852 2380 2323 or visit www.drqo.com.hk.



(From left to right) Mr. Ringo Ng, Managing Director of HKT’s Consumer Group, Mr. Ken Lau, FWD Managing Director of Greater China and Hong Kong Chief Executive Officer, Mr. Gemini Wong, Executive Director and Digital Chief Executive Officer of Union Medical Healthcare Limited, and Dr. Julie Chow, Managing Director of Union Medical Healthcare Limited, jointly announce the provision of free telemedicine service on the DrGo platform to 400 underprivileged families.

About HKT

HKT (SEHK: 6823) HKT 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 with differentiated value-added services. 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.

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.

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 FWD Hong Kong & Macau

FWD Hong Kong & Macau is part of the FWD Group, the insurance business of investment group, Pacific Century Group. FWD Group spans Hong Kong & Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan and Malaysia.

FWD Hong Kong has been assigned strong financial strength ratings by international rating agencies. It offers life and medical insurance, general insurance, employee benefits, and financial planning. FWD Macau provides a suite of life and medical insurance.

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By creating fresh customer experiences with easy-to-understand products supported by digital technology, FWD aims to become a leading pan-Asian insurer that changes the way people feel about insurance.

For more information about FWD Hong Kong & Macau please visit WWW.FWD.COM.HK and WWW.FWD.COM.MO.

About Union Medical Healthcare Limited

Union Medical Healthcare is Hong Kong's largest non-hospital medical service provider*, leveraging its core businesses of preventive and precision medicine, and committed to developing medical artificial intelligence by integrating its multi-disciplinary medical services. The move, which is supported by the Group's high-end branding and quality customer services, is aimed at offering customers safe and effective medical services with professionalism.

The Group principally engages in the provision of one-stop medical and health care services in Greater China. The Group provides a full range of services and products under its well-known brands, including those of its one-stop aesthetic medical solutions provider DR REBORN which has ranked first in Hong Kong by sales for years, primary care clinics jointly established with Tencent Doctorwork, chiropractic services centre SPINE Central, health management centre re:HEALTH, a vaccine centre Hong Kong Professional Vaccine HKPV, a comprehensive dental centre UMH DENTAL CARE, a diagnostic and imaging centre HKAI, an oncology treatment centre reVIVE, a day procedure centre HKMED, a specialty clinic SPECIALISTS CENTRAL, Hong Kong International Cardiology Center and a professional hair care center HAIR FOREST.

* Remark: According to research conducted by Frost and Sullivan based on the revenue of medical service providers in 2018 and 2019.

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