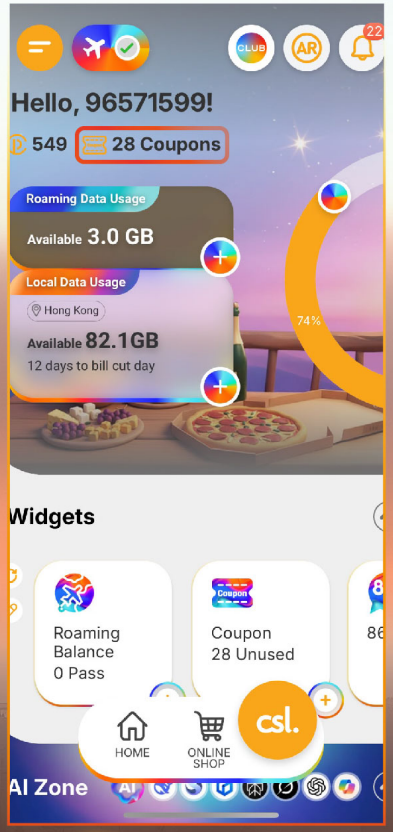
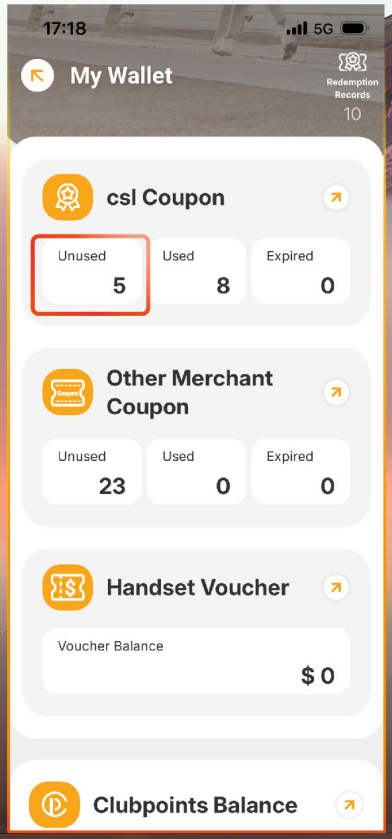
DrGo One Wellness and Free Club Care Annual GlobalTravel Insurance Registration Flow*

1



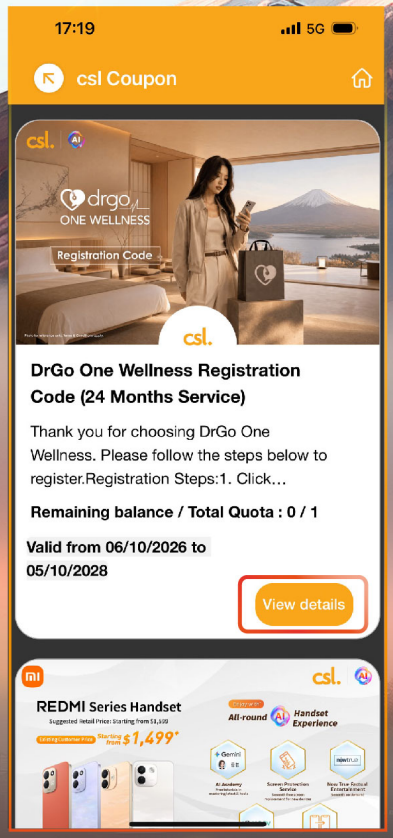
Click “Coupon” in csl app

2



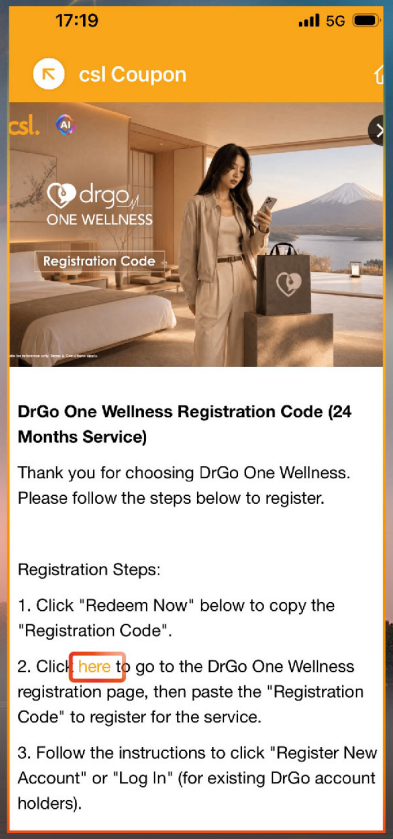
Click “csl Coupon” in My Wallet

3



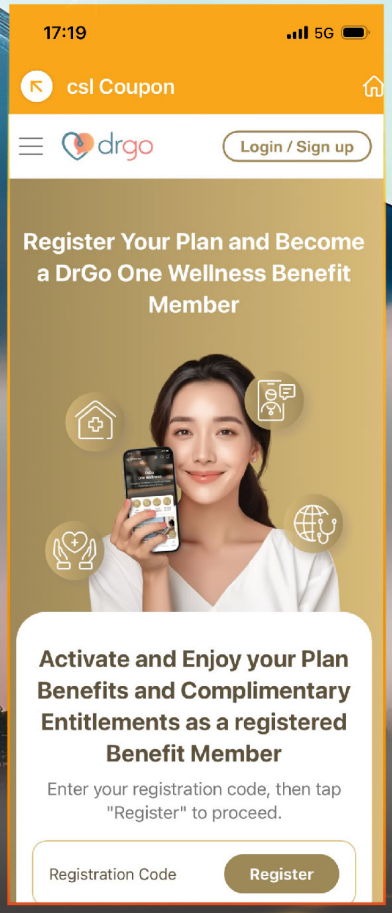
Click “View Details” in “DrGo One Wellness” coupon

4



Click “Redeem” to obtain the registration code

5



Paste registration code, follow instructions to register DrGo service

A member of the HKT Group

Images are for reference only. Terms and Conditions apply.DrGo One Wellness ($48 VAS) Plan (the “Plan”) as an add-on value-added service, is a membership programme managed by eSmartHealth Limited (a member of the HKT group of companies) (“eSmartHealth” or “DrGo”), subject to relevant terms and conditions of DrGo One Wellness Programme, One Wellness Plan, and the relevant Benefit(s) and Free Entitlement(s). For details, please see One Wellness Webpage (https://drgo.com.hk/en/onewellness). CSL Mobile Limited (“CSL”) is not the prodvider of the Plan. eSmartHealth is not the provider of any of the Benefits or Free Entitlements under the Plan. eSmartHealth makes no representation or guarantee to any aspect of any of the Benefits or Free Entitlements which are not provided by eSmartHealth (including but not limited to their quality) and shall not in any way be liable to any matters in relation thereto. The“Club Care Annual GlobalTravel Insurance (the “Protection Plan”) is arranged and brought to eligible benefit members and arranged directly by Club Care, subject to the relevant terms and conditions of Club Care. The actual coverage period of Protection Plan is subject to the insured person being a valid benefit member of DrGo One Wellness. If the insured person’s One Wellness expires or is terminated for any reason, the coverage period under the Protection Plan will immediately cease. The Protection Plan is underwritten and provided by MSIG Insurance (Hong Kong) Limited (“MSIG”) and is distributed and arranged by Club Care. Club Care is a service brand operated by HKT Financial Services (IA) Limited (“HKTIA”). HKTIA, being a registered licensed insurance agency under the Insurance Authority of Hong Kong (Licence No.: FA2474), acts as an appointed licensed insurance agency for MSIG to distribute and arrange certain insurance products and services. For enquiries in relation to the Protection Plan or any insurance-related matters, please call Club Care Customer Service Hotline at 2888 2228 directly. eSmartHealth Limited, CSL and all its affiliates (other than HKTIA) are not arranging for any contract of insurance or carrying on any regulated activities (as defined under the Insurance Ordinance) in connection with DrGo One Wellness, the One Wellness Plan, the Protection Plan and any insurance related products or services. eSmartHealth, CSL and all affiliates of such entities (other than HKTIA) are not the supplier, distributor or provider of the Protection Plan, any insurance related products or services, do not represent Club Care/HKTIA or MSIG, make no representations and warranties and accept no liability for any matters arising from, or in relation to, the same.

CLUB | CARE

DrGo One Wellness –
Free Club Care Annual Global Travel Insurance Claim Flow

The insured person must notify MSIG in writing as soon as possible and in any case within 30 days from the date of the event giving rise to a claim or potential claim.
When submitting a claim, the following documents and information are required:

a) A screenshot of the DrGo One Wellness membership record in the DrGo App showing:
   1. Full name of the Benefit Member (i.e. the insured person, subject to meeting all eligibility requirements);
   2. DrGo Registration Code; and
   3. Latest update date (which must be within 30 days from the date of the event giving rise to the claim);

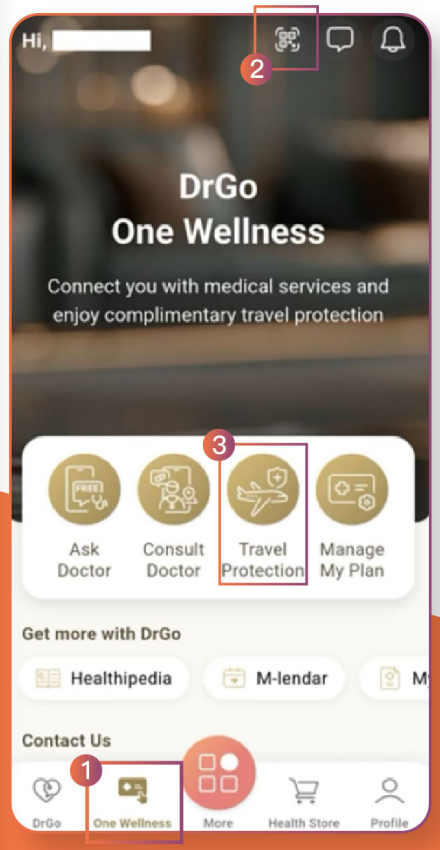
b) Policy Number: 91010149;

c) Copy of Hong Kong Identity Card; and

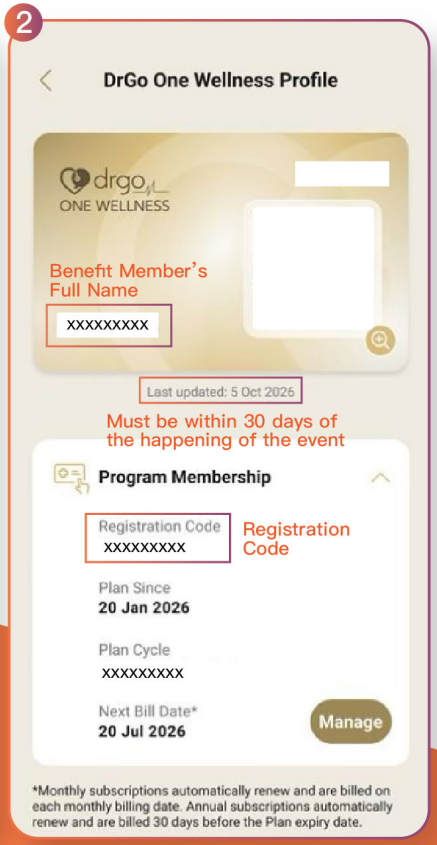
d) Any other supporting documents required under the claims procedures of MSIG Insurance (Hong Kong) Limited ("MSIG"), including but not limited to proof of relationship where Family Plan coverage applies.

Insured Person must also tell MSIG if he/she knows of any writ, summons or prosecution against him/her–self and immediately send MSIG every letter or document which relates to a claim.

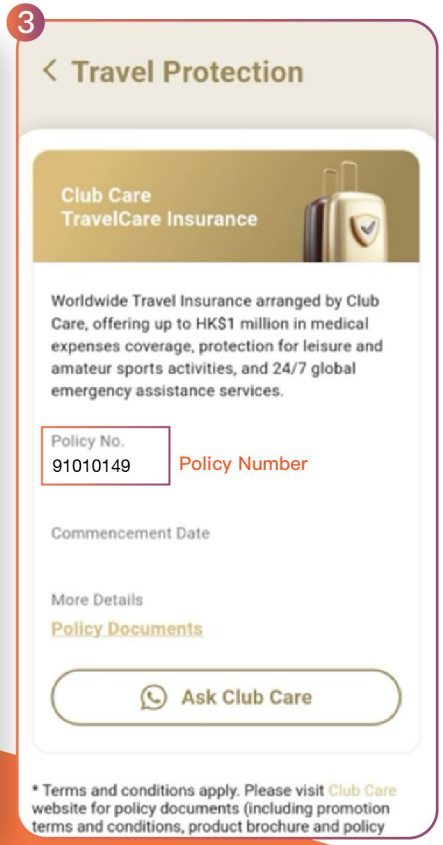
For travel insurance claims, please visit:
https://forms.msig.com.hk/Forms/ClaimTravel
For enquiries, please contact Club Care Customer Service Hotline at +852 2888 2228 (Monday to Friday, 9:00 a.m. to 6:00 p.m., excluding public holidays).



DrGo App



DrGo App



DrGo App