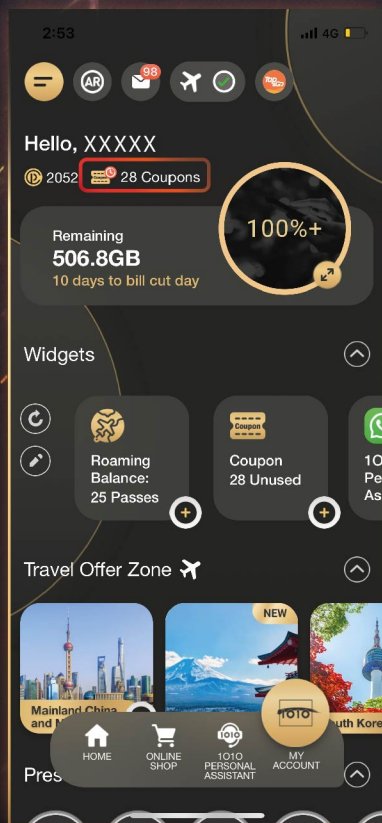


1010



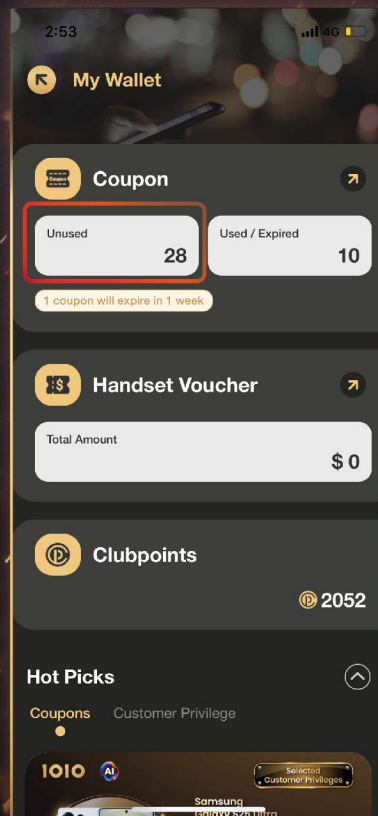
Club Care Annual TravelCare Insurance* redemption flow

1



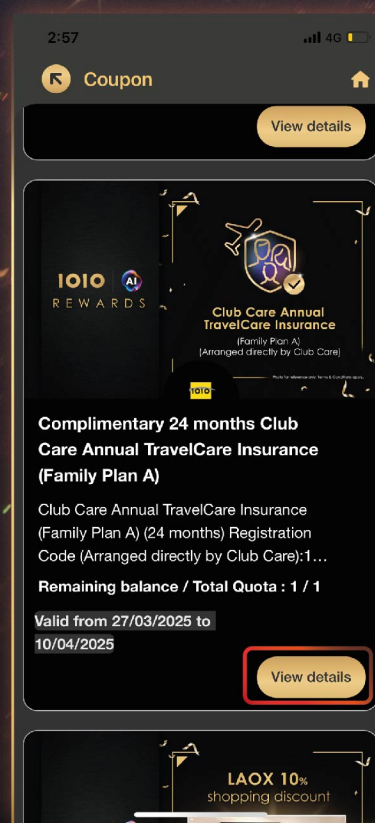
» Select "Coupons" in the 1010 app

2



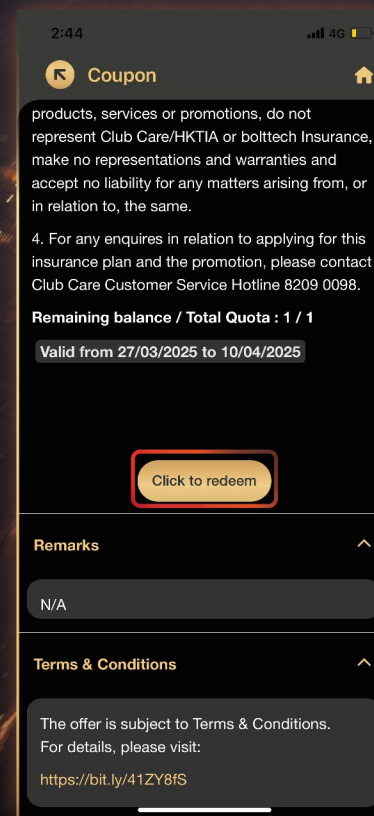
» Select "Unused" coupon

3



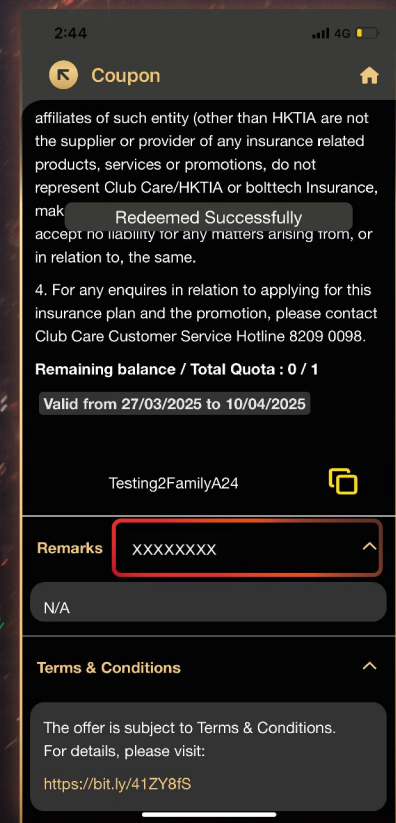
» Click "View Details" in the bottom right-hand corner of the related coupon

4



» Select "Click to redeem" to get the redemption code

5



» Code successfully redeemed, no registration required

Be distinctive.

Images are for reference only. Terms & Conditions apply. *The complimentary Club Care Annual TravelCare Insurance Plan ("Protection Plan") for select customers and the promotion is arranged and brought to you directly by Club Care (operated by HKT Financial Services (IA) Limited ("HKTIA") with Licensed Insurance Agency Licence No: FA2474). The Protection Plan is underwritten and provided by bolttech Insurance (Hong Kong) Company Limited and is distributed and arranged by Club Care, CSL Mobile Limited and all other affiliates of the entity (other than HKTIA) is not arranging for any contract of insurance or carrying on any regulated activities (as defined under the Insurance Ordinance) in connection with this promotion and the Protection Plan. Terms & Conditions apply. For enquiries about the Promotion and Protection Plan, please call Customer Service Hotline of Club Care at 8209 0098 directly. The product information is provided by bolttech Insurance. The product information gives only an outline of the terms and conditions of the insurance cover and does not contain full terms and exclusions of the Protection Plan. Any information given herein is subject to the precise terms and conditions. For full terms and conditions, details, risk disclosures and exclusions of the Protection Plan, please refer to the policy provisions, the product brochure, and the related terms and conditions ("Policy Documents") which shall prevail in case of inconsistency.



A member of the HKT Group

Complimentary Club Care Annual TravelCare Insurance

(Applicable to eligible 1010 / csl / Club Sim / Netvigator / Now TV / HKT Home Phone customers)

Claim Procedure

1. Download the claim form and review the required documents for the claim event.

Visit the bolttech Insurance claims website at <https://bolttechinsurance.hk/en/claims/> and submit the completed claim form and supporting documents according to the instructions.

Make a claim

1. Please select the product

Travel Insurance

MyTravel (Policy No.: PL-TMT-XXXXXXX)

Submit online

[bolttech online claims](#)

Submit offline

Select the type of claim to submit offline

Medical expenses

Loss of personal money

Loss of travel documents

Travel/Baggage Delay

Photo for reference only.

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Complimentary Club Care Annual TravelCare Insurance

(Applicable to eligible 1010 / csl / Club Sim / Netvigator / Now TV / HKT Home Phone customers)

Claim Procedure

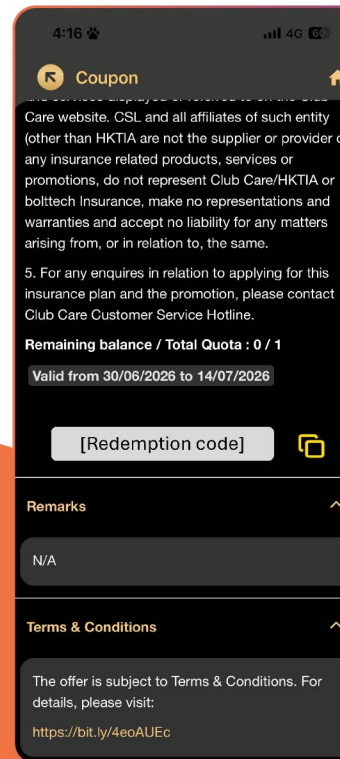
2. 1010 / csl / Netvigator / Now TV / HKT Home Phone customers are required to submit additional supporting documents to verify their claim eligibility

A. Copy of HKID



B. A screenshot showing your Club Care redemption code with effective date within the app

(1010/csl/My HKT app > My Wallet > Coupon)



Applicable on 1010 / csl customers only

C. A screenshot showing your mobile phone number within the app

(1010/csl app > Main menu on top left corner)

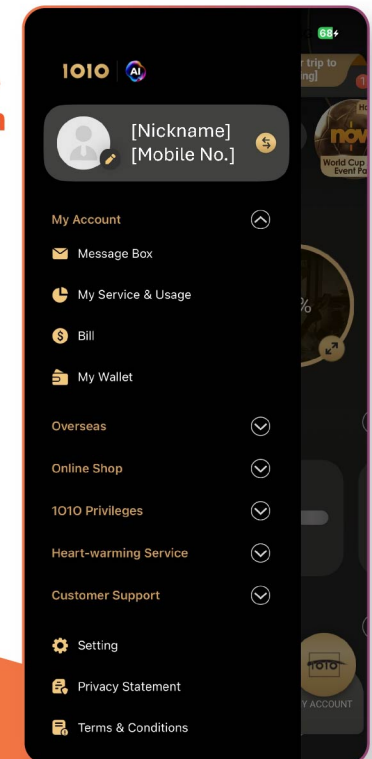


Photo for reference only. The above screenshot is only shown using a 1010 customer as an example. The image is for reference only. The actual format shall be subject to the latest version.

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Complimentary Club Care Annual TravelCare Insurance

(Applicable to eligible 1010 / csl / Club Sim / Netvigator / Now TV / HKT Home Phone customers)

Claim Procedure

2. 1010 / csl / Netvigator / Now TV / HKT Home Phone customers are required to submit additional supporting documents to verify their claim eligibility

D. Application Form

(I) Name of the service subscriber, mobile phone number (applicable to 1010 or csl customers) / service installation address (applicable to Netvigator, Now TV or HKT Home Phone customers), and the effective date of the designated service plan.

(II) Entitlement record of Complimentary Club Care Annual TravelCare Insurance

CONFIDENTIAL

Application No. [REDACTED]

[Customer Copy]

1010 Mobile Services Agreement Application

Things to know before you buy:

- Your Application and VAS Package Menu and Service Guide explain the mobile service, value added services or optional services you have subscribed to the "Service" and any applicable charges including your monthly charges, service fee, usage based charge (such as IDD and international roaming, top-up data packages) as well as Administration Fee (if applicable), and the entities responsible for providing those Services. Additional information about your Service and the address of our stores can be found on our website at www.1010.com.hk or our customer hotline at 2888 1010.
- The Mobile Service provided under your plan is a 4.5G or 5G service (if applicable, and depending on the service plan you subscribe to). In areas outside of our 4.5G or 5G coverage, you will be provided with an alternative available service which may be 3G or 4G Mobile Service. Actual speeds of Mobile Data and csl Wi-Fi service are considerably less than the respective network specifications and will be affected by your device, and many other factors outlined in your contract.
- Your Commitment Period (if any) will be described in your Application. You can terminate the service by giving us at least 30 days' prior notice. If you do so before the expiry of the Commitment Period, then you will need to pay the early termination charges described in the Application, and we may charge you for the full value of the premiums you received. We may amend or terminate the contract at anytime, but if it causes your material disadvantage or if it results in an increase in your monthly charges you have a right to terminate the Mobile Service without incurring any early termination charges.

SECTION A: CUSTOMER DETAILS (**Mandatory)

Customer Type:	Existing customer (Brand migration)
Full Name:	Family Name: [REDACTED] Given Name: [REDACTED]
Date of Birth:	DD/MM/YYYY [REDACTED]
Passport:	[REDACTED]
Contact Mobile Number (mandatory for Data Service Plan):	[REDACTED]
Other Contact Number (Residential / Office):	[REDACTED]
Email Address (Mandatory if opts for e-bill):	[REDACTED]

CONFIDENTIAL

Application No. [REDACTED]

[Customer Copy]

SUB-SECTION II: ADDITIONAL/OPTIONAL VALUE-ADDED SERVICES

	Monthly Rate
(A) Additional VAS Features for Service Plan: - IDD001 free of charge for 100 minutes - Via Premium Lite - Plan Fee: Free - Free Via Premium Lite will be terminated upon with designated monthly plan contract end - Terms & Conditions apply, please visit 1010: https://www.1010.com.hk/viu or csl: https://www.hkcs.com/en/viu-paid-service/ - Call Filtering Service - Plan Fee: Free - WeChat Unlimited Data Package - Plan Fee: Free	
Club Care Annual TravelCare Insurance (Individual Plan A) (36-month) Redemption Code - The coupon containing the redemption code you are eligible for upon subscribing to this designated service plan will be deposited in your e-wallet in 1010 app upon service activation. - Club Care Annual TravelCare Insurance (Individual Plan A) (36-month) Redemption Code (Arranged directly by Club Care) 1. Your Protection Plan will take effect on the designated service plan's commencement date, provided that all of the eligibility criteria set out in relevant terms and conditions of Club Care are satisfied. No registration required. Product Brochure, Policy Provisions and Claim Procedure are available on https://www.hktia.com.hk/en/individual/travel/annual-travelcare-insurance [BUs will update the content accordingly] 2. Club Care Annual TravelCare Insurance ("Protection Plan") is provided and underwritten by Bolttech Insurance (Hong Kong) Company Limited and is distributed and arranged by Club Care (operated by HKT Financial Services (IA) Limited with Licensed Insurance Agency License No.: FA2474). The complimentary Protection Plan promotion is arranged and brought to you directly by Club Care. T&Cs apply. For details, please refer to the T&Cs link in the designated coupons section of the 1010 app.	

Photo for reference only.

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