



SHANGHAI SINGAPORE HONG KONG

NEWSLETTER

MAY 2006

ASSISTANCE ONLINE: SOME CHANGES

24H/24H OPS CENTER

For any request, contact our ops coordinators to the new following numbers:

Tel: +86 21 61049500

Fax: +86 21 61049484

Golden Eagle Edifice,
Bldg B, 20/F
1518 Minsheng Road,
Pudong District,
200135 Shanghai,
PR China

AVIAN FLU PREVENTION

Assistance Online China Ltd has signed an agreement with a French Manufacturer who produce mask and gloves in China. Through this agreement, we can supply stock of masks and gloves within 24 hours to companies in China who are concerned about avian flu pandemic disaster. N95 mask, recommended by WHO or more specific disposable respirators are available.

For further information contact us at

info@assistance-online.com.cn



Since January 2006, Assistance Alliance International Online Singapore became ASSISTANCE ONLINE PTE LTD SINGAPORE. With this new structure, its representative office in Shanghai has been cancelled and since April 2006 became a foreign investment company in China.

Due to the extension of the operations center, we have recruited new collaborators in order to provide high level of service in multiple languages (French, English, Spanish, Mandarin, Cantonese and other Chinese dialects) including 2 new managers.



On April 2006, we have started to offer our services in Singapore in order to response to our clients.

We have decided to focus on a **cost contain-**



In Hong Kong, Assistance Online has extended its network of Hospital and clinic providers. We have now access to all major private hospitals in Hong Kong and an agreement has been signed with 2 majors private healthcare groups in order to pro-

Mrs Penny Mee has joined us as Network Manager. Registered nurse from Singapore, she has worked at Mount Elizabeth Hospital as ER nurse and for the last 4 years she was coordinator at the Medical Referral Centre of Parkway group. With Assistance Online, she is in charge with our provider network in the different countries where we provide assistance services

Mrs Agnes Herman has also joined us as OPS Manager. Expatriated since 1994 in Asia, she has worked with Canossa Hospital in HK and Beijing United Family Hospital in Beijing as insurance desk coordinator. With Assistance Online, she is now in charge of the Operations Department

ment program as we can offer rebate in many private specialized clinics and major private hospitals in Singapore such as Parkway group, Raffles Group and the two public groups, National Healthcare and SingHealth.

We also have agreement with over 45 clinics in Singapore including the Changi Int'l airport clinic and 10 major hospitals.

Penny, our Network Manager, is in charge of this program.

vide full services with private primary care and dental clinics in Kowloon, the New territories and Hong Kong island including direct access to Hong Kong Int'l airport clinic.

We have recently set up an emergency response center in Hong Kong with a team of registered nurses and doctors in partnership with the only one private ambulance company in Hong Kong to facilitate transfer in Hong Kong.



ASSISTANCE ONLINE CHINA LTD is now located in Pudong in the High Tech district next to the Century Park. The office became the ASIAN OPERATIONS CENTER where all requests of Assistance come in before being dispatched for activation



For further information or if you would like to get the list of providers with our rebate please contact us at

info@assistance-online.com.cn

Cross border ambulance service between China and Hong Kong remains unchanged with our usual Chinese provider based in Shenzhen.



NEW SERVICE COMING UP



A new service that we would provide very soon is **travel agent service** as we are having our license in China. With this service, we'll be able to offer you air tickets at lower cost than price we have today, from Chinese airlines but also from all other carriers from overseas who route to and from China.



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major hospitals.

Penny, our Network Manager, is in charge of this program. For further information on rebate that we can offer and to get the list, please contact us at

info@assistance-online.com.cn.



In Hong Kong, Assistance Online has extended its network of Hospital and clinic providers. We have now access to all major private hospitals in Hong Kong and an agreement has been signed with 2 majors private health-care groups in order to provide full coverage of private primary care and dental clinics in Kowloon, the New territories and Hong Kong island including direct access to Hong Kong Int'l airport clinic.

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