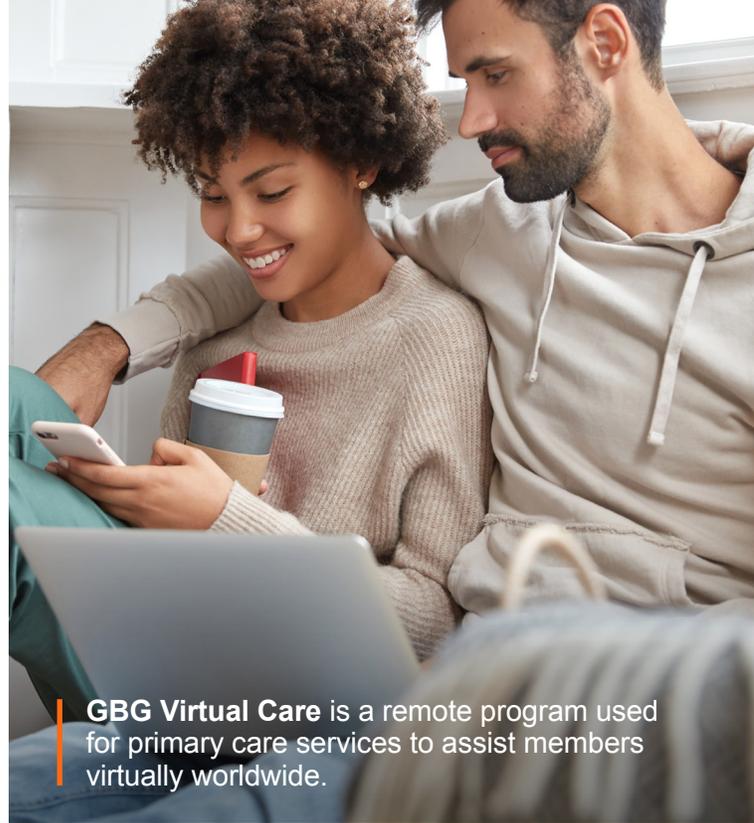




# Speak to a doctor from the comfort of your home or anywhere, anytime

## Some of the benefits include:

- **No-cost services** delivered remotely over the phone or video (mobile app) for you and any eligible family members
- **Safe and secure** 30-minute video or call back consultations
- **Geolocation** in over 120 countries
- **This service is not for medical emergencies**



GBG Virtual Care is a remote program used for primary care services to assist members virtually worldwide.

# 24/7/365

Unlimited Access

# NO-COST

Services

## How does it work?



### 1. Download the app on your mobile phone

Search for "GBG Virtual Care" in the App Store or on Google Play



### 2. Confirm your eligibility

Open the app and enter your basic contact information, including your access code or membership number



### 3. Create your account

Once your info is confirmed, follow the steps to create your account



### 4. Schedule a consultation

Open the app, click on "Book a consultation," choose "Video call or Phone call," and confirm the details



### 5. How long does it take to receive your consultation appointment?

Arrange a call back appointment within less than 2 hours of your request or book a video consultation at a time that suits you

## Frequently asked questions

### What type of illnesses can I get medical advice on?

Our doctors can consult and treat a wide variety of non-emergency illnesses providing general advice. In some cases, you may be referred to see a specialist. Call 112 if an emergency situation arises.

### How much does a telemedicine consultation cost?

There is no consultation cost to you upon using this service. You would only be liable for any prescriptions, tests or treatment that the doctor may recommend and these costs would be subject to the normal terms and conditions of your policy.

### Will the doctor be able to provide me with a prescription?

Prescriptions will be available based on the doctor's medical criteria and on the legal situation of telemedicine in the country that you are based in. In some cases, in order to get a prescription, you may be advised to visit a general practitioner.

### Will the details of the consultation be shared with my family doctor?

The GBG Virtual Care services are confidential. We do not share your medical information with any third party unless we have obtained your explicit consent to do so.

### Can I speak to the same doctor as a follow up?

Yes, you can. We will check the doctor's name on your records, and if he/she is available, they will be assigned to your case.

### Are there any medical conditions this service cannot treat?

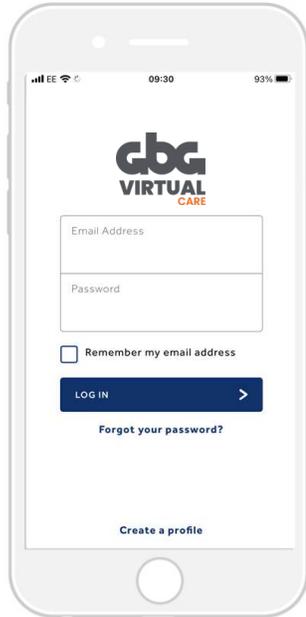
If our doctors are not able to assist you, they will provide you with a referral letter to see a specialist or advise you on the next steps.

### How can virtual care help during a COVID-19 outbreak?

Getting care and guidance from the comfort of your own home can put your mind at ease and help you avoid heavily public areas such as doctors' surgeries and the ER. Our providers can evaluate your risk level and advise you on next steps.

# Thank you for choosing GBG Virtual Care!

## Follow the next steps to create your account



### Get started

- Download the app from your iPhone or Android device and create a profile



- Fill out all your personal details on the “**Register for the GBG Virtual Care**” page. The app will detect your country location and automatically populate this field

### Next steps

- Provide your access code or membership number
- Set up a password
- Confirm that you have read and agreed to the terms and conditions and privacy policy
- Select “**Register**” and you will be asked if you wish to set up a secure pin or touch ID, this completes the registration process

The next time you log in, you can use your pin or touch ID to access the app. If you log out completely, you will need your email address and password to access the app.

## You can also complete the registration process by calling one of the numbers listed below:

**North America**  
+1 786 408 5750

**Asia Pacific**  
+60 392 12 5710

**United Kingdom / Europe**  
+00 44 203 499 3082

\*Standard charges apply.

## App functions

| Reset your password  | Book an appointment   | Starting a video consultation   | Cancel an appointment  | View consultation notes and recommendations   |
|--|---|---|--|---|
| From the log in screen select “Forgot your Password?” You will receive an email with a link to reset your password | From the home page, click on “Book a Consultation”, then choose “Video Call” or “Phone Call” and fill out all the requested information | At the time of your consultation, go into the appointment section in the app and press “Start Video Call” to connect with your doctor | From the home screen, select “Appointments”, click on the video call or phone call you would like to cancel, click on cancel appointment | From home page, select “Appointment”, then select the one you wish to view to access all the consultation details |

### Reporting a problem:

You can call customer service directly from the app or send an email selecting “Help & Settings”/“Help Center”, then click on “Report a Problem”, and choose either “Help with the app” or “Help with my account”.