

Overseas Emergency Assistance

Taiwan Life provides "Overseas Emergency Assistance Services" designed to support you during emergencies that may arise while traveling abroad in unfamiliar surroundings. At any time, regardless of your location around the globe, simply call our emergency assistance hotline, and we will promptly provide the necessary assistance, ensuring you travel the world with ease, safety, and peace of mind.

Individual Insurance/ Group Insurance/ Travel Insurance

【Eligible Persons】

Policyholders insured under valid individual life insurance policies (regardless of policy type), group insurance, or travel accident insurance issued by Taiwan Life are eligible for the Company's Overseas Emergency Assistance Services.

【Scope of Assistance】

The eligible persons are covered when traveling outside of Taiwan, Penghu, Kinmen, and Matsu during the policy period (for foreign nationals, this refers to travel outside their country of nationality).

【Coverage Period】 The coverage applies for up to a maximum of 180 consecutive days per trip within the covered regions.

【Assistance Costs】 The costs incurred for services listed under items 8 to 14 of the Overseas Emergency Assistance Service will be covered by Taiwan Life. However, if the total amount for these seven services exceeds the limits specified in the table below, the excess portion must be borne by the customer.

Eligible Applicants (Preferential Terms Apply)		Eligible Premium Tiers (TWD) or VIP Level	Service Limit (USD)
Life insurance (regardless of policy type)	VIP Insureds	Level 6–8 Stars	\$300,000
		Level 4–5 Stars	\$200,000
		Level 2–3 Stars	\$100,000
		Level 1 Star	\$30,000
	General Insureds	Actual annual premium $\geq$ NT\$30,000	\$30,000
		Actual annual premium $<$ NT\$30,000	\$3,000
Group Insurance	General Insureds	Actual annual premium $\geq$ NT\$100,000	\$30,000
		Actual annual premium $<$ NT\$100,000	\$3,000
Travel Accident Insurance	General Insureds	--	\$30,000

Notes:

1. If multiple eligibility conditions are met, the most favorable service limit will be applied.
2. The service limit for VIP insureds shall be calculated in accordance with the Company's VIP guidelines as publicly announced and updated from time to time. For general insureds, the service limit shall be based on the total amount of premiums actually paid by the insured over the 12 months prior to the provision of the service.
3. Policies that have been surrendered, suspended, lapsed, converted to reduced paid-up insurance, or extended term insurance will not be included in the calculation.

Overseas Emergency Contact Information

Our Emergency Assistance Center provides 24/7 support. In the event of an emergency or other urgent situation while overseas, please contact the Overseas Emergency Assistance Hotline directly.

1. Calling from Overseas

【Direct Dial from Mobile】: +886-2-2371-6088

【From a Local Landline】: Dial your international access code, followed by 886-2-2371-6088

2. Calling from Taiwan: 02-2371-6088

*All call charges are the responsibility of the caller.

Overseas Emergency Assistance EDM (Downloadable or printable for personal reference while traveling abroad.)

Important Notes:

1. These services are part of Taiwan Life's value-added offerings for insureds. Taiwan Life reserves the right to modify or cancel any Customer Services provided by Taiwan Life at any time without prior notice.
2. Overseas Emergency Assistance Services are provided and carried out by Union International Assistance Co., Ltd. ("Service Provider") are independent of Taiwan Life. For inquiries, please refer to the Service Provider's terms and conditions on the official website of Taiwan Life.
3. Overseas Emergency Assistance Services are provided by Service Provider and are not part of the rights and obligations under the insurance contract. There is no agency or similar relationship between Taiwan Life and the Service Provider.
4. The documents (English and Vietnamese versions) are translations provided for reference purposes only. The overseas emergency assistance services offered by Taiwan Life shall be subject to the official information on the official website (www.taiwanlife.com).