



CONCIERGE

GET IN TOUCH WITH THE PACIFIC CROSS CONCIERGE

You can get in touch with the Concierge Team through the existing Pacific Cross Member Hotline **+63 2 8230-8511**, *press 1*, and introduce yourself as a Blue Royale client. The Concierge will then do a verification procedure to confirm your identity and plan. Once confirmed, the Concierge will render assistance accordingly. You may also e-mail **concierge@pacificcross.com.ph**.

The Concierge is open to assist you from 8:30 a.m. to 5:30 p.m., Mondays to Fridays, except holidays. Should you get in touch with our Member Hotline after office hours, our 24/7 Customer Service Team will initially assist you. A Concierge Representative will reach out to you within the next 24 hours.

We are pleased to introduce the **Pacific Cross Concierge** – a premier form of customer service dedicated to provide extra attention and assistance to Blue Royale clients. With more focused and personalized handling of your needs, this initiative is designed to make your customer service experience truly one of a kind.

With our Concierge Services, you can expect and enjoy the following:

- **A Dedicated Concierge Team:** A specialized team has been formed dedicated to provide special attention and assistance to you. You can expect to receive calls from a Concierge representative who will provide key information and check on your well-being from time-to-time. The Concierge can also help you in addressing any immediate medical need within your Blue Royale coverage.
- **Introductory Calls:** A Concierge representative will get in touch with you soon to tell you more about the services the Concierge has to offer.
- **Welcome Calls/E-mails:** If you are a new client, a Concierge representative will call you or send an e-mail to discuss Policy benefits, limits, availment procedures and other key points related to your coverage.
- **Assistance for the Following Services:**
 - * **Out-Patient Availment:** Upon request, the Concierge will be happy to assist you in setting medical appointments and diagnostic tests with our accredited medical providers. You may also request assistance for the issuance of Letter of Eligibility (LOE) for Out-Patient availment using no-cash-outlay facility.
 - * **Appointment Setting for Out-Patient Executive Check-Up (OP-ECU):** If your plan includes OP-ECU Package, you may directly access the Concierge through the Pacific Cross Member Hotline or e-mail for assistance in setting medical appointments and diagnostic tests with accredited medical providers. Accommodation by the Concierge will be based on the applicable benefit limits based on availment date.
- **Assistance During Confinement:** In the event that you are confined, please call the Pacific Cross Concierge. We will make sure that you are properly assisted and accommodated during these times. The Concierge team will also do post-confinement calls and provide assistance on any post-confinement check-up needed.
- **Claims Processing Assistance:** The Concierge will also assist in ensuring that claims documents submitted are complete. In coordination with Sales representatives, the Concierge will also monitor your claims and will provide status updates accordingly.