

medgate_

HSBC Customer Journey

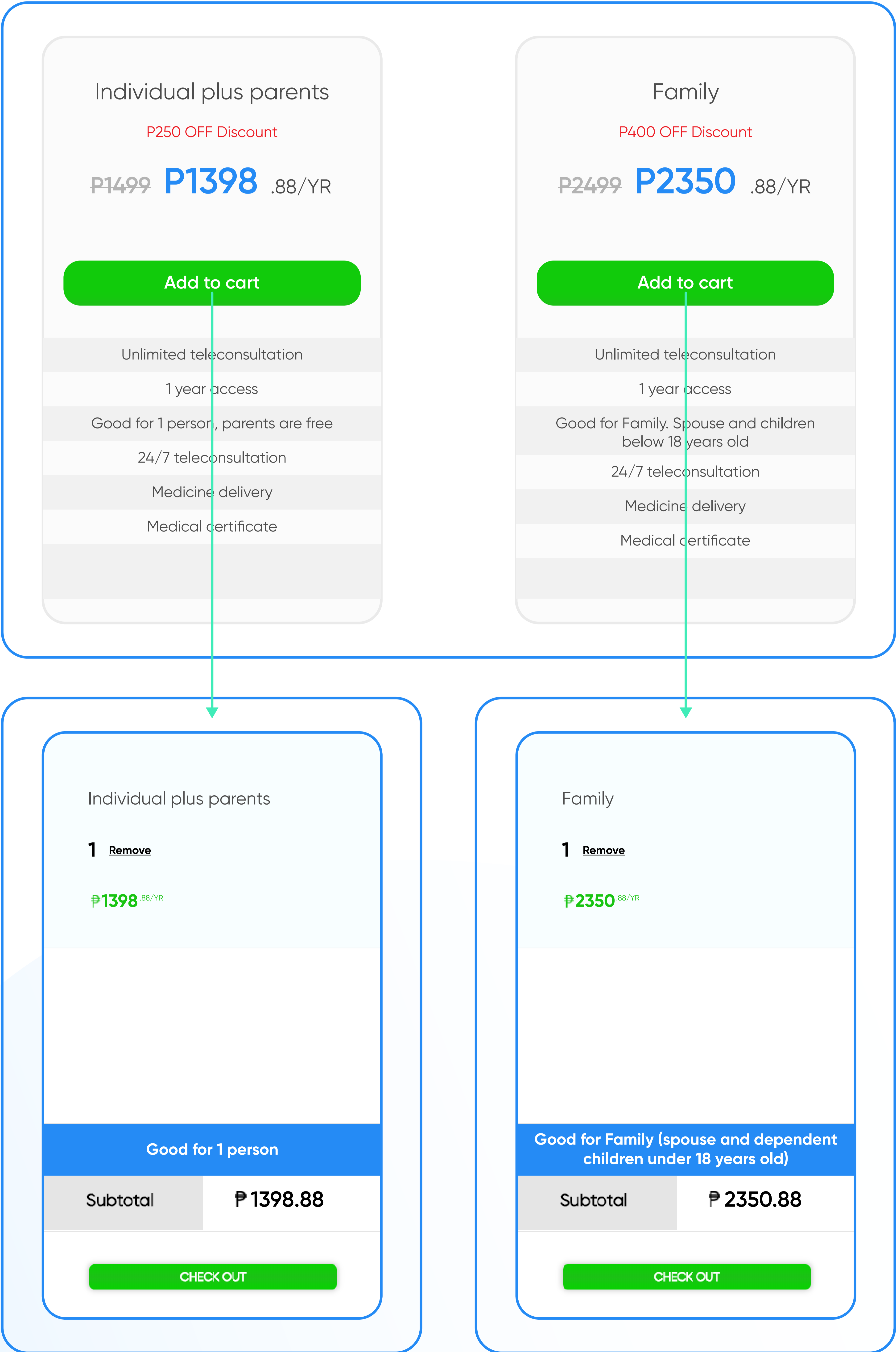


Call Doc. Anywhere.
Anytime. No Line.™



How to Purchase

1 Customer purchases plan in medgate.ph/shop/promo/hsbc



Customer chooses a product and clicks "Add to cart"

Customers opens cart and clicks "Check out"

How to Purchase

2 Upon checkout, customer gets the breakdown oft the pricing and fills out the billing information.

Individual plus parents:

1x HSBC Single	₱1,499.00
P250.00 Discount	₱250.00
Discounted Total	₱1249.00
12% value added tax (VAT)	₱149.88
Total Cost	₱1398.88

Family:

1x HSBC Family	₱2,499.00
P400.00 Discount	₱400.00
Discounted Total	₱2099.00
12% value added tax (VAT)	₱251.88
Total Cost	₱2350.88

Billing Information

Country

PH

First Name

Middle Name

Last Name

Address1

Address2

City

State

Zip Code

(09)xx - xxxx - xxx

Email Address

Confirm Email Address

You will receive the purchase confirmation email within the period of two banking days along with a unique access key and activation code. Contact us anytime if you do not receive any email.

[I want to buy more!](#)

Confirm and get my plans now!

3 Customer proceeds to payment and enters card details to place order.



How to Purchase

4 Once payment is successful, an **access key** and **activation code** will be emailed to the customer.

Thank you, _____!

With Medgate, you can now talk to a doctor for any of your health concerns, anytime of the day, anywhere you are, with no line by just using your phone. Our doctors are here 24/7 to give you the care you deserve.

Please be reminded that you need to assign the access key to the user first before using our service. Kindly take note of the following details every time you wish to have your consultation with our doctors:

INDIVIDUAL
ACCESS KEY: (insert access key)
ACTIVATION CODE: (insert activation code)

Coverage period: (insert coverage period in this format: JUN 07, 2019-JUN 06, 2020)
Note: Date of coverage will start from the date of purchase.

CLICK HERE TO ASSIGN THE ACCESS KEY: <https://medgate.ph/shop/keyassignment>

HOW TO USE MEDGATE IN 4 EASY STEPS:
1) Call our hotline
2) Triage
3) Consult
4) E-treatment - documents will be sent to your email with the following attachments, if necessary: Care Plan, E-prescription, Laboratory Request, and Medical Certificate.

*Maximum of 3 issuances and will depend on the discretion of the doctor

To know more about Medgate, please click this link: <https://medgate.ph/index>

DOWNLOAD OUR MEDGATE APP NOW!

Android: <https://play.google.com/store/apps/details?id=com.mgph.medgateapp>
iOS: <https://itunes.apple.com/ph/app/medgate-philippines/id1433880508?mt=8>

HOW TO REACH US:

Dedicated Hotline for MUP users: 02-****-****

Other Telemedicine hotlines:
Manila: 02 8705 0700
Cebu: 032 265 5111
Davao: 082 285 5111
Dumaguete: 035 522 5111
Globe: 0917 536 2156
Smart 0998 990 7540

HOW TO REQUEST FOR A CALLBACK:

Just text [FULLNAME],[ACCESSKEY],[REASON FOR CONSULTATION], [ACTIVE CONTACT NUMBER] and send to any of our mobile numbers.

LIKE OUR SOCIAL MEDIA ACCOUNTS:

Facebook: <https://www.facebook.com/medgatephilippines/>
Instagram: <https://www.instagram.com/medgatephilippines/>
Twitter: <https://www.twitter.com/MedgatePH/>
LinkedIn: <https://www.linkedin.com/in/medgate-philippines-73a026130/>
YouTube: <https://www.youtube.com/channel/UCXUY81i4niHSwMiOsse9LEw/>

Thank you,
Medgate

A hotline exclusive only to Medgate Uniconsultation Plan users.

How to Purchase

- 6

Customer enrolls the **access key** and **activation code** via link sent to customer's email.

Assignment

Congrats on your purchase!

Be advised that your key is only active until it's expiration period.

First Name

Middle Name

Last Name

Birth Date

mm/dd/yyyy


Email Address

Contact Number

Access Key

Activation Code

Submit



5

> medgate.ph

How to Purchase

- 6 Customer may start using the service.

