

FWD x HKPCF

Professional Drug Consultation and Medication Management Service



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If you or your family members have chronic disease requiring long-term medications, you may wish to gain a better understanding of your health and medications. FWD, always striving to support the health of our customers, now establishes an exclusive partnership with the Hong Kong Pharmaceutical Care Foundation (“HKPCF”) to offer a free, **first-in-the-market¹ Drug Consultation and Medication Management Service** (“the Service”) to our Eligible Customers². You can easily make an appointment through the HKPCF dedicated platform⁴ (SafeMed APP) and WhatsApp group, helping you resolve medication-related issues and enjoy a healthier life.



Designated Medical Insurance Products²
One&All Medical Insurance Plan



General Drug Inquiry Service

Remote Consultation Service

By inquiring about medications and health information through the WhatsApp group^{4,5}, Eligible Customers² will receive a reply from a pharmacist within 3 working days, providing preliminary answers and guidance.



Professional Pharmacists Medication Management Service⁷ (Valued HK\$2,000)

Eligible Customers can enjoy 4 free, 1-hour, one-on-one pharmacist consultation sessions.^{7,10} These sessions cover general medication inquiry, personalized medication consultation and management services, helping to address any medication-related questions. Each Eligible Customer can only enjoy this service once.

In addition, this management service also includes personal health assessment with free screening for blood pressure, blood glucose, blood lipids and arrhythmias. Based on the screening results, pharmacists will develop a health management plan for the Eligible Customers and, if necessary, refer them to a doctor for further evaluation and follow-up.



Booking and Inquiry Hub

Booking & inquiries at your fingertips



Dispensary Discount

Eligible Customers presenting a valid original Hong Kong medication prescription at HKPCF can enjoy a 10% discount⁸ on dispensing service. Eligible Customers can conveniently check and make dispensing service appointments through the SafeMed APP. Service details are to be mutually agreed upon by the Eligible Customer and HKPCF.



Convenient:

Access Medication and Health Information via WhatsApp



Professional:

Medication Packaging and Medication Reconciliation



Considerate:

Personalized Medication Management



Exclusive:

Special Dispensing Discount



About Hong Kong Pharmaceutical Care Foundation

Hong Kong Pharmaceutical Care Foundation (HKPCF) is a registered non-profit charitable organization that was founded in 2007. The foundation was founded by pharmacists who wish to provide pharmaceutical services and improve elderly medication used in old-age homes. Major services include visiting pharmacists, drug knowledge and drug management training, remote drug counselling services, and dispensing of self-financed items (SFI) and drug counselling by pharmacists with subsidy schemes.

For details, please contact FWD service hotline (852) 3123 3123

Terms and conditions:

1. According to a comparison made by FWD Life Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability) (“FWD”) with major insurance companies in Hong Kong on 28 July 2025, FWD is the first insurer to collaborate with the Hong Kong Pharmaceutical Care Foundation (“HKPCF”) to this Service.
2. Eligible Customers mean the Insured Person of the Designated Medical Insurance Plans. “Designated Medical Insurance Plan(s)” means any of the following products: One&All medical Insurance Plan. The product scope of “Designated Medical Insurance Product” is subject to their availability and the meaning of “Designated Medical Insurance Product” is subject to change as determined by FWD from time to time at its sole and absolute discretion without further notice. The policies of these products are subject to the respective policies’ terms and conditions. Please refer to the product brochures and policy provisions for details.
3. The Service is provided by a third-party service provider namely HKPCF. FWD is not the provider of the Service. HKPCF and its team are not FWD’s employees, agents or representatives. FWD makes no representation, warranty or undertaking as to the availability and quality of the Service. FWD shall not accept any responsibility or liability for their services, opinions, treatment, negligence, omission or failure to act by such third-party service providers. FWD reserves the right to replace any of such service provider or cease and/or suspend the provision of such services without prior notice. FWD does not provide any medical advice, and Eligible Customers should consult their own medical advisors for professional advice. The information above is for reference only and none of the above is binding upon FWD or HKPCF. The Service is currently provided by HKPCF and it is not guaranteed renewable. FWD shall not be responsible for any act or failure to act on the part of HKPCF and the professionals. FWD reserves the right to amend, suspend or terminate the Professional Drug Consultation and Medication Management Service and to amend the relevant terms and conditions at any time without prior notice.
4. Eligible Customers must provide their names and policy number; or otherwise, HKPCF is unable to provide the Services. The data collected is only for the purpose of registering the Services and will not be used for other purposes.
5. No personal medication-related service would be included in group inquiry service.
6. Professional Pharmacists Medication Management Service only includes 4 free service time, each lasting no longer than 1 hour and unused sessions from the annual package cannot be carried forward to the next year. Each Eligible Customer can only enjoy the Professional Pharmacists Medication Management Service once. If the Eligible Customers need additional session, they will need to pay the shortfall to HKPCF directly. HKPCF will provide a service that lasts no longer than 1 hour to the Eligible Customers at a single charge of HK\$300. The amount may be adjusted from time to time by FWD, HKPCF and their teams at their sole discretion (if any) without further notice.
7. If the Eligible Customers subscribe additional or other services (if any) provided by HKPCF after enjoying this Service, they shall pay additional fees to HKPCF. FWD shall not accept any responsibility or liability for the additional or other services.
8. HKPCF will provide a discount on dispensing to Eligible Customers who hold a valid medication prescription. The discounted price will cover all professional fees, including the medication and dispensing fees. Arrangement details will be mutually agreed upon by the Eligible Customers and HKPCF.
9. The Service cannot be changed, transferred, returned, exchanged for other gifts or redeemed for cash.
10. In case of any dispute arise in the contents of this leaflet, FWD has final interpretation right on the contents of this leaflet.
11. This leaflet is issued by FWD and is intended to be distributed in Hong Kong only and shall not be construed as an offer to sell, a solicitation to buy or the provision of any insurance products or services of FWD outside Hong Kong. All selling and application procedures of the insurance plans and services in this promotion must be conducted and completed in Hong Kong.

Any promotional offer(s) or material(s) should be read in conjunction with the relevant product brochure and the terms and conditions of the insurance products. Customers should not purchase the relevant insurance product(s) solely on the basis of any promotional offer(s) or material(s). The above does not contain the full terms and conditions of the relevant insurance plan. For full terms and conditions, details and risk disclosures of the relevant insurance plan, please refer to relevant product brochure and policy documents.