

**THE LIFELINE RESCUE EMERGENCY QUICK RESPONSE PROGRAM  
FOR MERCURY DRUG CITI CARD**

**(Free Ambulance Service):**

1. The Lifeline Rescue Emergency Quick Response (EQR) Program is available to all MERCURY Drug Citi Principal and Supplementary Cardholders whose cards are active and current. MERCURY Drug Citi Card benefits also covers the Principal and Supplementary Cardholder's dependents up to the 1st degree of consanguinity and affinity.

2. The following are included in the EQR Program:

a. 24/7 Medical Advisory through:

- i. Hotline: 16-911
- ii. Landline: 839-2520 to 30; 772-3897 to 98
- iii. Mobile: 0916-6477019; 091754-16911; 091752-16911.

b. Free Ambulance service: Pick-up point must be within Metro Manila (farthest pick-up point as defined below) during an emergency to be brought to any of the 5 premiere participating hospitals: The Medical City, Makati Medical Center, St. Luke's Medical Center, Capitol Medical Center and Manila Doctors Hospital or any nearest hospital of choice (within Metro Manila).

Farthest pick-up point outside Metro Manila, which is still covered by the Free Ambulance Service:

- i. Antipolo – Cainta, Taytay, Binangonan, Antipolo proper
- ii. Up to Bacoor, Cavite
- iii. Up to San Pedro, Laguna
- iv. Up to San Jose Del Monte, Bulacan

c. Free use of the life-saving equipment and supplies i.e. Oxygen, Parenteral fluids, Oral & Injectable medicines, Disposable supplies during an emergency run.

d. 24/7 Doctor on Monitor through trunk radio.

e. Services shall include initial emergency response up to the endorsement and take-over of the receiving hospital.

f. Discounts on various services of Lifeline.

**20% Discount on Inter-Facility Transfer Service (IFC) within Metro Manila:** non-emergency transport service from hospital to home, or from one hospital facility to another.

**20% Discount on Air Medical Evacuation and Airlift Services:** Lifeline medical airlift services, with doctor (1) and nurses (2) who goes on board the aircraft plus medical equipment.

**15% Discount on 24-hour Ambulance Stand-by during special events within Metro Manila**

g. PROVINCIAL AMBULANCE SERVICE AND AIR AMBULANCE - fixed wing or helicopter Service, whether domestic or international, are also available to MERCURY Drug Citi Gold and Silver Cardholders upon request. The cost of availment/s shall be for the cardholder and should be settled with Lifeline Rescue on cash basis.

3. To avail of the EQR Program, the Cardholder (or companion if the cardholder is not able) shall call Lifeline Rescue's hotline numbers. The Cardholder must be present at the time of the EQR availment and should present his/her valid MERCURY Drug Citi Card.

4. The MERCURY Drug Citi Cardholder can avail of the Free Ambulance Service for one (1) case per calendar year only. The Cardholder may avail of Lifeline Rescue's Free Ambulance Service beyond the one (1) case per year. Cost of succeeding availments shall be for the account of the Cardholder and should be settled with Lifeline Rescue on cash basis.

5. The MERCURY Drug Citi Cardholder hereby agrees to indemnify and hold harmless, CITIBANK, its employees and agents against all actions, claims and demands (including the cost of defending or settling any action, claim or demand) and all losses (whether direct, consequential or special losses), liabilities, damages, costs and expenses which any of them may incur or suffer arising out of or otherwise in connection with the EQR Program on the services provided by LIFELINE RESCUE, its personnel, its agents, employees or any sub-contractor.

For any concerns, you may call us at (632) 8995-9999 or send us a message through [www.citibank.com.ph](http://www.citibank.com.ph). Citibank, N.A. Philippine Branch is supervised by Bangko Sentral ng Pilipinas with telephone number (632) 8708-7087.

*For your complaints/concerns, we will endeavor to resolve these within 7 business days. For complaints/concerns requiring more time to resolve, we will be in touch with you and inform you of the progress.*