

Ulink Assist Turns 30.

Since 1996, 3 decades of patient-centered medical assistance



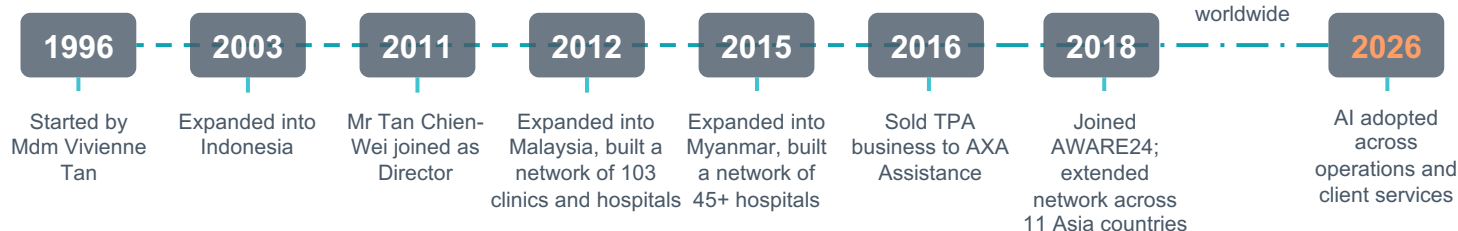
Ulink Assist began on 24 September 1996, from a small team in Singapore setting out to do one thing well: help a patient find the right care, arranged with the right hospital, at the right cost.

30 years later, that remains Ulink's core philosophy — one patient at a time. Insurers, brokers, and TPAs don't just engage Ulink's assistance platform — they buy the promise we made to that first patient in 1996, extended to every member since.

That promise has carried us from Singapore into Indonesia, Malaysia, and Myanmar, and into a provider network that now reaches 80+ countries. Today, our operations team of >80 performs end-to-end case management — but the reason we do it hasn't changed: helping our clients give their members the care they need, wherever they are.



Our 30-Year Journey



30 Years in Numbers



What 30 Years Has Taught Us

Maintaining Provider Relationships

Provider relationships aren't signed once; they're maintained through every case, year after year.

Tailored, not generic

Claims data anchored to your own members, not industry averages — helping payers **cut costs** by up to 10%.

We're experienced in edge cases

From medical evacuations to security incidents, 3 decades of unusual cases means fewer surprises when yours isn't standard either.

AI assists. Clients decide.

Faster reviews, better data — the final call still stays with payers.

Our Promise for the Next 30 Years

1 24/7 AI, human sign-off

AI-powered support cuts costs and turnaround time — every efficiency gain gets passed back to payers, and the final decision always stays with your team.

2 Savings anchored to your data

Cost strategies built on your claims history, not industry averages — the longer we work together, the sharper the recommendations get.

3 Risk flagged early

Patterns tracked across claims, medical and security assistances — decades of experience help catch risks early, protecting your bottom line.

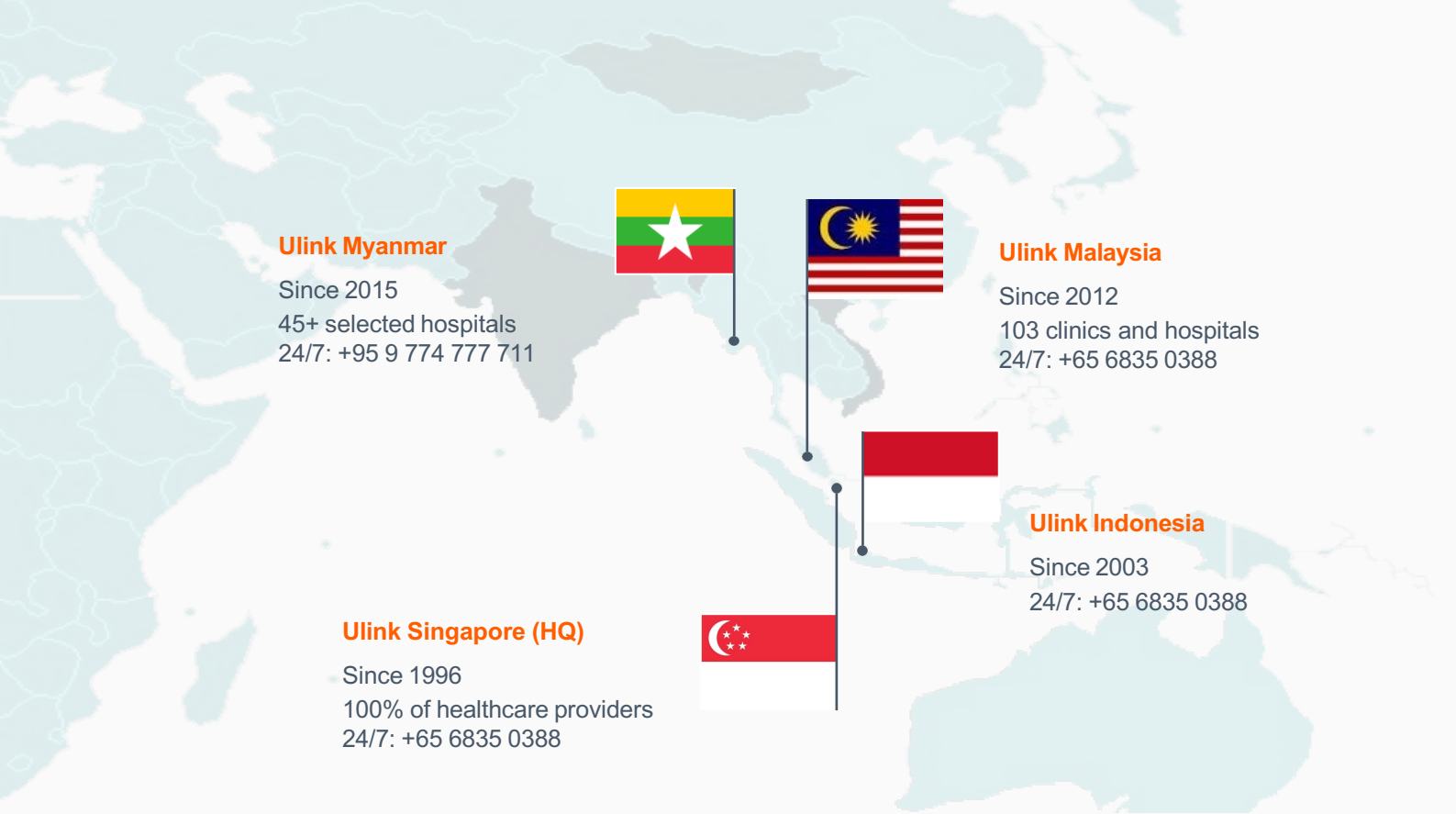
4 One standard, every market

80+ countries and counting — a single partner, consistent reliability, across every market you operate in.

Thank You to Our Clients



Give your members complete protection.
Email bd@ulinkassist.com to schedule a call today.



Ulink Myanmar

Since 2015
45+ selected hospitals
24/7: +95 9 774 777 711



Ulink Malaysia

Since 2012
103 clinics and hospitals
24/7: +65 6835 0388



Ulink Indonesia

Since 2003
24/7: +65 6835 0388



Ulink Singapore (HQ)

Since 1996
100% of healthcare providers
24/7: +65 6835 0388

About Ulink Assist

Ulink Assist has 30 years of patient assistance experience in Singapore, helping more than 2,000 patients every year receive the best medical treatment at top hospitals in Singapore through clinic and hospital arrangements, treatment plans and price estimates, travel arrangements and visas, patient accompaniment, cartransfers, medical evacuations by air ambulance, etc. We work with all the top private hospitals in Singapore and our letters-of-guarantee for global insurance patients are accepted at 100% of the healthcare providers in Singapore.

Our dedicated Singapore-based team includes medical professionals and is on-call 24/7 for all requests.

www.ulinkassist.com

For enquiries regarding local support or corporate administrative hub services, please contact us at:



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