



Scope of Services

Out-of-Home Assistance (OHA) / Out-of-Home Assistance (OHA) Lite

In this service we visit the Members once every week / fortnight (for OHA and OHA Lite respectively) as per the agreed time and help/ assist the Member to fulfil his out of home/ societal duties such as:

- Escorts for visits to doctor's chamber, diagnostic/ pathological centre, post office, bank, etc.
- Escort to salon, spa, parlours.
- Assistance in utility bill payment/ utility booking.
- Assistance in personal errands, etc.; and
- Assistance in arranging for general housekeeping and household repairs.

To avail of this service, the Member can choose the tenure of services for a period of 3 (three) months or 6 (six) months or 12 (twelve) months. The basic monthly subscription charge will increase by 10% (ten percent) on the completion of every 12 (twelve) months of membership.

The Member will get scheduled services through 1 (one) visit of the Service Provider's nominated person per week / per fortnight (for OHA and OHA Lite respectively) for a duration not more than 150 minutes (two and half hour) per visit and in total not exceeding 600 minutes (10 hours) / 300 minutes (5 hours) (for OHA and OHA Lite respectively) in a month.

The Member has an option to cancel the weekly / fortnightly visit, if not required, and reschedule the same on a different date but in the same calendar month by logging into the Support Elders Member App, by selecting from the available slots from the App and following the steps to confirm the selection.

The Member can also log into the Support Elders Member App, select from available slots and follow the steps to confirm the selection for a single service on adhoc basis. Prices applicable for the slots selected will be available to the Member to review during the selection process and payment (if applicable) for the slots selected will have to be made through the App itself while confirming the booking. The delivery of such re-scheduled or adhoc service will strictly be as per the availability of service slots at that point of time. In case of non-availability of service slots for any reason, the Member will be contacted by the Service Provider for suitable alternatives.

The Member can also contact the designated staff of the Service Provider (Zonal Coordinator assigned to the Member) for assistance in the above slot selection process. Such assistance may be provided based on the availability of slots as is visible in the App. The staff will inform the charges for the slots selected by the Member, the payment for which will have to be made by the Member once the service delivery is completed. It is to be noted that that this facility of assistance in booking the slots will be available only if no prior payments for services is due to the Service Provider from the Member.

The Member can review the service history of OHA service availed by him/her by logging into the Support Elders Member App and visiting the My Service History section in the App.

If any Member needs additional visits on regular basis, then he / she can increase the number of visits and subscribe for additional OHA services.



Terms and Conditions

We would request you to please go through the detailed Member Terms and Conditions (“MTC”) available on the website www.supportelders.com. In addition to the terms and conditions comprised in the MTC, please see herein below, terms and conditions which are specifically applicable to the OHA services provided by the Service Provider. Any capitalised term not defined herein, shall have the same meaning as ascribed thereto in the MTC.

1. The operational hours for booking the OHA services are from 7 am to 7 pm. Any request for the OHA services beyond the aforesaid operational hours may be accepted at the sole discretion of the Service Provider.
2. The Member is requested to check the Service Provider-provided identity card of the staff visiting the Member to provide the Services. In case the staff is not carrying such identity card, the Service delivery would be considered as “**not completed**” and the Member should call the NAC immediately so that the Services may be rendered subsequently as per mutual convenience.
3. The staff assigned by the Service Provider will have to be released by the Member at the end of the slot confirmed during the service booking process. If the Service Provider, at its sole discretion, agrees to extend the service at the request of the Member, the Member will have to make payment for such extended period of service delivered as per the demand raised by the Service Provider once the service delivery is completed.
4. The Member authorizes the Service Provider to investigate any incident of misbehaviour faced by the Service Provider’s staff while delivering the Service and to take appropriate action as per Applicable Law.
5. The Member may cancel/ reschedule any fixed appointment confirmed by the Service Provider by logging into the Support Elders Member App within a period of 24 (twenty four) hours as per the following terms:
 - (a) **Cancellation of Service two hours prior to the scheduled time:** no charges to be billed and the Member can reschedule the service;
 - (b) **Cancellation of Service less than two hours before scheduled time:** Member will be billed for the entire scheduled period.
6. The Member and the Sponsor hereby jointly and severally accept and acknowledge that the OHA services may not be available to the Member in certain circumstances, including but not limited to the following:
 - (a) That the Member was not present at the service address.
 - (b) That there was a law-and-order situation in the area where the Member resides.
 - (c) That there was a breakdown or accident of the vehicle in which the Member was being transported in the provision of Services; and/or
 - (d) That the Service Provider’s personnel had been robbed of valuables or cash belonging to the Member,

And the Member and the Sponsor hereby jointly and severally agree and undertake, not to raise any claims or disputes against the Service Provider and/or its partners in this regard, or for non-performance of Services on the occurrence of any of the aforementioned events



or on the occurrence of any events similar to the aforementioned events, and further undertake to indemnify the Service Provider and/or its partners against such claims.

7. It is hereby clarified that making of complaints or filing of reports with any law enforcement authorities, shall not be included within the scope of the OHA Services; provided that, the Service Provider reserves the right to exercise its discretion in this regard.
8. The Member and the Sponsor hereby agree and acknowledge that the Service Provider or its personnel shall not be held responsible in any manner whatsoever, for any shortage in or misplacement of, the monies handled by them in the provision of Services.
9. The Member and/or the Sponsor/Nominee, as the case may be, shall be responsible for payment of all the hospital charges or deposits, ambulance charges, expenses for medical tests, treatment bills, doctor's fees and consultation charges and any other costs, charges, expenses or fees payable for any out-of-home or societal duties of the Member. The Member shall ensure that the Sponsor or Nominee, as the case may be, executes a declaration in this regard, if so required by the Service Provider.
10. The Member, Sponsor and/or the Nominee, as the case may be, shall take all reasonable security measures for protection of information and data of the Service Provider, and shall indemnify the Service Provider for any losses arising from any breach of the same.
11. The Service Provider may from time to time send communications to Members via email and/or the Support Elders Member App, and the Member hereby acknowledges that such communication shall be deemed to be a notice issued in accordance with the MTC.
12. The Member hereby acknowledges that no information about any other members to whom services are provided by the Service Provider, shall be disclosed to the Member by the Service Provider.