



Scope of Services

App based Support Elders Membership (ASEM) Single / Couple

In ASEM, we offer a SEPL App which allows the Member the option of one touch solution in the App to send an alert to the Company's National Alarm Centre ("**NAC**") directly from the App in case of a medical emergency. The Member can also call the NAC from their mobile phone or their landline phone in case of a medical emergency to raise an alarm.

Once the alarm is activated, in case of a medical emergency, the NAC will immediately contact the enlisted ambulance service providers for immediate transportation to the pre-selected hospital along with a Service Provider nominated person who will escort the Member to the hospital and will assist with the hospitalization process.

The NAC will then inform the Sponsor or the Nominee or local contact (as mentioned in the Enrolment Form) about the medical emergency. If required and agreed by Member, during the period of hospitalization, the Service Provider's nominated person can visit the Member during the permitted hospital visiting hours to get an update on the Member, the treatment done and the billing amount, which would be conveyed to the Sponsor or the Nominee or local contact.

There is no limit on the number of times that the Member may raise an alarm for medical emergency for hospitalization or the total number of hours required to deliver the service.

To avail of this service, the Member must choose the tenure of services for a period of 6 (Six) 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 Service Provider may engage with its external partners to ensure end to end service to its Members, including storage of such electronic medical records, but the Service Provider will be responsible for the delivery of the service and for arranging alternatives in case of any problems faced by the Members.

All costs incurred for services rendered by any third party, as agreed by Member, for example – ambulance, taxi, porter, hospital admission chargers, ayah, nurse etc. will be borne by the Member at actuals.

- **Morning / Evening Call (Complimentary Daily)**

This is a complimentary service currently offered and the Member can choose not to avail of this service.

Through this service, we offer to be in touch with the Members daily / weekly / as per the time and frequency suitable and convenient to the Members and SEPL.

- **Out of Home Assistance (OHA)**

This service is not included in ASEM Service. However, the Member can raise an OHA visit request through the SEPL App and select the time slot available and pay for the visit in advance through the APP. The Cost of the visit may vary as per time slot available.



The Member Can upgrade or subscribe to Paid OHA service packages (Fortnight or Weekly visits if the requirement for OHA visit is regular. This service will be guided by the Scope of Service defined for the OHA service.

- Other Services, Events and Activities made available by the Company

The ASEM service enables the Member to subscribe and avail of the various services, events and activities that are made available by the Company. The information about such services, events and activities along with the procedure to subscribe to the same are made available on the SEPL App or the Company's official website on a regular basis. Such services, events and activities will be governed by the respective terms, conditions and scope of services specifically defined by the Company.

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 hereinbelow, terms and conditions which are specifically applicable to the ASEM service provided by the Service Provider. Any capitalised term not defined herein, shall have the same meaning as ascribed thereto in the MTC.

1. 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.
2. The Member and the Sponsor hereby jointly and severally accept and acknowledge that there are certain limitations to the delivering the ASEM service and hence the services may not be available to the Member in certain circumstances, including but not limited to the following:
 - (a) That the Member did not use the SEPL App.
 - (b) That the Member called the 24 X 7 Infoline number but there was no mobile signal.
 - (c) That the Member called the 24 X 7 Infoline number but all agents in the NAC were busy on calls and hence the Member's call went unanswered.
 - (d) That the Member used the SEPL App, but the data was not reported to the system for some technical reason, including due to an older version of the software.
 - (e) That the Member called the 24 X 7 Infoline number and message reached the Service Provider or its partner's server, but when the emergency notification was sent to the Service Provider or its partner's employees or care givers, there was a delay in sending the message and hence they didn't receive the message.
 - (f) That connectivity to partners of the Service Provider was lost due to network issues.
 - (g) That connection to internet was lost due to issues from the network service provider's end or due to maintenance issues.
 - (h) That the Service Provider's partner providing ambulance services had been notified of the Member's location, but the ambulance driver could not locate the house or could not identify the Member.
 - (i) That the medical data on the Member's account is outdated.
 - (j) That the medical data of the Member could not be sent to the hospital or doctor due to confidentiality or any other issues with sharing of data.



- (k) That the Member was treated wrongly at the hospital or care centre or by the registered medical practitioner where he was admitted or was referred to.
- (l) That the Member was not present at the service address.
- (m) That the Member's preferred hospital required a deposit of fees to be made at the time of admission, but Member did not have the required funds.
- (n) That the Member is admitted into hospital, but the Sponsor or the Nominee did not respond to the Service Provider.
- (o) That the battery of the Member's Phone had not been adequately charged by the Member and the device had switched off because of low battery.
- (p) That there was a breakdown or accident of the vehicle in which the Member was being transported in the provision of Services; and/or
- (q) 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, including the SEPL App 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.

3. In the event that the Member expires before the arrival of the Service Provider's personnel/at the last recognized location/or at his/her own residential premises, the Service Provider's personnel will inform the local police station, or the Sponsor or Nominee as mentioned in the Enrolment Form.
4. In the event that the Member expires while in transit from his location to the pre-selected hospital, the Service Provider's personnel will get the Member admitted to the hospital identified and will follow the standard procedure in accordance with the Applicable Laws.
5. 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 charges in case of a medical emergency pertaining to 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.
6. 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 Company's Services; provided that, the Service Provider reserves the right to exercise its discretion in this regard.
7. 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.
8. The Member shall keep the Service Provider informed and updated of any changes in the medical/ health condition of the Member, the insurance policy taken in the name of the



Member or any other information, from time to time. All such changes shall be notified in writing and delivered to the Service Provider either by email or by calling NAC.

9. In the event that a Member is desirous of providing any instructions to its preferred hospitals, either in case of emergency admissions or otherwise, the Service Provider will enquire about the procedure followed by such hospital and follow the same, and neither the Member nor the Sponsor, shall raise any disputes against the Service Provider in this regard.
10. The Service Provider may from time to time send communications to Members *via* SMS, email, the SEPL App or other digital messaging platforms, and the Member hereby acknowledges that such communication shall be deemed to be a notice issued in accordance with the MTC.
11. 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.