



Scope of Services

Expense Reimbursement Service (ERS).

The ERS is currently being offered to all Members of the Service Provider as a supplementary service to the subscribed core services like – MEAS or MEAS Lite (Single / Couple), Well @ Home Service, MedicAssist @ Home, etc.

Under this service, the Member, or the Sponsor, as the case may be, will have to transfer an amount to the Service Provider in advance. The funds have to be transferred in INR Currency from any Indian Bank Account or debit/credit card issued by any Indian Bank.

The funds so received by the Service Provider will be used by it to meet the expenses incurred by the Member, on behalf of and as per instructions of the Member or the Sponsor, as the case may be, who has transferred the amount. Such payments or reimbursements may include, but not be limited to the following:

- Payment of utility bills, municipal taxes, transportation charges, etc.
- Reimbursement of medicine purchased, diagnostic tests, health check-ups and doctor's fees.
- Hospitalization expenses, ambulance services, etc.
- Payment of salaries to maids, ayahs, drivers, attendants, etc.
- Purchase of monthly groceries, vegetables and durables etc.
- Any other payments to vendors providing services to the Members or any payment to be done on behalf of the Members.
- Reimbursement of any repair work done at Member's house.
- Service renewal payment to the Service Provider.
- Payment of additional usage bills, etc.
- ERS service cannot be used to transfer funds in cash to the member or next of kin.

The Service Provider will maintain a book of accounts for all the reimbursement or payment made on behalf of the Member and send a statement of account every month to the Member or the Sponsor, as the case may be, who has transferred the funds to the Service Provider.

In case the fund received by the Service Provider is consumed, the Service Provider will pause all future payments / expenses till an incremental amount is received by the Service Provider on account of the Member. In such a scenario, the Member or the Sponsor, as the case may be, will have to transfer such incremental amount to the Service Provider so that the service can continue without interruption.

The service charge is 10% (ten percent) of the amount transferred plus applicable GST or INR 3,000/- (Indian Rupees three thousand only) plus applicable GST, whichever is lower, per transaction below transfer value of INR 50,000 (Indian Rupees fifty thousand only). The balance amount (post deduction of service charges and taxes) will be used for expense / reimbursement purpose.

In case the amount transferred by the Member or the Sponsor, as the case may be, is greater than or equal to INR 50,000 (Indian Rupees fifty thousand only) in a single transaction, then the service charge applicable will be 10% (ten percent) of the amount transferred plus applicable GST for that transaction. The balance amount (post deduction of service charges and taxes) will be used for



expense / reimbursement purpose.

The minimum amount of transfer in a month must be INR 5000/- (Indian Rupees five thousand) and hence the minimum service charge per months is INR 500/- (Indian Rupees five hundred) plus applicable GST.

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 ERS 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 or the Sponsor, as the case may be, shall transfer money from any Indian bank to the Service Provider using the bank details provided by the Service Provider. Debit cards / Credit cards issued by any foreign bank will not be accepted for this purpose.
2. 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 if, on the request of and on behalf of the Member or the Sponsor, the Service Provider makes payment of a sum to any third parties.
3. 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.
4. 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.
5. The Service Provider may from time to time send communications to Members via SMS, and the Member hereby acknowledges that such communication shall be deemed to be a notice issued in accordance with the MTC.
6. 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.
7. The Member and the Sponsor hereby jointly and severally accept and acknowledge that the ERS may not be available to the Member in certain circumstances, including but not limited to the following:
 - (a) That any payments were not made within their respective due dates due to insufficiency of funds transferred by the Member or the Sponsor, as the case may be.
 - (b) That any payments were not made within their respective due dates due to loss of mobile or internet connectivity.



- (c) That the Service Provider's personnel had been robbed of valuables or cash belonging to the Member or the Sponsor; and/or
- (d) That any payments were not made within their respective due dates as the Service Provider was unable to establish contact with the Member or the Sponsor, as the case may be.

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, 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.