



## **Scope of Services**

### **Member Logistics Management (MLM)**

#### **Summary**

There will be a single point of contact person (“PCP”) associated with the MLM Service, who will manage and track all the logistics related to MLM Module chosen by the member / Sponsor.

#### **MODULE 1 – Medical Logistics Management Only.**

#### **Details**

The Service Provider will manage and track the complete medical logistics of the Member, thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Taking appointments and facilitate the visit.
2. Scheduling and taking the Member for diagnostic tests and procedures.
3. Planning and preparing for a visit to the doctor or the diagnostic test centre.
4. Collecting medical reports.
5. Maintain a File with all Doctor prescription and Medical Test Reports.
6. Tracking medicine purchase, stocking, and stock-taking; and
7. Updating and sending monthly report to the Member or Sponsor.

The scope of the MLM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Conveyance of medical status of the Member.
2. Taking of any medical decisions.
3. Providing any communication related to health of the Member.
4. Taking of any decisions regarding purchase of alternate medicines in case the medicine as prescribed by the doctor is out stock / market. However, in such cases, the Service Provider will obtain the doctor’s advice.
5. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay for any medical expense.
6. Provision of any service similar or ancillary to any of the foregoing.

The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

#### **Timings**

10 (ten) hours per month exclusively for the MLM Service, with no carry forward of any unused hours to the next month.



## **MODULE 2 – Medical Logistic Management + Food Management**

### **Details**

The Service Provider will manage and track the complete medical logistics of the Member, will supervise, replenish and ensure that the member's regular requirement of groceries, vegetables, fruits and other food items are met thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Taking appointments and facilitate the visit.
2. Scheduling and taking the Member for diagnostic tests and procedures.
3. Planning and preparing for a visit to the doctor or the diagnostic test centre.
4. Collecting medical reports.
5. Maintain a File with all Doctor prescription and Medical Test Reports.
6. Tracking medicine purchase, stocking, and stock-taking.
7. Adhere to the Nutrition list provided by the Doctor / Nutritionist. The list will need to be approved by the Member and / or the Sponsor before it is used for procuring the food items.
8. Adhere to the standard monthly requirement of groceries as provided by the Member and / or the Sponsor in writing.
9. Check the stock of groceries and food items available at home and ensure the balance is purchased and delivered to the member.
10. Adhere to any list of groceries and food items to be purchased if it is provided by member / sponsor.
11. Adhere to the fixed monthly utility order / purchase and payments.
12. Updating and sending monthly report to the Member or Sponsor.

The scope of the MLM + FM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Conveyance of medical status of the Member.
2. Taking of any medical decisions.
3. Providing any communication related to health of the Member.
4. Taking of any decisions regarding purchase of alternate medicines in case the medicine as prescribed by the doctor is out stock / market. However, in such cases, the Service Provider will obtain the doctor's advice.
5. Taking any decision to revise or modify the nutrition list / grocery list.
6. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay the utility bills, for grocery and food item purchases or for any medical expense.
7. Provision of any service similar or ancillary to any of the foregoing.

The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

### **Timings**

15 (fifteen) hours per month exclusively for the MLM + FM Service, with no carry forward of any unused hours to the next month.



## **MODULE 3 – Medical Logistic Management + Home Hygiene Management**

### **Details**

The Service Provider will manage and track the complete medical logistics of the Member, will supervise, replenish and ensure that the member's regular requirement of home hygiene are met thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Taking appointments and facilitate the visit.
2. Scheduling and taking the Member for diagnostic tests and procedures.
3. Planning and preparing for a visit to the doctor or the diagnostic test centre.
4. Collecting medical reports.
5. Maintain a File with all Doctor prescription and Medical Test Reports.
6. Tracking medicine purchase, stocking, and stock-taking.
7. Ensure that AMC (Annual Maintenance Contract), if any are within validity period and ensure the renewal are done on time.
8. Ensure that the housekeeper / attendant follows the standard weekly cleaning & maintenance schedule.
9. Ensure that any complaints related to the Household electrical equipment brought to the notice of the PCP are attended to through authorised service centres or experienced experts, if such authorised service centres are not available.
10. Updating and sending monthly report to the Member or Sponsor.

The scope of the MLM + HHM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Conveyance of medical status of the Member.
2. Taking of any medical decisions.
3. Providing any communication related to health of the Member.
4. Taking of any decisions regarding purchase of alternate medicines in case the medicine as prescribed by the doctor is out stock / market. However, in such cases, the Service Provider will obtain the doctor's advice.
5. Taking any decision to stop or add any new AMC.
6. Taking any decision to exchange / replace / discard / purchase any new electrical household equipment.
7. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay for the repairs, renewals of AMC or for any medical expense.
8. Provision of any service similar or ancillary to any of the foregoing.

The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

### **Timings**



15 (fifteen) hours per month exclusively for the MLM + HHM Service, with no carry forward of any unused hours to the next month.

#### **MODULE 4 – Food Management + Home Hygiene Management**

##### **Details**

The Service Provider will supervise, replenish and ensure that the member's regular requirement of groceries, vegetables, fruits and other food items as well as that of home hygiene are met thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Adhere to the Nutrition list provided by the Doctor / Nutritionist. The list will need to be approved by the Member and / or the Sponsor before it is used for procuring the food items.
2. Adhere to the standard monthly requirement of groceries and food items.
3. Check the stock of groceries and food items available at home and ensure the balance is purchased and delivered to the member.
4. Adhere to any list of groceries and food items to be purchased if it is provided by member / sponsor.
5. Adhere to the fixed monthly utility order / purchase and payments.
6. Ensure that AMC (Annual Maintenance Contract), if any are within validity period and ensure the renewal are done on time.
7. Ensure that the housekeeper / attendant follows the standard weekly cleaning & maintenance schedule.
8. Ensure that any complaints related to the Household electrical equipment brought to the notice of the PCP are attended to through authorised service centres or experienced experts, if such authorised service centres are not available.
9. Updating and sending monthly report to the Member or Sponsor.

The scope of the FM + HHM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Taking any decision to revise or modify the nutrition list / grocery list.
2. Taking any decision to stop or add any new AMC.
3. Taking any decision to exchange / replace / discard / purchase any new electrical household equipment.
4. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay for the repairs, renewals of AMC or for any home expense.
5. Provision of any service similar or ancillary to any of the foregoing.

The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

##### **Timings**

10 (ten) hours per month exclusively for the FM + HHM Service, with no carry forward of any unused hours to the next month.



## **MODULE 5 – Medical Logistic Management + Food Management + Home Hygiene Management**

### **Details**

The Service Provider will manage and track the complete medical logistics of the Member, will supervise, replenish and ensure that the member's regular requirement of groceries, vegetables, fruits and other food items as well as that of home hygiene are met are met thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Taking appointments and facilitate the visit.
2. Scheduling and taking the Member for diagnostic tests and procedures.
3. Planning and preparing for a visit to the doctor or the diagnostic test centre.
4. Collecting medical reports.
5. Maintain a File with all Doctor prescription and Medical Test Reports.
6. Tracking medicine purchase, stocking, and stock-taking.
7. Adhere to the Nutrition list provided by the Doctor / Nutritionist. The list will need to be approved by the Member and / or the Sponsor before it is used for procuring the food items.
8. Adhere to the standard monthly requirement of groceries as provided by the Member and / or the Sponsor in writing.
9. Check the stock of groceries and food items available at home and ensure the balance is purchased and delivered to the member.
10. Adhere to any list of groceries and food items to be purchased if it is provided by member / sponsor.
11. Adhere to the fixed monthly utility order / purchase and payments.
12. Ensure that AMC (Annual Maintenance Contract), if any are within validity period and ensure the renewal are done on time.
13. Ensure that the housekeeper / attendant follows the standard weekly cleaning & maintenance schedule.
14. Ensure that any complaints related to the Household electrical equipment brought to the notice of the PCP are attended to through authorised service centres or experienced experts, if such authorised service centres are not available.
15. Updating and sending monthly report to the Member or Sponsor.

The scope of the MLM + FM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Conveyance of medical status of the Member.
2. Taking of any medical decisions.
3. Providing any communication related to health of the Member.
4. Taking of any decisions regarding purchase of alternate medicines in case the medicine as prescribed by the doctor is out stock / market. However, in such cases, the Service Provider will obtain the doctor's advice.
5. Taking any decision to revise or modify the nutrition list / grocery list.
6. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay the utility bills, for grocery and food item purchases or for any medical expense.
7. Provision of any service similar or ancillary to any of the foregoing.



The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

### Timings

20 (twenty) hours per month exclusively for the MLM + FM + HHM Service, with no carry forward of any unused hours to the next month.

### 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](http://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 MLM Services provided by the Service Provider. Any capitalised term not defined herein, shall have the same meaning as ascribed thereto in the MTC.

1. Under any medical conditions, where the Member cannot walk on his/her own, the Service Provider will seek help from an ambulance to transport the Member to the hospital / doctor’s chamber, as appropriate.
2. While the Service Provider may offer assistance to the Member to maintain his/her dossier, the Member and the Sponsor hereby acknowledge that the Service Provider will not be held liable for the completeness or correctness thereof.
3. 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 Company’s National Alarm Centre (“**NAC**”) immediately so that the Services may be rendered subsequently as per mutual convenience.
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 and the Sponsor hereby jointly and severally accept and acknowledge that the MLM Services may not be available to the Member in certain circumstances, including but not limited to the following:
  - (a) That the Member does not want to take the medicine prescribed by the doctor;
  - (b) That the Member does not want to follow the nutrition list provided by the doctor / nutritionist;
  - (c) That the Member deviates from the dosage prescribed by the doctor;
  - (d) That the Member does not allow the housekeeper / attendant inside the house or does not allow him / her to do his / her duties.
  - (e) That the Member consumes medicines which are not prescribed by the doctor;
  - (f) That the Member consumes food which are not prescribed or prescribed not to be had by the doctor and / or nutritionist.
  - (g) That the grocery and / or food items are not available in the local market due to any

reason whatsoever.

- (h) That the grocery and / or food items purchased by the Service Provider, in spite of its best efforts, turns out to be of inferior quality.
- (i) That the AMC provider or authorised service centre or any experienced experts selected by the Service Provider is not able to deliver the promised outcome.
- (j) That the Member or Sponsor do not wish to adhere the medical test/ procedure / operation / treatment recommended by the doctor;
- (k) That PCP separates from the Service Provider or moves to a different location;
- (l) That the Member was not present at the service address; or
- (m) That there was a breakdown or accident of the vehicle in which the Member was being transported in the provision of Services,

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.

6. 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, purchase of any products or services and any other charges 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.
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 that may be relevant to the service module selected by the Member and / or the Sponsor, 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. 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.
10. 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.