



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. The Member can also call the Company's National Alarm Centre ("NAC") for a single service on ad hoc basis, payment for which will be collected post-delivery of the same. The delivery of such re-scheduled or ad hoc service will strictly be as per the availability of service slot at that point of time. In case of non-availability of service slot, the Member will be contacted by the Service Provider for suitable alternatives.

Every month the Member will receive a summary report of the visits rendered in the month.

Any additional hour of usage of service, i.e., beyond 600 minutes (10 hours) / 300 minutes (5 hours) (for OHA and OHA Lite respectively) in a month would be charged at the rate of current OHA service charge for 60 minutes (one hour) plus applicable taxes. Please note that this charge can be revised at the discretion of the Service Provider with or without prior intimation.

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 on weekdays. 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 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 may cancel/ reschedule any fixed appointment confirmed by the Service Provider within a period of 24 (twenty four) hours as per the following terms by calling NAC:
 - (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; and
 - (c) ***Cancellation of Ad hoc Services***: The Member can cancel any *ad hoc* request made as provided below:
 - (i) ***Cancellation more than 24 hours before scheduled time***: no charges to be billed and the Member can reschedule the service.
 - (ii) ***Cancellation two hours before scheduled time***: Member shall be assured of Services on any alternative date and the Member will be charged a cancellation fee of INR 100/- (Indian Rupees one hundred only).
 - (iii) ***Cancellation less than two hours before scheduled time***: Member will be billed for the entire scheduled period.
5. 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.
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 OHA Services; provided that, the Service Provider reserves the right to exercise its discretion in this regard.



7. 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.
8. 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.
9. 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.
10. 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.
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.