



## **Scope of Services**

### **Well @ Home (WaH) Single / Couple – Level 2**

For WaH Level 2 service it is mandatory for the member to have a working broadband Internet connection with a working Wi-Fi Router at his / her own cost.

The Member will be provided with a package of pre-selected SMART devices by the Service Provider. The Service Provider will also offer a Support Elders Member App (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 or the Member calls the Nation Alarm Centre (NAC) from his / her mobile phone or their landline phone in an emergency to raise an alarm, 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 team may also initiate threshold-based monitoring of the basic health parameter, if such thresholds have been suggested by Member's doctor and have been provided to the Service Provider by the Member and / or the Sponsor, and will take appropriate action that may include proactive declaration of medical emergency and associated action by the team.

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.

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.

The Service Provider will be responsible for placing, testing, and monitoring the output of the SMART devices. The placement of the SMART devices will be in such a way that the Member gets the maximum possible benefit by using the SMART devices.

To avail of this service, the Member can 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.

To commence the service, a one-time non-refundable registration charge ("**Registration Charges**") will have to be paid to the Service Provider. The SMART device along with all other accessories are properties of the Service Provider and for any normal wear and tear or repair the device would be serviced by the Service Provider only.



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.

During such calls we check how the Members are doing, whether the SMART device is working properly and if they need any help with any out-of-home work. In such calls we inform the Members on their weekly visit 24 (twenty four) hours prior to delivery of the service.

- Out of Home Assistance (OHA) (Complimentary 10 hours per month)

This is a complimentary service currently offered to all Members who avail of the WaH Level 2.

Under this service we visit the Members once every week as per the agreed time (between 7 am to 7pm) and we will help / assist the Member to fulfil his out of home / societal duties such as:

- Escorts for visits to doctor's chamber, diagnostic / pathological bas, 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.

The Member will get scheduled services through 1 (one) visit of Service Provider nominated persons per week for a duration not more than 150 minutes (two and half hour) per visit and in total not exceeding 600 minutes (10 hours) 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 per week and subscribe to additional OHA services.

- Care Integrator

The Service Provider will depute a trained and certified Care Integrator to visit the Member at regular intervals to ensure accurate working of the SMART devices. The Care Integrator will report any maintenance requirement, breakdown and replacement of devices to the Service Provider for necessary action. In advanced care options of the Well@Home Service, the Care Integrator will ensure coordination with the doctors as well as other medical needs of the member.

The scope of work of the Care Integrator 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 work of the Care Integrator:

1. Interpretation of medical status of the Member.
2. Taking of any medical decisions.
3. Undertaking any kind of medical intervention.
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. Engage in any kind of domestic work.
6. Provision of any service similar or ancillary to any of the foregoing.

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

The WaH Level 2 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.

- Discussion with the Service Provider's panel of doctors (once every calendar month)

The WaH Level 2 service enables the Member along with the Sponsor (if applicable) to have a free virtual discussion with the Service Provider's panel of doctors selected by the Service Provider once



every calendar month for a maximum period of 30 minutes. The Service Provider will schedule the date and time for the discussion every month in consultation with the doctors available and inform the Member and Sponsor. It will be the responsibility of the Member and Sponsor to be available at the scheduled time. Rescheduling of the date and time once informed by the Service Provider will not be possible.

The Member and Sponsor hereby agree that while the Company will initiate the request for such discussion to the panel of doctors as mentioned above, fix the schedule for such discussion with the doctor(s) available, the Company will have no role to play in the actual delivery of any advice by the doctor(s) to the Member and/or Sponsor and will not be responsible for the quality or accuracy of such advice by the doctor(s). It is further understood by the Member and/or Sponsor that the role of the Company is limited to facilitating the delivery of such advice by the available doctor(s) from its selected panel to the Member and/or Sponsor and the doctor(s) present during the discussion is/are solely responsible for the quality, accuracy and consequences of such advice.

### **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 WaH Level 2 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 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.
2. 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.
3. The staff assigned by the Service Provider for OHA service 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 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.



5. **SMART Device**

- (a) In case the SMART device is lost / stolen / damaged, then the Member or the Sponsor shall be liable to reimburse in full, the cost of such device to the Service Provider. The Service Provider shall be entitled to adjust the Security Deposit towards the cost of the SMART devices and raise a demand on the Member or the Sponsor, for any balance outstanding thereafter. The Member hereby acknowledges that the SMART devices shall continue to remain the property of the Service Provider, and the Member shall forthwith handover the damaged device to the Service Provider, upon receipt of a notice in this regard.
- (b) The SMART device comes activated with a specialized SIM card from the Service Provider's preferred network service provider and may also need a reliable power connection, WiFi or other stable internet connection at the home of the Member which are necessary for the proper functioning of the alert services. The Member shall take reasonable care of the SMART device and shall not replace / remove / change / tinker with the SMART devices and the SIM card in the SMART device, failing which, the Service Provider shall not be liable for any non-performance of Services and the Service Provider shall have the right to forfeit the Security Deposit, without prejudice to any of its other rights.
- (c) The actual functioning of the SMART devices is dependent on the availability of network of the network service provider at that location, and the Service Provider shall not be responsible for any inaccuracy in data of the Member due to the same.
- (d) The Service Provider shall not be required to provide any upgrades / advanced versions of the SMART devices to an existing Member and the Member shall continue to use the version of the device as initially provided to him by the Service Provider. In the event that a device provided to a Member is rendered unusable on account of mechanical or other defects and the device is required to be replaced within the warranty period, the Service Provider may then provide an upgraded/ advanced version of the SMART device to the Member, subject to mutually agreed terms and conditions.
- (e) The SMART devices and its radiocontrols provide a reliable communications link and fill an important need in portable wireless signalling. However, the Member and the Sponsor, hereby agree and acknowledge that a receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings. It is hereby further acknowledged that infrequently used radio links are required to be tested regularly to protect against interferences or faults.
- (f) The Service Provider will pass on to each Member using the SMART devices, a license to use the programs in the form of a "break-the-seal" end user license agreement contained in the WAF program's packages for the duration that he/ she is using the SMART device.
- (g) The Service Provider from time to time issues updates on methods of usage or warnings related to the SMART devices through various communication methods or media. The Member and the Sponsor hereby agree and acknowledge that other than such communications issued by the Service Provider, the Service Provider shall not be required to send individual notices to the Members or the Sponsors.

6. The Member and the Sponsor hereby jointly and severally accept and acknowledge that there are certain limitations to the delivering the WaH Level 2 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.

7. 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.



8. 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.
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 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.