

## T&C FOR PRODUCT AND SERVICE PAGE

Every user agrees and undertakes to abide by the following principles upon use of any Platform. No user shall host, display, upload, modify, publish, transmit, update or share any information which

- (a) Belongs to another person and to which the user does not have any right to;
- (b) Is grossly harmful, harassing, blasphemous; defamatory, obscene, pornographic, paedophilic, libelous, invasive of another's privacy, hateful, or racially, ethnically objectionable, disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatever;
- (c) harms minors in any way;
- (d) infringes any patent, trademark, copyright or other proprietary rights;
- (e) violates any law for the time being in force;
- (f) deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;
- (g) impersonates another person;
- (h) contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer resource.

### Service Details:

- HealthAssure work with corporate & insurers and web aggregators to provide primary care services.
- Our services can only be accessed and used by platform called HealthPass.
- Below are the key services of HealthAssure -
  1. GP Consultation.
  2. Specialist Consultation (Ophthal, Gyneac, Pediatrician, Dietician & Dental).
  3. Diagnostics (including any Pre-employment, Post-Employment and Annual check-ups)
  4. Tele Services (Doctor & Nutritionist)
  5. At Home Services (Doctor, Nurse, Attendant, Physiotherapist)
  6. Pharmacy (Discount Upto 20%) (Discounts is Up to 20%??)
  7. Vaccinations (Influenza, Pneumonia, Cervical Cancer, Hepatitis B & Typhoid)
  8. Health Risk Assessment.
- We work with corporates & insurance brokers to provided annual health check-up, pre-employment check-up or primary care benefits.

## GOVERNING LAW AND DISPUTE RESOLUTION

- These Terms and Conditions shall be governed by the provisions of Indian law and shall be subject to the exclusive jurisdiction of courts situated at [Mumbai, Maharashtra], India. In the event of any dispute, controversy or claim arising out of, relating to, or in connection with these Terms and Conditions and Privacy Policy, or the formation, existence, negotiation or interpretation of these Terms and Conditions and Privacy Policy (**Dispute**), the representatives of HealthAssure and the User shall amicably resolve the Dispute in good faith, as soon as either party is apprised of the existence of a Dispute.

- In the event HealthAssure and the user are unable to resolve the Dispute within 30 days of them commencing discussions to amicably settle the dispute, the Dispute shall be referred to be resolved through arbitration. The arbitration proceedings shall be conducted in accordance with provisions of the (Indian) Arbitration and Conciliation Act, 1996. These Terms and Conditions and the rights and obligations of the parties shall remain in full force and effect pending the award in such arbitration proceeding.

## **Grievance Redressal**

### **Get the best service quality, easy information access and effective grievance redressal with us**

Our grievance resolution process is carried out by senior officers and an expert grievance redressal committee. We aim to resolve your queries and problems in the fastest and most efficient manner.

### **Submit your Grievance**

Call our Customer Service Helpline number +91-22-61676600 to report your grievance.

You will receive a solution to your query within 15 calendar days once we receive your communication.

If you are not satisfied with the resolution you receive, you can take your grievance to our Grievance Officer, Mr. Benedict Rodrigues.

You can reach him at [benedict.rodrigues@healthassure.in](mailto:benedict.rodrigues@healthassure.in)