

Terms and Conditions – NR Health Assure Premium Offer

1. Definitions

- i. **Bank:** Standard Chartered Bank, India.
- ii. **Offer:** Use your Standard Chartered debit or credit card to purchase a healthcare package on Health Assure - Health Pass application or web portal and enter access code 'SCBNRPRM' to get a healthcare package worth INR 4,630 (Rupees Four Thousand Six Hundred and Thirty) for INR 2,500 (Rupees Two Thousand Five Hundred only).
- iii. **Offer Period:** The offer period shall commence from 00:01 hours on 1 April 2019 and end at 23:59 hours on 31 March 2020.
- iv. **Eligible Client:** The offer is open only to Bank's Premium Non-Resident Indian clients.

2. Offer Details

- i. Eligible Client can visit the Health Assure- Health Pass portal at <https://www.healthassure.in/Products> or download the application "Health Pass – Doctors & Health Checkups" from App Store or Play Store.
- ii. Eligible Client must enter access code 'SCBNRPRM' along with contact details to login to the HealthAssure- HealthPass portal or the HealthPass – Doctors & Health Checkups application to avail the Offer.
- iii. Eligible Client must make payment using the Banks debit or credit card to get the Offer.
- iv. The offer can be used thrice by Eligible Client during the offer period
- v. Eligible Clients can book services at 2500+ primary care centres across 900+ cities in India
- vi. Eligible Clients can book these services for themselves, family members or friends.
- vii. Eligible Clients can contact Health Assure at 022-61676633 or write in to support@healthassure.in for any queries on the Offer.
- viii. The healthcare package includes:

Consultations	
Doctor Consultation	1
Doctor Coach Session	1
Essential Checkup - Saver	
Pathology	1
Diabetes	
FBS	
Overall	
CBC	
Urine Analysis	
Heart	
Lipid Profile	
Liver	
Liver Function Test	
Infection	
ESR	
Kidney	
Kidney Function Test	
Radiology	1
ECG	
Physician Consultation	1
Pharmacy Voucher of INR 500	1
MRP INR	4630
Cost to SCB Customer INR	2500

Links for download of the application on the Andriod Play Store - <https://play.google.com/store/apps/details?id=com.healthassure>
IOS App Store - <https://itunes.apple.com/in/app/healthpass-doctors-health/id1397803100?mt=8>

3. General Terms and Conditions

- 1) The Bank reserves the right to modify/change all or any of the terms applicable to this Offer. The Bank also reserves the right to modify, withdraw or discontinue the offer without assigning any reasons whatsoever. Neither anything contained in these terms and conditions, nor shall running this offer be construed as an obligation on the Bank to continue the offer up to the termination/expiry date.
- 2) The healthcare package is arranged by HEALTH ASSURE PRIVATE LIMITED (Health Assure). The Bank does not have tie ups with the diagnostic centres, clinics, hospitals, doctors, pharmacy, health coaches etc. and is not involved in organizing and making arrangements for the services under the healthcare package. The Banks role is limited to facilitating and directing Eligible Client to Health Assure portal or application. The Bank shall not be liable to any person for any loss or damage which may arise as a result of utilising any services provided by Health Assure. All queries, complaints and issues with regard to the bookings and the services should be directed by the Eligible Client to Health Assure. Eligible Client by registering with Health Assure agree to the terms and conditions of provision of services provided by Health Assure.
- 3) Participation in this Offer is entirely voluntary and it is agreed and understood by the participants that participation shall be deemed to have been made on a voluntary basis.
- 4) The Offer shall not be available wherever it is prohibited under law and/or cannot be made for any reason whatsoever.
- 5) All disputes under this offer are subject to the exclusive jurisdiction of the competent courts/tribunals of Mumbai.
- 6) By participating in the Offer, the participants agree to be bound by the terms and conditions contained herein.
- 7) In all matters relating to this offer, the decision of the Bank shall be final and binding.
- 8) Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the client due to provision of the offer, shall be to the sole account of the client.



TERMS OF USE OF THE OFFER

1. Eligible Client needs to visit the Health Assure Health Pass page at <https://www.healthassure.in/Products> or download the App "Health Pass – Doctors & Health Checkups" from App Store or Play Store.
2. Eligible Client need to enter access code 'SCBNRPRM' (In the tab HAVE AN ACCESS CODE?) along with their contact details to login.
3. Post the personal details are provided, an OTP is generated and sent across to the email id provided via the email id:-support@healthassure.in
4. Post login on the app, the Eligible Client gets an option of 1 Health Checkup on the Diagnostic tab, as Health Assure Premium Offer worth INR 4,630 at INR 2,500.
5. Eligible Client need to make payment using SCB debit or credit card to get the Health Assure Premium Offer.
6. Post making the payment, the Eligible Client has the option to book the appointment online.
7. Post placing the appointment request, the Eligible Client would receive an appointment request acknowledgement SMS and mail immediately, acknowledging the receipt of the appointment request.
8. The Health Assure team contacts the Diagnostic Centre (DC) on the same day, for confirming the date and time of the appointment. Once the slot is confirmed by the DC, a confirmation mail is sent to the DC. A copy of the email received along with a valid Photo ID must be carried to the DC by the person availing the service.
9. Thereafter, the Eligible Client receives an appointment confirmation SMS and email on the same day as placing the request, except on Sundays. The request cut-off time is 5 pm.
10. The Eligible Client has an option of cancelling/rescheduling/re-booking appointments online or through Health Assure contact center.
11. The soft copy of reports will be available to the Eligible Client on their email id within 7 days of their health check. The reports can also be downloaded from the Health Pass Portal. The hard copy of the reports can be collected directly from the DC (As per timelines mentioned by the DC to the customer).
12. Eligible Client can contact Health Assure Contact Centre at 022-61676633 or write in to support@healthassure.in for any queries on the offer.
13. Diagnostic Test.
 - 13.1 The services are provided by Diagnostic Lab partners of Health Assure Pvt. Ltd.
 - 13.2 The services will be available from 8:00 am to 04:00 pm on all days except national holidays and Sundays.
 - 13.3 The booking will have to be done on the Health Assure Portal or app and will be confirmed basis availability at the chosen Diagnostic Lab partner.
 - 13.4 Fasting of 10-12 hours would be required, wherever applicable.
 - 13.5 The diagnostic lab partners have a certified quality protocol in place. Factors such as physiological disturbances, fever, dehydration, haemolysis, etc. can cause variation in reported results.
 - 13.6 In case blood sample gets lysed, Our Diagnostic Lab partner will approach for a fresh sample collection, the same day or another mutually decided date.
 - 13.7 For further queries, please write to : support@healthassure.in or call us at 022-61676633.
14. Doctor Consultation.
 - 14.1 The services will be provided by Partners of Health Assure Pvt. Ltd.
 - 14.2 The doctor consultation will have to be booked on the Health Assure Portal or app and will be confirmed basis availability at the chosen partner.
 - 14.3 The services under Doctor Consultation would cover Consulting Charges with Doctor only. All other charges with regards to treatment, procedure, dressing, medicines etc. would not be part and not covered under this service.
 - 14.4 Health Assure will not be responsible for any cross references, treatments, procedures, tests or any complications arising from these treatments, procedures, tests suggested by partner.
 - 14.5 For further queries, please write to: support@healthassure.in or call us at 022-61676633.
15. Specialist Consultation.
 - 15.1 The services will be provided by Partners of Health Assure Pvt. Ltd.
 - 15.2 The specialist consultation will have to be booked on the Health Assure Portal or app and will be confirmed basis availability at the chosen partner.
 - 15.3 The services under specialist consultation would cover Consulting Charges with Doctor only. All other charges with regards to treatment, procedure, dressing, medicines etc. would not be part and not covered under this service.
 - 15.4 Health Assure will not be responsible for any cross references ,treatments, procedures, tests or any complications arising from these treatments, procedures, tests suggested by partner.
 - 15.5 For further queries, please write to: support@healthassure.in or call us at 022-61676633.