

TERMS AND CONDITIONS FOR TELEMEDICINE SERVICES

Corporate 24 Healthcare is offering online consultations with its doctors (registered medical practitioners hereinafter referred to as "Medical Practitioner") by way of arranged bookings through its voice call, WhatsApp, Zoom, website and Corporate 24 Apps hereinafter referred to as "Telemedicine Services"). To avail such Telemedicine Services, patients are to register themselves and schedule an appointment by following the registration, consent and scheduling process recommended by Corporate 24 from time to time.

The Telemedicine Service available on the digital platforms do not in any way constitute an aviation or recommendation to avail such services neither are they intended in any way to be substitute to in-person consultation with a Medical Practitioner, as Telemedicine Services have certain inherent and intrinsic limitations. We advise and request you, the users, to make independent assessment in respect of accuracy, usefulness and suitability of the Telemedicine Services prior to making and decision to rely on such Telemedicine Services.

This document contains all the terms and conditions applicable to, and governing, the provision of Telemedicine Services by Corporate 24 Healthcare and the relevant Medical Practitioner to you, including the terms and conditions applicable to booking of an appointment, cancellations, refund and all other transactions in connection with Telemedicine Services. Use of Corporate 24 Healthcare's website for the purposes of Telemedicine Services is regulated by these Terms and Conditions and the Privacy Policy.

For the purposes of these Telemedicine Terms and Conditions, wherever the context so requires; (i) "we" or "us" means the relevant Corporate 24 Healthcare entity i.e., Corporate 24 Hospital, Corporate 24 Pharmacy and Corporate 24 Laboratory and "you" means: (a) the relevant patient, or (b) user of the website. Correlative terms such as "our" and "your" will be constructed in accordance with these definitions.

Your visit, access, reliance on and usage of the Telemedicine Services platforms will be treated as your unconditional acceptance of these Telemedicine Terms, Conditions and Privacy Policy which together constitute legally binding and enforceable agreement between you and us.

1. Eligibility

You must be 18 (eighteen) years of age or older to register for, and, or, use, Telemedicine Services.

Telemedicine Services are available for use for children/minors, but the registered member for all patients under the age of 18 (eighteen) must be the patients parent or legal guardian who has custody over the relevant minor and are in each case legally permitted to provide appropriate consent for Telemedicine Services or other medical services to be rendered to the relevant minor. If you register as the parent or legal guardian on behalf of a minor, you are fully responsible for complying with this Agreement. In case of a minor, use of the Telemedicine Services will only be permitted if such a minor is accompanied by the relevant adult who undertook the registration on behalf of such minor, during the entire process of provisioning of the Telemedicine Services to the relevant minor. Only parents and other persons permitted under applicable law to have legal custody over the relevant minor and legally permitted to provide appropriate consent for Telemedicine Services or other medical services to be rendered to the relevant minor can undertake a registration on behalf of the relevant minor.

2. Consent

You acknowledge and agree that, by following the Registration Process, you provide your explicit consent to avail the Telemedicine Services. The consent provided as part of the Registration Process is unconditional, irrevocable and will form the basis for us providing you the Telemedicine Services, and will also form a part of your medical records.

You acknowledge and agree that by availing any Telemedicine Services, you unconditionally and irrevocably provide your consent for us or our representatives to contact you by telephone, text message or any other mode of communication in relation to the Telemedicine Services availed, as well as for promotion of our services.

3. Availability and Scheduling of Telemedicine Services

Confirmation of your appointment with a Medical Practitioner, will be sent to you via SMS and, or, email to your registered mobile number or email address, as the case may be. We reserve the right to reschedule or cancel an appointment without any prior notice. The time provided for Telemedicine Services is indicative and the actual time may change depending on the medical practitioners discretion/ availability and you will be notified of such change

via SMS and, or, email to your registered mobile number or email address, as the case may be.

The Medical Practitioner is entitled to, at his/her sole discretion, take a decision based on the information provided by you, and either prior to or at the time of availing the Telemedicine Services, that the relevant medical services will not be provided through online consultation and may choose not to proceed with rendering the Telemedicine Service at any point in time and suggest an in-person consultation.

The duration for the virtual consultation will be a maximum of 5 minutes after which a warning shall be given leading to the automatic termination of connectivity.

At any stage, you have the right to choose to discontinue the Telemedicine Services but refunds, if any, will be processed only in accordance with the provisions of clause 6 of this Agreement.

4. Information and documents

Please provide your language preference, along with all relevant information such as medical, health and personal information, at the time of completing the Registration Process, along with relevant documents in support thereof. Such information will include, your details, including contact details, medical/case history, test/ investigation reports, prescriptions and other relevant details.

You are solely responsible for all information and documents provided by you to us, whether by uploading it on the Website or Application or email, including all medical, health and personal information. You agree and undertake that all information and documents provided by you are true and correct in all respects. The Telemedicine Services and any other medical services provided by Corporate 24 Hospital will depend upon the information you provide to us.

5. Scope and limitation of Telemedicine Services, Equipment and Connectivity

Telemedicine Services are not intended to replace in-person consultation with the Medical Practitioner. Telemedicine Services will be rendered subject solely to the professional judgement and discretion of the Medical Practitioner. The Telemedicine Services will be provided by the relevant Medical Practitioner through, using suitable mobile application or internet based digital platforms, including third party platforms such as WhatsApp or Zoom. If the Medical Practitioner providing you Telemedicine Services does not inform you about his/her name, please ask for such details prior to the start of the consultation.

We reserve the right to record all interactions between you and the medical practitioner (including video interaction logs, email records, chat/text record), and maintain logs and records of such interaction. We will maintain all patient records including case history, investigation reports, images etc. As we deem appropriate in our sole discretion.

Telemedicine Services are not to be availed for any emergency conditions. In such cases, you are advised to physically visit the nearest hospital. In the event that you consult a Medical Practitioner by availing Telemedicine Services for an emergency condition, such a Medical Practitioner may only provide opinions limited to first aid, other temporary measures, counselling and advice of referral to any other medical practitioner, including an in-person visit to such medical practitioner or the nearest hospital.

The professional judgment of a Medical Practitioner is reasonably well positioned to decide whether a technology based consultation is sufficient or an in-person review is needed, based on the circumstances and information provided. The medical practitioner will use his/her judgment to prescribe medicines to you, as applicable, pursuant to providing your age and other details as may be required. However, the medical practitioner will not prescribe drugs which he cannot prescribe as per applicable laws through online consultations. A scanned copy of the prescription will be shared with you via WhatsApp or, email to your registered mobile number or email address, as the case may be, and we are not held liable for any issues arising out of any such prescription. You may also collect the original prescription from us if required.

You are responsible for arrangement of such equipment as required for the relevant Telemedicine Service to be availed to you. In case of inadequate equipment or a technical error/defective internet connection, we reserve the right to reschedule or cancel the appointment without any notice.

You acknowledge and agree that there will not be any physical examination involved while providing telemedicine services and such services will be provided remotely. The opinion delivered by the medical practitioner will be solely be based on the verbal communication between you and the medical practitioner and other information provided by you to us. While there is no physical examination involved while providing telemedicine services, if a physical examination is deemed critical by the relevant medical practitioner for a proper consultation, the medical practitioner may not proceed with the online consultation and may request for a physical examination to be arranged through an in-person consultation.

6. Payments and refunds

You are required to make payment of the consultation charges for the telemedicine services through the options provided to you by Corporate 24 Healthcare from time to time. We have suitable facilities for receiving online payments through third party gateways. You will be directed to a third party gateway to enable the processing of the payment. All payment related transactions are governed by the terms and conditions and privacy policy of the relevant third party payment gateway.

When availing any of the payment methods available on the website or any other platform, we are not responsible for, or assume any liability whatsoever in respect of, any loss or damage arising directly or indirectly to you due to: (i) lack of authorization for any transaction (ii) any transaction being declined or not being completed or unable to be completed for any other reason (iii) any failure on part of the bank or the third party site or agency to perform any of its obligations (iv) any loss or damage arising directly or indirectly out of the decline or acceptance of authorization for any transaction, for any reason whatsoever.

You have only one opportunity to reschedule a booked appointment for availing Telemedicine Services, in accordance with the provision set out in clause 5 above.

You are not entitled to make refund requests against delays, nature of advice obtained, efficacy of treatment prescribed or health outcomes pursuant to availing telemedicine services. Where applicable, refunds will be processed within 7-14 working days from the receipt of a request from you.

7. Indemnity

You agree and undertake to indemnify and keep us and the concerned Medical Practitioner indemnified against any and all losses, damages, liabilities, costs and expenses, including reasonable legal fees, that we or the concerned Medical Practitioner may incur or suffer on account of, in relation to, or arising from, (i) your use of the Telemedicine service and or, availing or attempting to avail Telemedicine Services from us; (ii) any misrepresentation, inaccuracy in or breach of any of the representations and warranties made by you under this Agreement or any breach of applicable laws; (iii) your failure to provide, in a timely manner, true, correct and complete information and documents to us; (iv) suppression of material facts by you or failure to provide relevant information and documents to us; (v) your failure to follow the directions/ advice / prescription of the Medical Practitioner; (vi) incorrect or

inaccurate payment details provided by you and, or, use of bank account, credit/debit card which is not lawfully owned by you; and (vii) permitting a third party to use/access your account.

8. Amendment of telemedicine terms and conditions

These Telemedicine Terms and Conditions may be amended at any time, without any prior notification to you. Please review the latest version of these Telemedicine Terms and Conditions available on the website prior to availing any Telemedicine Service. If you avail, or continue to avail Telemedicine services, it is deemed that you have read and agree to abide by the modified Terms of Telemedicine Service effective available on the website on the date of availing such services.

This electronic record is generated by a computer system and does not require any physical or digital signatures. Please read this Agreement carefully and if you are not agreeable to any terms and conditions contained herein then please do not proceed further. By clicking on “I Agree” button provided below and proceeding further, you signify that you have read through, understood and unconditionally and irrevocably accepted the terms and conditions set out in these Terms and Conditions. You must agree to the above terms and conditions in order to avail the Telemedicine Services through the available platforms. If you have any queries or need any clarification or assistance please contact us at info@corp24med.com