

## Terms and Conditions for MediBuddy Membership

- Validity – 1 year

<b>Description</b>	<b>Details per User Cost (Excluding GST)</b>
Online Doctor Consultation	Unlimited Consultation for: <ol style="list-style-type: none"><li>1. General Medicine</li><li>2. Cold &amp; Cough</li><li>3. Dietician</li><li>4. Lab Report Analysis</li></ol>
Prescribed Pharmacy	<b>Free Wallet Amount:</b> <ol style="list-style-type: none"><li>1. Rs. 200 free wallet amount redeemable with Minimum order value of Rs 599</li><li>2. Maximum amount redeemable Rs 100 per order</li></ol> <b>Additional Discount:</b> <ol style="list-style-type: none"><li>1. 15% off on prescribed medicine</li><li>2. Service Available based on delivery location Turnaround Time (TAT)</li></ol>
Free MediBuddy Smart Health Checkup	<b>44 Free Health Check-up Tests:</b> <ol style="list-style-type: none"><li>1. Complete Blood Count (CBC) - EDTA Whole Blood - 24 Tests</li><li>2. Complete Urine Examination (CUE) - Spot Urine - 20 Tests</li></ol> To know more, click on: <a href="https://www.medibuddy.in/consumerPackages/21369099">https://www.medibuddy.in/consumerPackages/21369099</a>
Surgery Care Vouchers	<b>Health Checkup Vouchers:</b> <ol style="list-style-type: none"><li>1. 4 Gift Card Vouchers of Rs. 250 each</li><li>1. Rs. 4000 + 1 Free Expert Opinion</li><li>2. 200+ Specialist, 125 Cities</li></ol> <b>3. Most prefer surgery:</b> General Surgery (Piles, Hernia, Fistula, Fissures), Opthal (Lasik, Cataract,

	Glaucoma), Orthopaedic (Knee & Hip replacement)
Free Cancer Risk Assessment	AI Self-assessment tool for identifying Cancer possibilities
Home Care Nurse Service	15% Off on per booking (Unlimited)
Emergency Ambulance Service	15% Off on per booking (Unlimited)

## Redemption process:

### Home Care Nurse Service:

Here's how you can avail this offer:

- **Advance Notice:** Notify MediBuddy Support at least 48 hours before you need the service. Contact us at [hello@medibuddy.in](mailto:hello@medibuddy.in) or call 9999991555
- **Provide Details:** When reaching out, use your registered mobile number or email. Share the following information:
  - Desired Date of Service
  - Duration (8 or 12 hours)
  - Number of Days
  - Full Address and Pincode
- **Verification:** MediBuddy Support will verify your details
- **Service Booking:** We'll handle the booking and send you a payment link. Confirm your service by completing the payment
- **Receive Confirmation:** Once payment is confirmed, you'll get the details of your home care nurse via email or SMS within 48 hours

### Emergency Ambulance Service:

Here's how you can avail this offer:

- Call MediBuddy Support at 9999991555 for emergency ambulance services
- Share the following information:
  - Address/Locality
  - Patient's Name
  - Mobile Number
- MediBuddy Support will verify your details and confirm the booking.
- An ambulance will be dispatched and arrive at your location within 15 minutes.

**Note:** All benefits are provided by MediBuddy and are subject to change without prior notice.

## Important Terms and Conditions for the MediBuddy Membership

- The above offer shall be applicable with effect from 1st July 2024 onwards and customers will have a chance to qualify for the membership every quarter (July to September, October – December, January to March, April to June).
- Customers will, however, receive a MediBuddy membership only once a year. If a customer has qualified for the membership in July to September quarter, then he will not be eligible for the membership in the next 3 quarters even if customer has done the required transactions.
- This offer will be valid only till 31<sup>st</sup> July 2026
- This offer is applicable only for senior citizen customer who have an active Senior citizen savings account with AU Small Finance Bank (“AU Bank”) under product code: 20103
- In case customer migrates to any other product the customer shall not be eligible for membership
- All existing as well as new customers shall be eligible for the offer
- Online doctor consultation can be availed only for the below specialties viz: General Medicine, Cold & Cough, Dietician, General Physician, Lab Report Analysis All the specialties other than the above listed will be on a per payment basis.
- Pharmacy Benefits would be applicable only on the Medicine orders which are with a valid prescription.
- MediBuddy Holds the right to cancel the order in case of unavailability of Medicine or discrepancy in the prescription.
- Health Checkup benefits will be valid only on the selected health checkup by MediBuddy and package parameters can change at sole discretion of MediBuddy.
- Health Checkup voucher worth Rs 1000 will be shared with 4 unique vouchers with only 1 Voucher will be redeemed in one order.
- If the voucher is not redeemed within the specified timeframe, the offer will expire and cannot be reinstated.
- Transactions by either the primary or secondary account holder will be considered for eligibility. Eligibility is assessed at the account level.
- Ensure your Senior Citizen Savings Account remains active until you receive the voucher. Downgrades or account closures will disqualify you from receiving the voucher.
- AU Bank reserves the right to discontinue the offer at any time without prior notice.
- AU Bank is not responsible for any issues related to the offer due to network or technical problems. Any disputes must be raised within 90 days from the last day of qualification
- All the third-party benefits like Cancer Risk Assessment, Ambulance Booking and Nurse at Home booking will be at sole discretion of the partnered party.
- For Detailed terms and conditions of the MediBuddy membership, refer: <https://www.medibuddy.in/terms>
- For any queries reach out to Hello@medibuddy.in
- AU Bank does not guarantee the quality of MediBuddy services. Any disputes related to services should be resolved directly with MediBuddy.
- AU Bank staff are not eligible for this offer
- AU Bank is not liable for any loss or damage arising from the use of goods or services under the offer.

- The offer is non-transferable and non-negotiable.
- Any fraudulent activity related to the offer will result in disqualification.
- AU Bank's decision on eligibility and program matters is final and binding.
- Disputes are subject to the exclusive jurisdiction of the courts in Jaipur, India.
- Any disputes will be resolved through arbitration in Jaipur, with English as the language of arbitration.
- AU Bank reserves the right to modify or discontinue the offer without prior notice. Participation is voluntary.
- Customers are responsible for any applicable taxes on the offer benefits.
- AU Bank is not obligated to make public announcements about the offer.
- Promotional images are for representation purposes only; AU Bank is not responsible for their accuracy.
- Logos and trademarks used are owned by respective entities and used with authorization.
- Participation in the offer is voluntary

For any further details or clarifications, please contact MediBuddy or AU Bank support.