

NAMMA HEALTH

Family Membership – Customer Agreement

This Agreement Summary is issued under the **Namma Health Healthcare Access Membership Program**, operated by **Vinayaka Health Tech Ventures**, Bengaluru, Karnataka, India.

By signing this document or completing digital activation, the **Primary Member** agrees to the following **terms and conditions**.

Important Notice:

This Agreement must be read together with the full **Namma Health Membership Terms & Conditions** available at: www.nammahealthassist.in/terms

1. Nature of Membership

- Namma Health is a **healthcare access facilitation and coordination platform**.
 - The program helps Members connect with **empanelled hospitals, diagnostic centres, pharmacies, and healthcare providers**.
 - Namma Health **does not provide medical treatment or clinical services directly**.
 - Namma Health is **not a hospital, clinic, insurance company, or Third Party Administrator (TPA)**.
 - This membership **does not provide insurance coverage, reimbursement, hospitalization coverage, or financial protection**.
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2. Membership Benefits

- Family Membership provides **access to discounted healthcare services** for registered family members only.
 - Services may include:
 - Doctor consultations
 - Diagnostic tests
 - Health checkups
 - Pharmacy purchases
 - Other healthcare support services
 - **No free medical services are included under this membership.**
 - Benefits are applicable **only at empanelled partner network providers** and may vary depending on service availability and location.
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3. Eligible Family Members

- Benefits are applicable **only to family members registered under the Membership ID**.
- The number of eligible members depends on the **selected family membership plan**.

- **All family members must be registered at the time of activation.**
 - Unregistered individuals **are not eligible to use membership benefits.**
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4. Primary Member Responsibility

- The **Primary Member** is responsible for registering accurate details of all family members.
 - The Primary Member confirms that all registered individuals are **immediate family members** eligible under the selected membership plan.
 - The Primary Member is responsible for **ensuring that all family members comply with the Membership Terms & Conditions.**
 - Any misuse or violation of membership rules by any registered family member **may result in suspension or termination of the entire membership without refund.**
 - Namma Health shall **communicate primarily with the Primary Member** for membership updates, coordination, and renewal.
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5. Mandatory Prior Intimation

- Members must **inform and coordinate with Namma Health before availing services.**
 - Namma Health will assist in **appointment booking and provider coordination.**
 - Walk-in visits **without prior coordination may not be eligible for membership benefits or discounts.**
 - Members may be required to provide **valid Membership ID verification.**
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6. Discount Terms

- Discount percentages **are not fixed.**
 - Discounts may vary depending on:
 - Healthcare provider policies
 - Type of medical service
 - Diagnostic packages or procedures
 - Partner agreements
 - The **final discount and billing amount are determined solely by the healthcare provider.**
 - Namma Health **does not control provider pricing or billing decisions.**
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7. Member Payment Responsibility

- All medical services, consultations, diagnostics, medicines, or hospital charges must be **paid directly by the Member to the healthcare provider.**

- Namma Health **does not process or collect medical payments on behalf of healthcare providers** unless specifically stated for coordination purposes.
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8. Non-Transferable Membership

- Family Membership is **strictly non-transferable**.
 - Only **registered family members** may use the benefits.
 - Sharing, lending, resale, or misuse of the membership **may result in termination without refund**.
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9. Emergency Disclaimer

- Namma Health **does not operate ambulance services or emergency medical facilities**.
 - In case of a **medical emergency**, Members must contact the nearest hospital or emergency services **immediately**.
 - Members may contact **Namma Health support**, and the team may assist in **suggesting nearby hospitals or coordinating services where possible**.
 - However, Namma Health **does not guarantee ambulance availability, hospital admission, or treatment outcomes**.
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10. Liability Acknowledgement

- Namma Health acts **only as a healthcare coordination and facilitation platform**.
 - The Company shall **not be responsible for**:
 - Medical decisions
 - Treatment outcomes
 - Hospital service quality
 - Diagnostic accuracy
 - Clinical negligence
 - Billing disputes
 - All medical decisions remain **solely between the Member and the healthcare provider**.
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11. Membership Validity

- Membership is **valid for one (1) year from the date of activation**, unless otherwise specified.
 - Membership fees are **non-refundable once activated**.
 - Renewal is **subject to company policies at the time of renewal**.
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12. Data & Privacy Consent

By enrolling in the program, the Member agrees that:

- Basic member information may be **shared with partner healthcare providers strictly for service coordination purposes.**
 - Namma Health **does not sell or misuse Member data for unrelated purposes.**
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13. Acceptance of Terms

I confirm that:

- I have read and understood the Membership Terms & Conditions
 - I understand that this membership **is not an insurance policy**
 - I understand that benefits apply **only after prior coordination**
 - I confirm that **only registered family members will use the benefits**
 - I agree to comply with all membership rules
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Member Details

Primary Member Name: _____

Membership ID: _____

Mobile Number: _____

Registered Family Members

(Name, Age & Relationship)

1. _____ Age ____ Relationship _____
 2. _____ Age ____ Relationship _____
 3. _____ Age ____ Relationship _____
 4. _____ Age ____ Relationship _____
 5. _____ Age ____ Relationship _____
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Signature: _____

Date: _____

Official Contact Information

Namma Health

Healthcare Access Membership Program

Operated by:

Vinayaka Health Tech Ventures

Bengaluru, Karnataka, India

Customer Support: **+91-6360108440**

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