

NAMMA HEALTH

Individual 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 Member agrees to the following terms and conditions.

Important Notice:

This Agreement must be read together with the full **Namma Health Individual 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 centers, pharmacies, and healthcare service 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 is **not an insurance policy** and **does not provide reimbursement or cashless hospitalization benefits**.
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2. Membership Benefits

- Membership provides **access to negotiated discounts on healthcare services** through the Namma Health partner network.
 - Services may include:
 - Diagnostic tests
 - Health checkups
 - Doctor consultations
 - Pharmacy purchases
 - Other healthcare support services
 - **No free medical services are included under this membership.**
 - Benefits are applicable **only at empanelled partner providers** and may vary by location and service availability.
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3. Mandatory Prior Intimation

- Members must **inform and coordinate with Namma Health before availing services.**
 - Namma Health will assist in **booking appointments and guiding Members to appropriate partner facilities.**
 - **Walk-in visits without prior coordination may not be eligible for membership benefits or discounts.**
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4. Discount Terms

- Discount percentages **are not fixed and may vary** depending on:
 - Healthcare provider policies
 - Service category
 - Diagnostic packages or treatments
 - 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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5. Member Payment Responsibility

- All medical services, diagnostics, consultations, medicines, or hospital charges **must be paid directly by the Member to the healthcare provider.**
 - Namma Health **does not collect or process medical payments on behalf of hospitals or clinics unless specifically stated for coordination purposes.**
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6. Emergency Support & Coordination

- 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 also contact **Namma Health 24/7 support**, and the team **may assist in coordinating with nearby hospitals or ambulance providers where possible.**
 - However, Namma Health **does not guarantee ambulance availability, hospital admission, treatment outcomes, or response times.**
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7. 24/7 Customer Support

- Namma Health provides **24/7 telephonic support for healthcare coordination and assistance.**
- Support services may include:
 - Appointment scheduling
 - Hospital guidance

- Diagnostic center coordination
 - Health service navigation
 - Availability of services **depends on partner network capacity and operational hours.**
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8. Non-Transferable Membership

- This Individual Membership is **strictly non-transferable.**
 - Only the **registered Member** is eligible to use the benefits.
 - Misuse, unauthorized sharing, or fraudulent use of the membership **may result in immediate suspension or termination without refund.**
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9. Partner Network Limitation

- Namma Health works with **independent third-party healthcare providers.**
 - These providers operate **under their own medical licenses, policies, and clinical standards.**
 - Namma Health **does not control medical treatment decisions, service quality, or clinical practices** of partner providers.
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10. Liability Disclaimer

- Namma Health acts **only as a coordination and facilitation platform.**
 - The Company shall **not be responsible for:**
 - Medical advice
 - Diagnosis or treatment outcomes
 - Hospital service quality
 - Clinical negligence
 - Billing disputes between Member and provider
 - All medical decisions are **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.**
 - Membership fees are **non-refundable once activated.**
 - Renewal must be completed **before the expiry date to continue benefits.**
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12. Termination of Membership

Namma Health reserves the right to **suspend or terminate membership** if:

- Membership terms are violated
- Fraudulent usage is detected
- False information is provided during registration
- Abuse of partner network benefits occurs

Termination **does not entitle the Member to any refund.**

13. Data & Privacy Consent

By enrolling in the program, the Member agrees that:

- Basic personal information may be **shared with partner healthcare providers only for appointment coordination and service facilitation.**
 - Namma Health will **not sell or misuse Member data** for unrelated purposes.
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14. 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 agree to comply with all membership rules
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Member Details

Member Name: _____

Membership ID: _____

Mobile Number: _____

Signature: _____

Date: _____

Official Contact Information

Namma Health

Operated by: **Vinayaka Health Tech Ventures**

Customer Support: **+91-6360108440**

Email: **info.nammahealth@gmail.com**

Website: www.nammahealthassist.in