

Terms & Conditions – Ucare Health pack- Axis Bank Offer

Offer Details:

The Offer will constitute of the following services for the customers:

1. Emergency Services:

- 24 x 7 Ambulance services: Live in 140+ cities (customer to pay)
- 24 x 7 Emergency Doctor on Call: 3 X consultations complimentary

2. Medical Services:

- Consult with a GP within 30 minutes: 10 X planned consultations complimentary; 9 am to 9 pm

3. Health Savings:

- Up to 15% discount on medicines: through Wellness Forever
- Up to 50% discount on Lab tests: through partners

This Health pack is complimentary for 1 year. In case customer wishes to renew the membership after expiry, subscription charges worth Rs.299 would be applicable.

How to Avail Offer:

1. You shall receive an SMS with webform registration link to show interest in availing Ucare Health pack membership
2. Click on the webform registration link in the SMS
3. Fill the required details and verify OTP to register
4. Your membership will be activated within 30 days
5. Upon activation, you will receive login details via SMS/Email along with Ucare microsite link
6. You can avail membership benefits by logging into microsite link

Terms and conditions:

- a) **Offer validity:** Offer valid till 1 year from the date of membership activation
- b) **Card applicability:** Offer is applicable only on Axis Bank Smart Pay card and KMRL Axis Bank Kochi1 card
- c) **Card is blocked/expired**
Customers whose card is blocked or expired will receive an SMS informing that membership will be deactivated. In case they wish to continue with membership, charges will be applicable and payment can be made using any of the modes available.
- d) **Membership renewal**
Customers will receive an SMS prior to their membership expiry. Customers can opt for renewal of Ucare Health pack by paying applicable subscription charges.
- e) **Membership cancellation**
In case customer wishes to cancel the complimentary membership, he/she must reach out to Phone Banking team 1800-419-4477 to raise cancellation request.
- f) **Membership reactivation**
If customer cancels their membership within 1 year of activation, he/she may renew Ucare health pack by paying applicable subscription charges.
- g) **Customer complaint**
Customer to reach out to dedicated Ucare customer helpline Email: contactus@ucare.co.in for any queries or complaints