



### **American Express® Terms and Conditions**

- This offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing. An American Express Platinum Cardmember ("member") for the purpose of this offer means a person holding an American Express Platinum card issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
- This offer is not valid for American Express Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards ") issued in India.
- The offer in this program will be fulfilled at the merchants' end only. This offer is being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
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- To receive this offer, purchase should be charged in full to the American Express Card. No cash alternative is available.
- American Express Banking Corp. is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Cardmembers under this offer. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same.
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Cardmember under this offer. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Cardmember agreement with the Card issuer.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in Delhi only.
- This offer is subject to partner Terms and Conditions.

**Max Healthcare**  
**Terms and Conditions**

**Offer details:**

- Specialized rates on Gold and Titanium preventive health check packages.
- This offer is valid from 5<sup>th</sup> July 2023 – 30<sup>th</sup> June 2024 (Both Days Included)
- The specialized rates are not applicable on online payments made on Max Healthcare's app & website.
- The specialized rates is applicable only on payment made at payment counter at participating hospitals listed below.
- Preventive Health Packages services are available at Max Gurgaon, Noida, Panchsheel, Vaishali, Mohali, Nanawati, Shalimar Bagh
- For list of participating Hospitals, [Click Here](#).
- Prebooking for Preventive Health Packages is compulsory.
- Package inclusions and cost is captured in [Annexure A](#). Inclusions and cost are subject to change basis management's decision.
- The offer can be availed multiple times during the offer period.
- The offer is also applicable on Supplementary Cards.
- Discount would be applicable on the total bill value (**exclusive of taxes**)
- All disputes relating to billing offer, services etc. shall be resolved at the hospital level only.
- Cardmembers and/or their immediate family members are required to keep and present the receipt in case of any non-fulfilment related concerns.
- These specialized rates cannot be clubbed with any other offer or discount running at the hospital.
- There are no black-out dates.
- Queries related to the offer will be entertained only till 15 days from the transaction date. Cardmembers will have to write to the dedicated SPOC (as mentioned below) of respective hospital via email. Please expect a response within 24-48 hours.
- Specialized rates would be applicable only for American Express Platinum Cardmembers & their immediate family members. Immediate family members consist of **spouse, children, and parents**.
- The offer would be extended subject to the availability of the doctor/service at the hospital as per the hospital's policy
- Standard Max Tariff would be applicable on all services as per hospital's policy (Subject to Revision).  
Offer is applicable for American Express Platinum Cardmembers
- Max Healthcare and American Express may discontinue the offer without prior notice.
- For any queries, please reach out to respective hospital SPOC in the list attached and mark an email to Ms. Urvashi at [Urvashi@maxhealthcare.com](mailto:Urvashi@maxhealthcare.com).

**Steps to Avail the offer:**

1. Cardmembers will have to write to the dedicated SPOC (as mentioned below) of respective hospital via email.
2. Max team will share confirmation on email.

3. Cardmember will visit the respective hospital to get the test conducted and pay at payment counter of respective participating hospitals with eligible American Express Card.
4. For details of dedicated SPOC, please refer to the list below:

#### **SPOC Details**

Sr No	Location	PHP Spoc Details	Mobile No (Monday to Saturday from 9Am to 5pm)	Email ID
1	Max Gurgaon	Harsh	9310114226	<a href="mailto:php.ggn@maxhealthcare.com">php.ggn@maxhealthcare.com</a>
2	Max Noida	Medha	7011502912	<a href="mailto:PHPNoida@maxhealthcare.com">PHPNoida@maxhealthcare.com</a>
3	Max Vaishali	Meeta	9278115875	<a href="mailto:Php.vsh@maxhealthcare.com">Php.vsh@maxhealthcare.com</a>
4	Max Panchsheel Park	Neelam	8800283259	<a href="mailto:phppp@maxhealthcare.com">phppp@maxhealthcare.com</a>
5	Mohali	Sonu	9878637925	<a href="mailto:Sonu.Purang@maxhealthcare.com">Sonu.Purang@maxhealthcare.com</a>
6	Max Shalimar Bagh	Savitri	9999837235	<a href="mailto:Savitri@maxhealthcare.com">Savitri@maxhealthcare.com</a>
7	Nanawati Max	Renuka		<a href="mailto:healthcheck@nanavatihospital.org">healthcheck@nanavatihospital.org</a>

#### **Escalation Matrix:**

Escalation 1	Location	Mobile No	Email ID
Jatin	Max Gurgaon	9599767288	<a href="mailto:Jatin.Trivedi@maxhealthcare.com">Jatin.Trivedi@maxhealthcare.com</a>
Urvashi	Max Noida	9811574552	<a href="mailto:Urvashi@maxhealthcare.com">Urvashi@maxhealthcare.com</a>
Sudhanshu	Max Vaishali	9889868886	<a href="mailto:Sudhanshu.Shukla@maxhealthcare.com">Sudhanshu.Shukla@maxhealthcare.com</a>
Urvashi	Max Panchsheel Park	9811574552	<a href="mailto:Urvashi@maxhealthcare.com">Urvashi@maxhealthcare.com</a>
Vijayluxmi	Mohali	9780492926	<a href="mailto:Vijay.Luxmi@maxhealthcare.com">Vijay.Luxmi@maxhealthcare.com</a>
Abhishek	Max Shalimar Bagh	8607057015	<a href="mailto:Abhishek4@maxhealthcare.com">Abhishek4@maxhealthcare.com</a>
Hetal	Nanawati Max	9324270575	<a href="mailto:hetal.chudasama@nanavatimaxhospital.org">hetal.chudasama@nanavatimaxhospital.org</a>