

## Explanation of the Process for Booking a Self-Paid Health Checkup and Availing Discounts

The process for booking a self-paid health checkup through Metropolis is designed to be simple, efficient, and entirely online. Here's a step-by-step breakdown of how the process works:

### Step 1: Online Booking via Metropolis Landing Page

The booking process begins by visiting the Metropolis landing page, where customers can easily schedule their health checkup appointments.

- **Filling Out the Booking Form:**

The customer will be required to fill out a booking form. The form captures essential details, such as:

- **Name**
- **Mobile Number**
- **Package** (The specific health checkup packages the customer is interested in). This information is necessary for correspondence, and the package selection will help tailor the checkup to the customer's needs.

- **Submitting the Form:**

After completing the form, the customer submits it to initiate the booking process.

### Step 2: OTP Verification

Once the form is submitted, the system triggers an **OTP (One-Time Password)** to the mobile number provided by the customer.

- **OTP Entry:**

The customer must enter the OTP on the website to verify their identity and confirm that the contact details are correct.

- **Verification Successful:**

Upon successful OTP verification, the customer is redirected to a **Thank You Page**, indicating that the booking request has been received.

### Step 3: Instant Customer Communication

Once the booking request is submitted, the Metropolis support team will immediately initiate communication with the customer:

- **Call and SMS Notification:**

Within **60 minutes** of the booking, the customer will receive a **call** and **SMS** confirming their booking details. This is done during business hours, which are from **8:00 AM to 8:00 PM**, Monday to Saturday.

Please note that **Sunday is a holiday**, and no communication will be made on that day.

#### Step 4: Appointment Scheduling

The customer will be informed about the available time slots for their health checkup.

- **Booking and Availability:**

Customers can place their booking on any day of the week (Monday to Sunday).

However, the **earliest available appointment** will be at least **24 hours** after the booking is made (T+1).

For example, if a customer books the health checkup on **December 1st**, the **earliest available appointment** will be for **December 3rd** or later, depending on availability.

#### Step 5: Home Collection Services

For added convenience, Metropolis offers **home sample collection** as part of the health checkup booking.

- **Home Collection Availability:**

- Sample collection is available between **Monday and Saturday**.

- On **Sunday**, sample collection is available only between **7:00 AM and 11:00 AM**. At the time of booking, customers will be informed about the exact time slot for the home collection service.

#### Step 6: Report Delivery

Once the sample has been collected, the customer will receive their test results in the following manner:

- **Soft Copy of Reports:**

The **soft copy of the medical reports** will be sent to the customer's registered email address within **72 hours** of sample collection, or according to the turnaround time (TAT) specific to each test.

- **Hard Copy of Reports:**

Customers can also collect a **hard copy of the reports** from any Metropolis PSC center. To retrieve the report, the customer will need to present the **VID number** generated during the registration process.

#### Step 7: Discounts and Offers

During the booking process, customers may be eligible for various discounts or promotional offers, which will be communicated via the landing page or through follow-up messages (SMS or email). The details of these offers will be shared during the booking confirmation stage to ensure transparency.

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This structured online process is designed to ensure convenience and efficiency for customers booking their health checkups with Metropolis, while also providing clear communication and follow-up at every step. The entire booking, appointment scheduling, sample collection, and report delivery are made hassle-free, ensuring customers have a smooth experience from start to finish.