

**MOHSYN**

Emergency Service Plan

# User Agreement

*Emergency Service Plan — Subscriber Agreement*

Mohsyn by ResQ999 LLC

Last Revised: 15 June 2026

## 1. The Agreement and the Parties

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This User Agreement (this “Agreement”) is a binding legal contract governing your subscription to and use of the Emergency Service Plan (the “Emergency Tier” or “Service”). You subscribe and pay for the Service through our website at mohsyn.com; after sign-up, the Service is provided and accessed solely by telephone and WhatsApp. By completing checkout and subscribing, by completing the intake form, or by using the Service, you (“you”, “User” or “Subscriber”) agree to be legally bound by this Agreement.

The Service is contracted by Mohsyn by ResQ999 LLC (“ResQ999”, “Mohsyn”, “we”, “us” or “our”), and is delivered operationally in Pakistan by our affiliated service provider, Humanetek SMC-Pvt Ltd (“Humanetek”), through its Mohsyn vertical. Humanetek operates the control room, field support network and coordination functions that fulfil emergency requests in Pakistan.

This Agreement applies specifically to the Emergency Tier and is read together with the Emergency Tier Terms and Conditions and the Privacy Policy, each incorporated herein by reference. The Emergency Tier does not include onboarding calls, liaison/personal-officer engagement, family check-ins, errands or concierge services, which belong to other Mohsyn plans.

## 2. Acceptance and Eligibility

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The Service is available only to individuals who are at least eighteen (18) years old and possess the legal capacity to enter into and perform this Agreement. You represent that you have the authority to enter into this Agreement and to provide the information of, and arrange the Service for, the named beneficiaries. You waive any requirement for an original (non-electronic) signature to the extent permitted by law.

## 3. Sign-up and Your Information

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To subscribe, you complete sign-up and payment through our website at mohsyn.com and provide the information requested in the intake form (the “Intake Form”). There is no customer login or online account, and the Emergency Tier includes no application or software for you to operate; after sign-up, the Service is provided and reached solely by telephone and WhatsApp.

You acknowledge and agree that, because the Emergency Tier includes no onboarding call, liaison assessment or home visit, the Intake Form is the sole and entire source of information Mohsyn has to identify, locate and serve your beneficiaries in an Emergency. You therefore represent and warrant that all information you provide is true, accurate, complete and current, that you will keep it updated through the dedicated hotline or WhatsApp channel whenever it changes, and that Mohsyn is entitled to rely on it without independent verification.

**TO THE FULLEST EXTENT PERMITTED BY LAW, MOHSYN SHALL NOT BE LIABLE FOR ANY DELAY, FAILURE OR ADVERSE OUTCOME CAUSED IN WHOLE OR IN PART BY INFORMATION THAT IS INACCURATE, INCOMPLETE, OUTDATED OR NOT PROVIDED BY YOU.**

## 4. Subscription and Payment

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The Service is offered at USD 50 per month, or at the annual rate published on our pricing page at mohsyn.com, as may be amended from time to time. You subscribe and pay through the website checkout, and your subscription renews automatically for successive terms until cancelled. Payments are processed securely by third-party payment processors; by providing payment information you confirm it is accurate and authorise the recurring charge. Mohsyn may change pricing, with effect from your next renewal following notice.

## 5. Emergency Response Service Levels

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The Service is provided on a reasonable best-efforts basis. Any stated targets — including ambulance dispatch “within minutes” and Field Support Officer presence “up to 72 hours” per Emergency — are good-faith targets and not binding guarantees, and depend on factors outside our reasonable control. Emergency response is available 24/7 and is activated via the dedicated hotline or WhatsApp channel, upon verification against the registered subscription and beneficiary details.

## 6. Medical Coverage Provided by a Third-Party Insurer

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The medical insurance coverage of up to Rs 500,000 is provided by a licensed third-party insurer (the “Insurer”), not by Mohsyn. Mohsyn is not an insurer and does not underwrite, guarantee or administer any coverage; it acts solely as the emergency response and coordination layer. All coverage is governed by the Insurer’s policy terms. Pre-existing medical conditions are excluded from the coverage.

## 7. Third-Party Service Providers

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The Service involves independent third-party providers, including ambulance operators, hospitals, clinics, doctors and the Insurer. Mohsyn coordinates these providers but does not control them and is not responsible or liable for their acts, omissions, availability, pricing or clinical decisions, which remain the responsibility of the relevant licensed professionals and providers. Your dealings with such providers are between you and them.

## 8. Data Sharing, Cross-Border Transfer and Privacy

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You acknowledge and agree that the Service is contracted by ResQ999 LLC (United States) and delivered operationally by Humanetek (Pakistan). To deliver the Service, ResQ999 will share with Humanetek the personal data you provide, which may include your name and contact details, the names, contact details, addresses and locations of your nominated beneficiaries, relevant medical information, your service instructions, and payment records (excluding full card details, which are retained solely by the payment processor).

This constitutes a cross-border transfer of personal data from your country of residence to Pakistan, and between ResQ999 (United States) and Humanetek (Pakistan). By accepting this Agreement, you give your explicit and informed consent to this transfer and to the processing of your personal data by Humanetek solely to deliver the Service. Humanetek is contractually required to process the data only on ResQ999’s instructions and for the Service, to maintain appropriate security measures, to restrict access to authorised personnel, to disclose data to a third-party provider only to the minimum extent necessary to fulfil a specific requested service, and to comply with the Personal Data Protection Act 2023 of Pakistan in respect of Pakistani nationals.

You may withdraw your consent by written notice to ResQ999, on the understanding that withdrawal will prevent continued delivery of the Service and may result in termination of your subscription. Processing of personal data is otherwise governed by our Privacy Policy, incorporated by reference.

## 9. Acceptable Use and Restrictions

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You agree to use the Service only for its intended purpose and in compliance with applicable law. You must not misuse the Service, interfere with its operation, or use the Mohsyn or ResQ999 names, logos or trademarks without our prior written consent.

The Service must not be used for, and Mohsyn will not be a party to or facilitate, any illegal, immoral or unethical activity. Mohsyn will not threaten, coerce, intimidate, harass, or take any unlawful or extra-

legal action against any person on a Subscriber's behalf or otherwise, and provides no service of that nature. We reserve the right to refuse, limit, suspend or terminate the Service without liability, and to report the matter to the relevant authorities, where we reasonably believe the Service is being used, or sought to be used, for any such purpose.

## **10. Intellectual Property**

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The Service, together with the Mohsyn and ResQ999 names, logos, content and materials, and all intellectual property rights in them, are owned by or licensed to Mohsyn / ResQ999 and protected by applicable laws. This Agreement conveys no ownership interest and grants only the limited rights expressly stated in it. Any feedback you provide may be used by Mohsyn without restriction or obligation, and all rights in such feedback are assigned to Mohsyn.

## **11. Disclaimers and No Warranties**

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**THE SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.**

Mohsyn is an emergency response and coordination service. It is not a hospital, ambulance operator, medical provider or insurer, and does not itself provide medical treatment. We do not warrant that the Service will be uninterrupted, that response targets will be met in every case, or that it will be free from error or delay.

## **12. Limitation of Liability**

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**TO THE FULLEST EXTENT PERMITTED BY LAW, MOHSYN'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS, DAMAGES AND LOSSES ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICE SHALL NOT EXCEED THE AMOUNT OF ONE (1) MONTH'S SUBSCRIPTION RETAINER, BEING USD 50.**

**MOHSYN SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, FOR ANY LOSS OF DATA, REVENUE OR REPUTATION, FOR THE ACTS, OMISSIONS OR CLINICAL DECISIONS OF INDEPENDENT THIRD-PARTY PROVIDERS, OR FOR ANY OUTCOME ARISING FROM INACCURATE, INCOMPLETE OR OUTDATED INFORMATION.**

Nothing in this Agreement excludes or limits liability that cannot be excluded or limited under applicable law.

## **13. Indemnification**

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You agree to defend, indemnify and hold harmless Mohsyn, ResQ999, Humanetek and their respective affiliates, officers, directors, employees and agents from and against any claims, damages, losses, liabilities, costs and expenses (including reasonable legal fees) arising from your use of or inability to use the Service, your violation of this Agreement, the inaccuracy or incompleteness of information you provide, or your violation of any third-party right.

## **14. Term, Suspension and Termination**

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This Agreement remains in effect until terminated. You may terminate by cancelling your subscription, effective at the end of the then-current billing term, and ceasing use of the Service. We may suspend or terminate your access where you breach this Agreement, where payment fails, where required by law, or where there is a risk to safety or to the integrity of the Service. For thirty (30) days following

termination, on written request, we will provide a reasonable opportunity to access personal data we then retain, after which we are not responsible for retaining it. Provisions that by their nature should survive — including Sections 3, 6, 7, 8, 9, 10, 11, 12, 13 and 16 — survive termination.

## **15. Amendments to this Agreement**

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Mohsyn may change, revise or restate this Agreement from time to time. In case of a material change, we will make reasonable efforts to post notice on our website or notify you by email, and such material change will take effect seven (7) days after notice. Other changes are effective as of the stated “Last Revised” date, and your continued use after that date constitutes acceptance.

## **16. Governing Law and Jurisdiction**

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This Agreement is governed by and construed in accordance with the laws of the Islamic Republic of Pakistan. Any dispute arising out of or relating to this Agreement or the Service shall be brought exclusively in the competent courts of Islamabad, Pakistan, to whose jurisdiction you consent. Notwithstanding the foregoing, Mohsyn may seek injunctive relief in any court of competent jurisdiction.

## **17. General**

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This Agreement, together with the Emergency Tier Terms and Conditions and the Privacy Policy, constitutes the entire agreement between you and Mohsyn relating to the Emergency Tier and supersedes prior understandings on that subject. This Agreement creates no partnership, agency or employment relationship. No waiver of any breach is a waiver of any other. If any provision is held unenforceable, it will be limited or severed to the minimum extent necessary and the remainder will remain in effect. You may not assign this Agreement without our prior written consent; we may assign it without restriction. Any cause of action you may have arising out of the Service must be commenced within thirty (30) days after it accrues, failing which it is permanently barred. This Agreement is written, and all related correspondence shall be conducted, in the English language.

## **18. Contact**

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If you have questions about this Agreement, contact us at:

Mohsyn by ResQ999 LLC, delivered in Pakistan by Humanetek SMC-Pvt Ltd.

Email: [info@mohsyn.com](mailto:info@mohsyn.com)