



# Terms and Conditions



## CONDITIONS FOR SERVICE OUTSIDE THE MEXICAN REPUBLIC

The Services of Meddi, its business partners, as well as any third party related to Meddi, are generally provided within the territory of the Mexican Republic and its coverage is only applicable within the country, so if a user of Meddi is abroad, outside the countries specified in this clause or the Mexican territory, only certain services will be available on a limited basis, without this implying the loss of the benefits of the subscription. The same will apply to users who reside outside Mexico and who decide to subscribe to Meddi services.

All matters relating to the Meddi Services shall be governed by Mexican law, and any dispute or controversy arising out of the Services shall be resolved in a Mexican court as stipulated in these Terms and Conditions.

Access to Meddi's services abroad will be limited to subscription via "Corporate Health Plan", i.e. a Meddi package contracted by a company to grant it as a benefit to its employees, and only in the following countries:

1. United States
2. Argentina
3. Peru
4. Brazil
5. Costa Rica
6. El Salvador
7. Guatemala
8. Honduras
9. Nicaragua

By way of example, and only, limited to, the services that can be accessed by any user who has a subscription to Meddi services outside the country are:

1) **CAK13: International Health Benefits Concierge.**

The health services concierge is a valuable tool for people outside of Mexico. This service can find people to find the best medical, psychological, and nutritional services, to get the support they need to live a healthy life.

**Reaches:**

The health services concierge helps clients get medical, psychological, and nutritional guidance and assistance remotely, as well as connect with complementary services for medical care. Such as face-to-face consultations, rehabilitation services, home care, pre-surgical evaluations, coordination of small and large surgical procedures

a) **ATA1: Meddi Mobile App**

**Description:** An all-in-one solution that unifies and monitors employee health from a 360-degree perspective. With high usability, it provides essential business metrics to optimize claims and ensure the success of the healthcare program.

b) **ATB4: Web application for user companies.**

**Description:** Boost health management in your company. Monitor employee health, analyze metrics, check regulations, and reward those who follow preventative practices. Promote a healthier and more productive work environment.

c) **ATG9: Module for exclusive promotions in multiple categories.**

**Description:** Incentivize and reward active users in the preventive health program with exclusive promotions in categories such as travel, education, loans, home workouts, movie theaters, and more. It motivates continuous improvement and commitment to a healthier lifestyle.

d) **ATH10: Module to link other MMI or life policies.**

**Description:** Centralize and simplify your insurance management by easily linking other MMI or Life policies, providing comprehensive and easy-to-manage coverage.

e) **BIA1: Initial Health Questionnaire IA.**

**Description:** Provide your employees with an AI-powered tool to identify key areas of healthcare. Ideal for initiating wellness programs and detecting individual needs.

f) **BIB2: Well-Being Indicator, Health History and Statistics.**

**Description:** Give your team access to clear indicators of well-being and a complete record of their health. A vital tool for the management and monitoring of corporate health initiatives.

g) **BIC3: Personalized Preventive Health Plan.**

**Description:** In addition to personalized plans, this AI-powered system proposes lectures and preventive programs that address important topics such as cancer prevention, accidents, gastroenterology, heart problems, and metabolic diseases. A comprehensive tool to ensure the well-being of your employees.

The attention of the International Concierge services will only be available in the following languages, always subject to the availability of the consultant:

1. Spanish
2. English
3. Portuguese

The general terms and conditions for international concierge subscriptions are:

- The use of the subscription is strictly personal and non-transferable.
- The benefits will be valid for one year from their issuance, a term that may be renewed according to the company's health plan.
- Once the registration is completed, the user will be able to use the benefits immediately, except for those coverages that have a grace period stipulated in their conditions.
- Coverage benefits for contingencies and insurance are provided by a partner to MEDDI, such benefits are applicable to users within the general conditions of each partner.
- Service policies and subscription benefits are subject to change without notice.

- To purchase the services or exchange any benefit, it is necessary to identify yourself in advance. To do this, you must present the card in physical format or digital application and a valid official document, in addition to any document described in the user guide for each benefit.
- If you are enrolled in a collective subscription through a "Corporate Health Plan" by the company where you work, you must accept that your information will be processed by the contracting company in order to improve the health system and control of employees, and allow them to provide them with better opportunities.
- Each subscription will contain a limited number of benefits, in case additional services or coverages are required, these must be paid within the app.

The services available within the International Health Benefits Concierge may be increased from time to time, which will be notified to each user through the app. In this case, you will be notified of the steps to be followed for the acquisition of each of these services. Some of these services may involve an additional cost to be paid within the same app.

In the same sense, some services of the International Health Benefits Concierge may be temporarily interrupted for reasons beyond Meddi's control, this situation will be notified to users through the same app. If you are unable to access any subscription benefits, you can contact [atencion@meddi.mx](mailto:atencion@meddi.mx)

This clause is in addition to the general terms and conditions of the Meddi service.

These terms and conditions of service are a reproduction of their original Spanish version and are presented for informational purposes as a supplement to it. In the event of doubt or conflict of interpretation, the stipulations provided for in the original version shall prevail.