

## Terms and condition

At our company, we pride ourselves on providing high quality medical services to all of our patients. We know that privacy and confidentiality are important concerns for those seeking medical care, so we have created policies and procedures to protect our patients' personal and health data effectively.

By scheduling an appointment with us, the patient agrees to receive our medical services and to comply with all company policies and procedures.

Patients are expected to provide accurate and complete information about their health and any previous treatment received.

Patients are expected to arrive at their appointments on time. If a patient is late, we may need to reschedule the appointment to ensure that the allotted time is sufficient for proper care.

It is the patient's responsibility to let us know if they have any restrictions or special requirements for their appointment. We will make every effort to accommodate these needs, as long as possible within our health care capacity.

If a patient needs to cancel or reschedule an appointment, they should contact us at least 24 hours in advance. If cancelled within 24 hours of the appointment, a cancellation fee may apply.

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1. By requesting the service, you accept and confirm that you have read and understood, and irrestrictively agree to the Terms and Conditions as the contracting company, distributing this information to the end user.
2. You represent and warrant that you are authorized to accept the Terms and Conditions and comply with them.
3. The service requested will always be provided by professionals, such as doctors, psychologists, nurses or companions, as requested. The professionals are external to the provider and have their licenses, insurance and credentials up to date. Their actions are individually responsible for their services.
4. For further evaluation in telemedicine or home medical visits, the insured/patient will be asked to go to a medical center for evaluation and to perform precise diagnostic tests.
5. It is expressly stated that the information or advice provided through the service by medical, nursing, or psychological professionals should be used only as a guide and not as a definitive recommendation for taking any specific action in cases where more precise diagnostic studies are required.
6. The company cannot make or request payments from the insured/patient.
7. If the chosen professional cannot find the address according to the instructions, they will make calls to access more instructions for 10 minutes at the last indicated address. After that period, it will be considered a 100% no-show.
8. The medical professional will attend the visit within a 4-hour range from the time the service is requested. Within that time frame, cancellation will have a 50% charge for the "No-Show." If the professional arrived at the domicile, it will be considered a 100% charge.
9. The Service is available for the entire territory of the Argentine Republic and in the main cities plus tourist centers.

10. The client understands and unreservedly accepts that the Company reserves the right to suspend and/or stop providing the Service, without notice and/or any prior act. This will not under any circumstances generate any possibility of a claim in favor of the User. In the case of refusal, the "100% No-Show" will be charged.
11. The Company does not guarantee any nature of the medical advice, advice, content, or information offered in the Service, or of any consequences of the actions taken by the consulted physicians.
12. The Company, for telemedicine purposes, shall not be responsible for errors, omissions, or deficiencies arising from the use thereof and does not provide our Users with any implicit or express warranties, including without limitation, the absence of computer viruses, warranty for infringement of third-party rights, domains, domain titles, or services, direct or indirect losses, expenses, interruption, delay, defect, error, omission, Service, or line failure, inherent or consequential to the use of the service. Consequently, under no circumstances will the Company, to the extent permitted by applicable law, be liable for any harm that Users may suffer from the use of the Service.
13. The service is NOT an emergency medical service. If there is an emergency, the User should contact the 24-hour Medical Emergency Line.
14. The service does not include and cannot be used to access any type of certificate from professionals.
15. The Company does not guarantee the content of any advice or other responses from any participating medical professional.
16. Medical professionals are not employees of the Company but are independent professionals directly responsible for the quality of service they have provided.
17. The Company, nor any of our owners, managers, directors, employees, agents, partners, advertisers, affiliates, or beneficiaries assume any legal

responsibility for any incorrect or misleading information provided by any professional.

18. Scope of the service. The Service does not include and should not be used for: Life-threatening medical problems or those that may cause patient deterioration. Emergencies, urgencies, or critical cases. Heart or brain conditions. Any other conditions that, in the Company's discretion, cannot be treated by the Service, including immediate medical problems requiring emergency room attention, as detailed below, as examples: • Chest pain or pressure • Significant bleeding or hemorrhage • Loss of consciousness • Poisoning • Moderate to severe burns • Seizures/epilepsy • Difficulty breathing • Severe head, neck, or back injury • Serious limb impairment • Broken bones or fractures • Prescription of: • Narcotics • Opioids • Sedatives and muscle relaxants • Medications that require close monitoring by a healthcare professional (Clonazepam, Amphetamines, etc.) • Medications that require administration by a healthcare professional or training for first-time use (Remicade, Epogen, Enbrel, etc.) What pathologies do we treat, among others: • Cold • Sinusitis • Flu • Low complexity pediatric problems • Skin rashes • Asthma • Allergy • Urinary tract infections • Sore throat • Vomiting • Sports-related problems • Diarrhea • Travel-related problems • Counseling to quit smoking
19. The consultations that the User makes through the Service will not be recorded in order to guarantee the confidentiality of the information provided and to safeguard the medical secret, without prejudice to the entry of data into the patient's medical history by the intervening professional.
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medication and a list of pharmacies to go to in order to buy it. To buy the medications, it is necessary for the user to have the prescription.

21. In the event that the personal information provided is, at the Company's exclusive discretion, wrong or incomplete, making it impossible to verify and identify you as a User, the Company shall have the right to cancel the account, without prejudice to any liability or compensation towards you.
22. For all legal and administrative purposes, the consultation to be made by the User will be considered as made at the registered address of the acting medical professional.
23. Any breach by the User of their obligations or unauthorized use of the Service will result, at the sole and exclusive discretion of the Company, in the cancellation of the authorization to operate the Service by the User. Without prejudice to the foregoing, the User agrees that the Company may suspend the authorization to operate of the User if, at its sole discretion, unauthorized activities are being carried out under the User's account.
24. The Company may inform Users of any issue related to the use of the Service and its effects, by means of a general notice on the Site, by email to their registered email address in the User information.
25. Intellectual and industrial property:
26. All contents, trademarks, domains, logos, designs, documentation, software or any other element capable of protection by intellectual or industrial property legislation, which are accessible on the Site are exclusively owned by the Company and/or their corresponding legitimate owners and all rights of use and/or others over them are expressly reserved.
27. User contents and comments may be used for the following purposes: • To set up and maintain your subscription on the Site. • To communicate with the user. • For market, statistical, and academic studies. • To audit and analyze

the Service. • To ensure the technical functionality and security of the Service.

28. Personal Data Protection. In accordance with Law No. 25,326 and the provisions issued by the NATIONAL DIRECTORATE OF PERSONAL DATA PROTECTION, the company undertakes to comply with its obligation of secrecy with respect to personal data and the obligation to treat it confidentially. To this end, it will take the necessary measures to prevent its alteration, loss, treatment, or unauthorized access. The collection and automated processing of personal data has the sole purpose of use and identification in the system. The user may exercise at any time the rights of access, rectification, cancellation, or opposition, by writing to their service provider. Users guarantee to the Company the truthfulness and authenticity of the information and data that they communicate as a result of using this system. In this sense, it will be the obligation of the users to keep the information and data updated so that they correspond to reality at all times. Any false or inaccurate statement that occurs as a result of the information and data provided as well as the damages that such information may cause will be the responsibility of the users. The owner of the personal data has the power to exercise the right of access to them free of charge at intervals not less than six months, unless a legitimate interest is accredited for that purpose in accordance with article 14, section 3 of Law No. 25,326. The NATIONAL DIRECTORATE OF PERSONAL DATA PROTECTION, the Control Body of Law No. 25,326, has the ability to address complaints and claims that are filed regarding non-compliance with personal data protection rules. The data owner has the possibility to exercise the rights of access, rectification, and deletion regarding the data in our records.

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the Service. • To ensure the technical functionality and security of the Service.

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M Assistance Agency LLC

The name and physical address of the registered agent of the limited liability company is: Northwest Registered Agent Service Inc

30 N Gould St Ste N Sheridan, WY 82801

The mailing address of the limited liability company is: 30 N Gould St Ste N Sheridan, WY 82801

The principal office address of the limited liability company is: 30 N Gould St Ste N Sheridan, WY 82801