

TERMS & CONDITIONS

“TELEMEDICINE”

@ssist, through the tech platform, provides services for primary health care. It provides answers and recommendations regarding the signs or symptoms reported by Users regarding their health conditions through electronic communication devices (smartphones). The only objective of **@ssist** is to provide information and medical advice to the users of the platform.

The **@ssist** platform is an alternative to obtain at any time, without the Users having to move from where they are, preliminary information and advice related to signs or symptoms that may affect their health, as well as answers and recommendations to the signs or symptoms related to their health state, which the User reports uprightly and truthfully for that specific purpose.

The answers and recommendations derive from the information generated by the User. The services provided through the Platform do not include consultations or medical services other than those established in these Terms and Conditions, nor do they substitute health care professionals in the diagnosis or care of the User's conditions.

If necessary, the treating physician may issue a digital prescription for common diseases.

This service will be provided according to the limits and events applicable to each Company.

PRIMARY CARE PHYSICIAN AT HOME

When the User requires the assistance of a General Physician to provide medical care of a non-urgent condition, the dispatch of a primary care Physician to the User's home will be coordinated.

The cost of the service will be established according to the contracted plan. In case of any surplus, the User must cover it directly to the treating doctor. Service hours: 24/7.

@ssist will provide this service in the main cities and towns of the Mexican Republic; In case of not counting with any provider in the requested area, **@ssist** will generate an agreement with the doctors or hospitals in the area, in order to provide the service.

Exclusions:

- i. Subject to availability, as well as the terms and conditions of branches and clinics
- ii. No service provider may diagnose and/or medicate outside of the applicable regulations in the Mexican territory established by the health regulatory institutions.
- iii. Any expense arising from the purchase of medicines, treatments derived from telephone counseling or medical consultation.
- iv. Any situations or Assistance attentions generated by scheduled or previously performed surgeries.

This service will be provided according to the limits and events applicable to each Company.

Home Assistance

Depending on the assistance plan purchased, the User may choose 1 event among some of the following specialties

Locksmith

In case the User forgets their home keys at the inside, the service of a locksmith will be coordinated gain access the property.

Plumbing

The service is provided in the event of failures or leaks in the hydraulic and sanitary installations that require repair within the property registered by the User.

Electricians

The service is provided for failures in electrical fixtures that require repair within the User's property.

Glazier

When required, the User may contact @Ssist for aid regarding a Home Assistance service for windows breakage related to an accident.

Exclusions:

- i. The presence of the user is required at all moments meanwhile the required service is carried out.
- ii. In terms of plumbing, any repair work related to leaks or moisture is excluded, even when caused by the covered services, as well as maintenance services to them. Does not include spare parts or civil works.
- iii. Household appliances, electronics and/or lamps that do not work due to an electrical failure are not covered.

- iv. It does not cover electrical failures derived from housing complexes. Regarding the locksmith service, the duplicate or making of keys is excluded.
- iv. The locksmith service will be provided as long as the user prove their residence or ownership of the property. The opening of electronic locks, spare parts or civil works are not included.
- v. Glass service excludes any repair or replacement of any element located inside the residence.

This service will be provided according to the limits and events applicable to each Company.

Emergency Ambulance

If the User or a direct family member suffers an accident or illness, and/or needs to be transferred to a hospital center for an emergency, the dispatch of a basic land ambulance will be coordinated to move the person to the nearest hospital of their choice.

In case the client requests a special ambulance (transfer, covid, specialized) the cost will be quoted and provided to the User.

Exclusions:

- i. The User will be responsible of covering the cost of hospitalization, as well as any cost derived from medicines, surgical material and medical fees.
- ii. If the User requires a specialized ambulance, it will be under quotation and at a cost for the User.
- iii. Rescue or situations in which the User is under circumstances that hinder or prevent access or that endanger the lives of the people who could provide the Assistance Services, due to being in remote, inaccessible places or areas of very difficult and dangerous access, or very far from a town or road where an ambulance can circulate safely and adequately, as well as any place or terrain which morphology or circumstances require the assistance of rescue specialists of any kind. Find some examples expressed in an enunciative but not limitative way: forests, jungles, roads, deserts, mountains, seas, lakes, dams, rivers, beaches, etc., locations far from roads and towns, as well as ravines, cliffs, caves, slopes, peaks and tops of hills, mountains, mountain ranges, oil platforms, ships, yachts and such other features of the terrain or place.
- iv. The lack of express authorization for the transfer of the User certifying his clinical stability, in scheduled services, by the treating Physician.
- v. **@ssist** will not be responsible for the rights of admission of the hospital or clinic to which the User is intended to be transferred.
- vi. In case of sanitary emergencies, everything will be attained to provisions issued by the competent authority.

This service will be provided according to the limits and events applicable to each (financial) Company.

Educational Assistance

@ssist will coordinate the service Telephone and Remote Assistance with expert teachers to provide educational support for children and young people at home in activities related to their school, according to the availability of the teacher and considering a maximum duration of 30 (thirty) minutes.

Scope: The User must get in touch with the cabin and provide the name and kinship of the minor who will take the session with the expert teacher in the field of education, the following considered:

- a) The student receives educational support through telephone advice from Monday to Saturday from 9:00 a.m. to 9:00 p.m.
- b) Support in the use of computers and/or tablets
- c) Query support in any subject of the syllabus of SEP. Applicable to Kindergarten, Elementary and Junior High School levels.

Exclusions:

- i. Counseling in a language other than Spanish.
- ii. Does not include preparation of students' homework.

This service will be provided according to the limits and events applicable to each (financial) Company.