

MANDATE AGREEMENT

how 2 medical acts as an intermediary between users or patients and service providers, with the purpose of facilitating the contracting of medical solutions abroad and integrating them with a tourism offer, delivering a comfortable and customized all-inclusive service.

By and between the undersigned, on one side, **how 2 medical**, represented by SANTIAGO RODRIGUEZ MEDINA acting as **THE AGENT**, and on the other side, THE USER, identified as stated in the notifications clause, acting as **THE PRINCIPAL**, through mutual agreement, have agreed to enter into a NON-REPRESENTATIVE MANDATE CONTRACT, through which the performance of activities, assignments, and functions shall be established to which both parties adhere, so that **THE AGENT** may serve as an intermediary and facilitator of medical, tourism, and hospitality solutions for **THE PRINCIPAL**, under the following:

CLAUSES

CLAUSE ONE. PURPOSE.

The purpose of this agreement is to establish parameters under which **THE AGENT**, acting as an intermediary, advises **THE PRINCIPAL** in accessing service packages from SERVICE PROVIDERS that suit their needs.

CLAUSE TWO. DEFINITIONS.

In order to carry out this agreement with full satisfaction and understanding, the following definitions shall apply:

PRINCIPAL: The user who entrusts the management of professional support services in connecting with service providers through how 2 medical.

AGENT: how 2 medical is the intermediary responsible for advising the user, providing continuous support and guidance to connect them with service providers.

CLAUSE THREE. OBLIGATIONS OF THE PRINCIPAL.

THE PRINCIPAL agrees to:

1. Provide **THE AGENT** with truthful information when requested.
2. Place full trust in **THE AGENT'S** actions in the development of the agreement.
3. Pay the amount specified in the service offer or commercial proposal in a timely and punctual manner.
4. Provide **THE AGENT** with access to requested information and render all necessary support for proper execution of the agreement's purpose.
5. Comply with all other clauses and conditions set forth in the agreement.
6. Provide **THE AGENT** with the necessary means for executing the mandate.
7. Pay **THE AGENT** any monetary advances with applicable interest.
8. Provide truthful information in the "client information form."
9. Follow all medical recommendations indicated after procedures.
10. Allow the information provided to **THE AGENT** to be shared directly with the service provider when relevant to service delivery.
11. Notify **THE AGENT** of any changes to the agreed itinerary, including tours, restaurant, or hotel services, at least EIGHTEEN (18) hours in advance.

SOLE PARAGRAPH ONE.

THE PRINCIPAL may not excuse failure to comply with these obligations by claiming the commissioned transaction was unsuccessful or could have been executed at a lower cost, unless fault is proven.

SOLE PARAGRAPH TWO.

THE PRINCIPAL is entirely free to use their time for other activities beyond those contracted with **THE AGENT**. Any activities replaced at the discretion of **THE PRINCIPAL** are not eligible for refund.

CLAUSE FOUR. OBLIGATIONS OF THE AGENT.

In addition to the duties provided by national legislation, **THE AGENT** agrees to:

1. Act with diligence and loyalty in performing their intermediary role.
2. Duly fulfill what has been agreed upon until completion.
3. Remain attentive to any needs **THE PRINCIPAL** may have for effective execution of the agreement.
4. Keep **THE PRINCIPAL** informed of actions taken in relation to the agreement.
5. Refrain from any actions that may harm **THE PRINCIPAL**, under penalty of termination of the agreement.
6. Ensure the suitability and expertise of the service provider recommended during the intermediary process as the best option for the execution of the agreement.

CLAUSE FIVE. LIABILITY OF THE AGENT.

THE AGENT, acting as an intermediary in the execution of duties, is only responsible for their actions and omissions in providing advice related to the execution of the commissioned agreement. Therefore, how 2 medical

is not responsible for any actions or omissions of **THE PRINCIPAL** or other parties involved in executing the agreement.

CLAUSE SIX. ASSIGNMENT OF THE AGREEMENT.

In the event of a delay by the SERVICE PROVIDER without prior notice of at least THIRTY-SIX (36) hours or failure to comply with a stipulated provision in the agreement, **THE AGENT** shall delegate the unfulfilled portion of the service to another qualified provider, contracted through how 2 medical, to ensure **THE PRINCIPAL** can enjoy the agreed services without disruption and with the same quality.

SOLE PARAGRAPH ONE.

THE AGENT shall notify **THE PRINCIPAL** of such changes in advance, which will not under any circumstances result in additional charges beyond those outlined in the “service offer” previously provided.

CLAUSE SEVEN. DURATION AND VALIDITY.

This agreement shall be valid for the duration specified in the “service offer” and shall remain in force until that date.

CLAUSE EIGHT. MINORS AND PERSONS WITH DISABILITIES.

If the recipient of the service is a minor under the age of EIGHTEEN (18) or a person with a disability unable to legally act on their own behalf, they must be represented by a parent, legal guardian, or representative duly authorized by their condition, who shall then assume the role of **THE PRINCIPAL** and be bound by this agreement and any related documents.

PARAGRAPH.

Services will be provided to individuals over the age of TWELVE (12), provided they are properly represented.

CLAUSE NINE. CONFIDENTIALITY CLAUSE.

Both **THE AGENT** and **THE PRINCIPAL** agree to maintain confidentiality over all information related to this agreement, regardless of its form.

PARAGRAPH.

Confidential information includes all non-publicly disclosed data that could be used detrimentally against either party, as well as any information expressly indicated to **THE PRINCIPAL** as confidential. This information shall only be considered non-confidential if explicitly stated by **THE AGENT**.

CLAUSE TEN. PERSONAL DATA PROCESSING.

THE AGENT agrees to protect all personal data accessed under this agreement, including third-party data, in compliance with current regulations and any policies issued by **THE PRINCIPAL**, and to report any suspected breach or data attack, as specified in the "privacy and personal and sensitive data policy."

CLAUSE ELEVEN. TERMINATION CAUSES.

In addition to causes provided by national law, this agreement may be terminated by:

1. Expiration of the term stated in the "service offer."
2. Mutual written agreement between the parties.
3. Breach of any obligation in this agreement.
4. Revocation by **THE PRINCIPAL**.
5. Resignation by **THE AGENT**.
6. Death of either **THE PRINCIPAL** or **THE AGENT**.
7. Bankruptcy or insolvency of either party.

SOLE PARAGRAPH ONE.

In case of item seven above, relating to the bankruptcy or insolvency of how 2 medical, payment of outstanding credits shall follow the order of priority established by Colombian law.

SOLE PARAGRAPH TWO.

In case of item four, relating to revocation by **THE PRINCIPAL**, the “service cancellation policy” of how 2 medical shall apply.

CLAUSE TWELVE. DISPUTE RESOLUTION.

In the event of any conflict during execution of the agreement, the parties shall first seek to resolve it through negotiation or conciliation. The applicable jurisdiction for such conciliation will be Medellín (Antioquia), using the Conciliation Center of the Medellín Chamber of Commerce, either at its Poblado or Centro offices.

CLAUSE THIRTEEN. NOTIFICATIONS.

For the purposes of this agreement, notifications shall be made as follows:

FOR THE AGENT

Email: legal@how2medical.com

Phone: 3007340622

FOR THE PRINCIPAL

Email: The one provided to how 2 medical

Phone: The one provided to how 2 medical

SERVICE CANCELLATION POLICY

If the user wishes to terminate the agreement before the end of the agreed term or before the service is rendered, a refund equivalent to 80%

of the total amount paid will be issued, provided that the cancellation is made at least THIRTY-SIX (36) hours in advance of the scheduled service. Otherwise, refunds will only be issued in cases of force majeure or unforeseeable circumstances so significant that notice within the 36-hour window would have been impossible. In such cases, a fair refund percentage will be agreed upon, which in no case shall be 100% due to administrative costs. Alternatively, the service may be postponed to a date no later than 3 months from the original date, during which time the funds and rates will be retained and honored. If the service is not rendered within those 3 months, how 2 medical reserves the right to retain 20% of the amount paid and refund the remainder—regardless of any payments already made by how 2 medical to providers. Such payments will be considered as an immediate deduction from the refund base, along with an additional 15% reduction for administrative expenses incurred.

