

I. DEFINITIONS

Patient – Medpark's patients, regardless of their age, who benefited from the provided health care services.

Loyalty Program – a program aimed to promote the use of Medpark health care services, organized by Medpark International Hospital ("Health Forever International" LTD).

Bonus – the benefit provided to hospital's patients as a result of the use of health care services provided during one calendar year.

Organizer – the Organizer of the loyalty program is Medpark International Hospital ("Health Forever International" LTD).

Medpark Health Care Services – health care services provided by Medpark International Hospital on the territory of the Republic of Moldova.

II. CONDITIONS OF PARTICIPATION

- 2.1 This Regulation shall enter into force on 1st of July 2016 and represents rules for carrying out the Loyalty Program. Participation in the loyalty program, after the entry into force of this Regulation, shall be considered as acceptance and manifestation of the consent on the provisions of the Regulation.
- 2.2 This Regulation on the organization and carrying out the Loyalty Program (hereinafter Regulation) was developed in accordance with the current legislation of the Republic of Moldova and defines the general conditions of organizing and carrying out the Loyalty Program.
- 2.3 The Loyalty Program does not suppose any participation fee and is organized to stimulate the use of health care services provided by Medpark and enhance Medpark's patient loyalty level.
- 2.4 Patients have the right to benefit from bonuses offered by Medpark, only for those services that are set up by the Organizer within the Loyalty Program.

III. LOYALTY PROGRAM DESCRIPTION

- 3.1 The Loyalty Program is applied to all patients who purchase health care services related to this program, except patients who own discount cards, who benefit from corporate discounts, promotional discounts, beneficiaries of insurance companies, NHIC beneficiaries.
- 3.2 The Loyalty Program will include the following health care services: policlinic examinations, medical procedures, therapeutic accommodation/ stay in the outpatient day department, cosmetology services, health care services provided by emergency department.
- 3.3 The Loyalty Program will not include the following health care services: radiology, IVF, packages, surgical interventions, services within promotional campaigns.
- 3.4 The bonus is transmissible, Medpark representatives having the right to check its validity.
The bonus may be transmitted only to the family members of the client (husband / wife, parents, children, grandparents), on the condition that they are registered in Medpark electronic database, according to a confirmatory act (birth certificate, identity card, etc.).

IV. LOYALTY PROGRAM TERMS

- 4.1. This Regulation shall enter into force on 1st of July 2016, does not have validity period and is viable on the territory of the Republic of Moldova, until the Organizer takes the decision to end the Loyalty Program.
- 4.2. This Loyalty Program is carried out during an unlimited period of time, Medpark having the right to end this program at any time by posting an announcement on its website

www.medpark.md at least 7 calendar days prior to the end date.

- 4.3. Bonuses calculation within Loyalty Program is based on consumption performed during one calendar year. At the beginning of a new year calculation base will be restarted from zero for each patient.

V. PARTICIPATION WITHIN LOYALTY PROGRAM

- 5.1. At the accumulated amount of 5.000 (five thousand) lei for the health care services mentioned in pt. 3.2., the patient will benefit from a free consultation at any doctor in the polyclinic (scheduled visit), available at the patient's request, the benefit being available within 6 months from the day of receipt.
- 5.2. At the accumulated amount of 15.000 (fifteen thousand) lei for health services mentioned in pt. 3.2., the patient will receive a bonus of 500 lei, bonus that will be reflected in the personal account of the patient in advance to pay for any service mentioned in pt. 5.5, with no deadline.
- 5.3. After the first accumulated amount of 15.000 (fifteen thousand) lei, on each further accumulated 10.000 (ten thousand) lei, the patient will receive a bonus of 500 lei, bonus that will be reflected in the personal account of the patient in advance to pay for any service mentioned in pt. 5.5, with no deadline.
- 5.4. At the necessary accumulated amount patient will be informed by the reception about the possibility of using the free consultation or using the bonus for one of the health care services provided by the hospital.
- 5.5. The bonus offered to the patient can be used for the following health care services: polyclinic examinations, medical procedures, therapeutic accommodation/ stay in the outpatient day department, health care services provided by emergency department.

VI. INFORMING PATIENTS

REGULATION ON CONDUCTING LOYALTY PROGRAM FOR MEDPARK'S PATIENTS

- 6.1. The rules for carrying out the Loyalty Program, conditions and information about bonuses are communicated by the Organizer publicly through informational materials, as well as directly informing the users by the representatives of the Awards Organizer and by posting on www.medpark.md.
- 6.2. Additional information regarding the conditions of carrying out the Loyalty Program can be accessed by the patients on the official site of the Organizer www.medpark.md
- 6.3. Detailed information could be received at the Reception of Medpark Hospital.

VII. FINAL PROVISIONS

- 7.1. Previously offered discount cards up to 4 %, 6%, 8% and 10% off will be cancelled on 1st of January 2017.
- 7.2. The rules of this Regulation and the participation in the Loyalty Program are established and construed in accordance with the current legislation of the Republic of Moldova
- 7.3. The Organizer reserves the right to review and amend the Regulation's conditions at any time, without prior notification, and the further participation of the patient in the program requires his/her patient's tacit consent to the introduced amendments.

This regulation is approved today, June 1, 2016

Organizer: Medpark International Hospital ("Health Forever International" LTD)