

Dental + / Dental Gold Subscription Letters

***** Subscription letter without the involvement of an insurance company, the warranty for the service applies to the service provider *****

1. Introduction

- A. The customer will be entitled to the service subject to the conditions, exceptions and restrictions in this letter.
- B. The service according to this subscription letter is provided by clinics in the agreement as the definition of this term in section 2(f), and it is provided under the limitations and conditions specified in this subscription letter below.
- C. All that is stated in this Subscription Letter in the singular shall also mean plural, and all that is stated in the masculine shall also mean feminine, unless explicitly stated otherwise.
- D. The section headings are for convenience only and will not be used for interpretation.

2. Definitions

The provisions of this subscription letter shall be governed by the following definitions:

- A. **"The Company"** - My Doctor Ltd.P.C 516092244.
- B. **"Customer"** - a person who contacted the company and his details are listed on the accession form, his name is specified on the accession form as a customer in the subscriber's letter and which all the subscription fees were paid for him, and he is entitled to receive services according to the provisions of the subscriber's letter.
- C. **"Accession Form"** - a page attached to this letter of subscription that includes the full details of the customer including the customer's name, additional details relating to this subscription letter and is an integral part of the subscription letter.
- D. **"Subscription Fees"** - the amount specified in the contract Appendix that the customer undertakes to pay the company every month, as a condition for receiving services according to this subscription letter - as described in section 28.
- E. **"The Service"** or **"the services"** - the medical services and/ or treatments explicitly included in this subscription letter, and in accordance with the description specified alongside them that will be given to the customer according to the provisions of this subscription letter, subject to the full terms set forth therein, including payment of the Subscription fees.
- F. **"Contract Appendix"** - a page attached to this subscription letter that will be sent to the customer after approval of the application by the company which includes the full details of the customer, including the customer's name, the monthly subscription fee and other details relating to this subscription letter, such as the accession date and is an integral part of the subscription letter.
- G. **"Tariff"** - as specified in Appendix A.
- H. **"Service Line"** - a telephone line whose number is 072-397-2-396 will be activated by the company for its customers for the purpose of receiving the service in accordance with this agreement. In addition, you can contact the company by Email: info@mydoctor.co.il / Fax: 072-397-2-395/ Mailing address: 20 Freiman St. Rishon LeZion.
- I. **"Qualification Period"** - a period commencing on the date of entry into force of the subscription letter regarding the customer as set forth in the accession form, and ends at the end of 90 days from the date of entry into force of the subscription letter regarding the customer unless otherwise specified in this subscription letter, during which the customer will not be entitled to receive the services by virtue of the subscription letter. The qualification period shall apply to each customer once during the period in which he is subscribed in succession, and will be re-applied whenever the customer is added to the subscription letter

again, during non-consecutive periods. The Provider will not provide service as specified in this Subscription Letter prior to expiration of qualification period.

- J. **"The Service Provider"** or **"The Provider"** - The body and/or entities which the company engaged for the purpose of providing the services as specified in this subscription letter.
- K. **"Customer Payment"** - amounts that the customer undertakes to bear himself in order to receive services according to the provisions of the letter of subscription and shall be paid directly to the supplier.
- L. **"Dentist"** - a physician who has been authorized to work in Israel as a dentist in accordance with the provisions of any law and the competent authorities, and whose name is included in the list of dentists of the Ministry of Health.
- M. **"Dental Clinic"** - a clinic that employs doctors/dentists.
- N. **"Clinic in the Agreement"** - a dentist or dental clinic with which the Supplier is affiliated at the time of contacting the customer to the call center, and which are detailed on the website at <https://mydoctor.co.il/providers/> (Hereinafter: **"The Site"**)

3. The Services

- A. The customer will be entitled to dental treatment through clinics in the agreement nationwide and in the clinic's reception hours based on the unique tariff for the subscription letter plan as detailed in Appendix A to this subscription letter (hereinafter the tariff).
- B. The services stated in this subscription letter will be provided by clinics in the agreement only, and this in accordance with the services and the status of the relevant physicians existing in the clinic at the time of receipt of the services and the customer will not be entitled to any benefit or refunds for services received from other parties.
- C. The list of clinics in the agreement is detailed on the site and can be updated by the supplier from time to time.
- D. The service will be provided subject to appointment coordination directly with the clinic, according to the contact details that will appear on the site.
- E. **Emergency services** – the service will be provided Sunday-Thursday, on the day of contact and/or the next day, only during the clinic's normal working hours.
- F. The customer will be entitled to receive the service in any clinic he chooses from the list of clinics in the agreement, after identifying himself as the holder of the **subscription letter Dental + / Dental Gold**. The customer will be able to move to any other clinic he wishes, from the list of clinics, and perform treatments there as well, provided that he has completed the treatment in the clinic he previously treated and that he paid the clinic in full for the treatment.
- G. Implementation of the services – For the purposes of the aforementioned services, the customer must perform the following actions:
 - i. Arrival at the clinic, identification as the holder of the subscription letter and receipt of a full treatment plan and a quote according to the rate.
 - ii. After closing the payment issues in the clinic, the customer will be able to start the treatments.
 - iii. The customer must pay directly in the clinic the amount of the treatment plan in accordance with the terms of payment in the relevant clinic.
 - iv. The customer will not be able to receive double promotions and/or benefits and/or discounts.
 - v. The receipt of the services according to this subscription letter is subject to a qualification period (a period of 3 months from the date of accession period which he will not be entitled to receive the services)

4. Necessary Conditions For Obtaining The Services

- A. Has undergone a "qualification period" from the date of the accession.
- B. Payment of the subscription fee on time and in order, and continuously. (As described in section 11 below).
- C. The customer's Payment is paid by the customer (as detailed in Appendix A).
- D. Claim statute of limitations - 24 months did not pass from the consumption of the service to the actual filing of the claim.

5. The Manner of Obtaining the Services

- A. Contacting the service line - a customer in need of service according to this subscription letter, will contact the service line by phone. The customer undertakes to provide the company representatives with all the required details, including additional details related to the provision of the service and the medical condition for which the customer needs service, as requested.
- B. The telephone service line will work every day from 9:00 to 16:00 and Friday and holiday eves in a limited format.
- C. There may be changes in the working hours of the service line, at the sole discretion of the Company.
- D. The Company may change the telephone number of the service line.
- E. An ID must be presented to the service provider prior to receiving the services specified in the subscription letter.
- F. In the event of cancellation of the service ordered by the customer in accordance with this subscription letter - the customer did not notify of his request to cancel or notified him at a later date than 48 hours from his request for the service, the company will be entitled to demand from him the payment of the full price for the service in accordance with the fee of the clinic in the arrangement.

6. Warranty and General Terms

- A. **Acceptance of services during military service** (regular or reserve duty), the army's instructions and orders that may limit or prevent the customer during his military service, apply to the customer by receiving medical treatment through medical entities outside the army. This situation may affect the exercise of the rights due to the customer in accordance with the terms of this customer letter. The information regarding the army's instructions and directives, which change from time to time as stated above, is available to the military authorities. In any case where the customer has found military service, he must be updated regarding the existence of these instructions and guidelines.

- B. **Liability of the Company**

The Company shall not be liable in any way for any of the following matters:

- i. Expenses incurred by a customer for obtaining services other than through a clinic in the agreement as stated in the subscription letter.
- ii. Damage to the supplier's activity or the service clinics or a significant part thereof due to war, coup, labor disputes, riots, earthquakes, force majeure or any other factor not controlled by the supplier or the service clinic.
- iii. It is clarified to the customer that the dentist or dental clinics who will provide the actual treatment will be responsible for any treatment provided by them, the quality of the service provided and/or the failure to provide the service and/or the damage that occurred in the actual service provider's premises.
- iv. In any case of service specified in Appendix A that cannot be exercised in the clinic to which the customer was referred or dissatisfaction with the service, the customer must contact the service line without delay and provide full details and the company will make an effort to locate a clinic in an alternative arrangement for the customer.

7. Linkage Conditions

- A. All payments in accordance with this Subscription Letter and as specified in the engagement annex, including subscription fees and customer payment amounts are linked to the Consumer Price Index, so that if the new index exceeds the base index, all payments listed in this Subscription Letter will increase according to the rate of increase the new index compared to the base index.
- B. The new index - is the index known as the day of payment of the subscription fee.
The base index - is the index that is published at the accession time to the subscription letter.

8. Various

- A. The conditions specified in the accession form constitute an integral part of this subscription letter.
- B. All payments according to this subscription letter and the accession form include VAT as per the law. If there is a change in the VAT amount, the payments will be updated accordingly.
- C. Messages sent to the customer, according to the last address given in writing to the company, and/or messages sent to the customer, by electronic message to a mobile phone device or by e-mail will be considered as messages delivered to the customer.
- D. The customer undertakes to notify the company of any change in his address and he will not hear any claim that no notice has been received if sent to him according to the last address given.
- E. Any notice to the Company under this Subscription Letter shall be delivered in writing only.
- F. The Company's records shall constitute conclusive evidence of the provisions thereof.
- G. The service is provided without the involvement of an insurance company and the responsibility for the service will be given by the service provider, including where the service was actually performed by sub-providers acting on its behalf, and all subject to the terms of the letter of subscription.

9. Validity of the Subscription Letter

- A. The subscription letter will take effect from the effective date and as long as the subscription fee is paid in full.
- B. The Company shall be entitled to cancel the subscription letter if decided by it or not to renew it, for any reason and as applicable, to all the customers in the event of termination of the engagement between the Company and the service provider if the Company has not reached an agreement with an alternative service provider, and/or change the terms of the subscriber's letter. In this case, the customer will be given 60 days prior notice by the company and/or service provider.
- C. **Cancellation by the customer:** It is clarified that the customer is entitled to cancel the subscription at any time. The cancellation will be valid at the end of the calendar month from receipt of the customer's notice in the company. Insofar as payment has been made by the customer for the Subscription Letter for the period following the cancellation, the relative part of the payment paid by the customer for the period following the cancellation of the Subscription Letter shall be refunded to the customer. The subscription letter will be canceled within 3 business days from the date of delivery of the cancellation notice to the Company. Insofar as the cancellation notice has been sent by registered mail, the subscription letter shall be canceled within 6 business days from the date of sending the cancellation notice. It is clarified that no cancellation fee will be charged by the customer for the subscription letter cancellation within 30 days from the accession date, and insofar as services were consumed, the customer will bear the costs for the services.
- D. **Cancellation by the Company:** The Company may cancel this Subscription Letter at any time and for any reason, provided that it has notified of the cancellation of the Subscription Letter in writing to its customers 30 days prior to its termination. The company canceled the subscription letter for any reason, the customer's monthly payments will cease from the end of the period of such notice.
- E. In addition to the provisions of the general terms of the accession form to which this subscription letter is attached, the validity of the subscription letter, with respect to each of the customers, will expire upon termination of full or part of the subscription fee to the company on time.
- F. **To remove any doubt, it is clarified that at the time of expiration, cancellation or termination of this subscription letter, for any reason whatsoever, the customer's eligibility to receive the services according to this subscription letter shall terminate.**

10. Jurisdiction Place

Jurisdiction Place of the exclusive local authority to hear any dispute between the parties in connection with this subscription letter is given solely to the competent courts in the city of Tel Aviv and to them only.

11. Subscription Fee

Dental +

Customer Type	Price
Single adult (age 18 and over)	65 NIS
A couple of adults (18 years and over)	110 NIS
Supplement for each child (age 0 to 18) *	39 NIS

Dental Gold

(including orthodontics for children)

Customer Type	Price
Price as a supplement for an adult, for each child (up to the age of 18)	49 NIS
Price regardless of adult, per child (up to age 18)	74 NIS

* The subscription fee for children will be updated upon reaching the age of 18.

M.N.R - There may changes from time to time

Appendix A - Dental Care Tariff Including Price Comparison

Dental treatments	
Type of Treatment	MyDoctor Price
Doctor review after treatment	Free
Suture removal	Free
Extraction of a falling (milk) tooth, residual title	95 NIS
Extraction of another tooth that is cracked or has an exposed root	95 NIS
Dental care - cleaning and removal of plaque and tartar in the entire mouth	88 NIS
Initial, comprehensive and detailed examination and evaluation of the mouth	Free
Treatment using a tooth prochip	95 NIS
Expert examination	90 NIS
Anterior restoration based on resin/acrylic - surface 1	220 NIS
Front restoration based on resin/acrylic - 2 surfaces or more	220 NIS
Immediate temporary crown in the clinic	Free
Surface amalgam filling 1	140 NIS
Normal tooth displacement (Does not include wisdom tooth)	95 NIS
Posterior restoration based on resin/acrylic - 2 surfaces	290 NIS
Restoration of an anterior fractured tooth (broken blade) Title completion	290 NIS
Amalgam filling 2 surfaces	190 NIS
Repairing or replacing or adding a hook to an existing prosthesis	170 NIS
Posterior restoration based on resin/acrylic - surface 1	290 NIS
Clotzer blockage	220 NIS
Title completion	290 NIS
Peg structure and dentate cast media	290 NIS
Surgical removal	440 NIS
Coltzer structure	440 NIS

* The binding conditions are the conditions in the subscription Letters

Continue

Type of Treatment	MyDoctor Price
1 root canal treatment, not including final restoration	260 NIS
A cast structure supports as an outpost for a crown made of non-noble metal	390 NIS
2 root canal treatment, not including final restoration	260 NIS
Replacing/repairing/adding a broken tooth in a prosthesis, to a tooth	170 NIS
Cooked acrylic temporary crown	60 NIS
Structure for a dental implant	590 NIS
Teeth whitening 2 jaws - laboratory braces	950 NIS
3 root canal treatment, not including final restoration	490 NIS
Porcelain crown on an implant	1,190 NIS
A porcelain crown fused to a base metal	1.190 NIS
First porcelain crown fused to a non-noble metal (according to a special agreement)	1,190 NIS
Ecological teeth whitening in the clinic	1,600 NIS
Surgical insertion of a dental implant (Does not include wisdom tooth)	1,650 NIS
Upper partial denture - on a resin/acrylic base, including hooks, mandibles and teeth, including an acrylic resin base	2,100 NIS
Lower partial denture - on a resin/acrylic base, including hooks, jaws and teeth, including an acrylic resin base	2,100 NIS
Zirconia crown	2,100 NIS
Zirconia crown on an implant	2,100 NIS
Removable upper/lower partial denture Vitellium (cobalt chrome), including hooks, mandibles and teeth	3,200 NIS
Upper or lower fixed complete prosthesis	2,860 NIS
Acrylic partial denture	2,100 NIS
Upper or lower skeleton	3,200 NIS

*** The binding conditions are the conditions in the subscription Letters**

Continue

Dental photographs	
Type of Treatment	MyDoctor Price
Periapical photograph	Free at the Dental clinic only 15 NIS at dental imaging clinic in the arrangement
One bite shot	Free at the Dental clinic only 15 NIS at dental imaging clinic in the arrangement
A panoramic photograph performed in a clinic where a device is installed	Free at the Dental clinic only 100 NIS at dental imaging clinic in the arrangement
A pair of bite shots	Free at the Dental clinic only 20 NIS at dental imaging clinic in the arrangement
Ordinary radical	140 NIS
Parallelism status	180 NIS
C.T scan	350 NIS
Orthodontics for children (Only valid for Dental Gold)	
Type of Treatment	MyDoctor Price
Orthodontist review and follow-up treatment	Free
Re-bonding of orthodontic braces	Free
Orthodontist examination	Free
Orthodontic bonding / installation	Free
Treatment of a removable dental device (one)	690 NIS
Orthodontic braces after teeth straightening (one jaw) lifting the bite	690 NIS
Orthodontic fixation after removal of instrumentation, construction and insertion of the fixation (splint) single jaw	690 NIS
Partial orthodontics for replaceable / unknown teeth - classic	3,824 NIS
Full orthodontics for replaceable / unknown teeth - classic	5,900 NIS

* The binding conditions are the conditions in the subscription Letters