

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. **"The Service Provider" or "The Provider"** - the body and/or entities with which the Company engaged for the purpose of providing the services as specified in this subscription letter.
- C. **"Customer"** - a person who has entered into a contract with the Company and his details are listed on the accession form, his name is specified in the accession form as a subscriber in the subscription letter and for which all the subscription fees have been paid, and is entitled to receive services according to the instructions of the subscription letter.
- D. **"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.
- E. **"Dental Clinic"** - a clinic that employs doctors/dentists.
- F. **"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"**)
- G. **"Accession form"** - a form in which the customer will be required before accession the subscription letter to complete details necessary for accession the service.
- H. **"Qualification period"** - a period commencing on the date of entry into force of the subscription letter regarding the subscription as stipulated in the accession form, and ending at the end of 90 days from the date of entry into force of the service letter regarding the subscription unless otherwise specified in this service letter, during which the subscriber will not be entitled to receive the services by virtue of the service letter. The qualification period shall apply to each subscription once during the period in which it is subscribed in succession, and shall apply again each time the subscriber is added to the service letter again, during non-consecutive periods. The Provider shall not provide service as specified in this service letter before the end of the qualification period.
- I. **"Service Line"** - a telephone line whose number is 072-397-2-396 will be operated by the Company for its customers for the purpose of receiving the services 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.

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 client 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 client 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. Bonus Service - Moderate Pressure Oxygen Chamber

- A. The customer is entitled to 12 treatments in a moderate pressure oxygen chamber (up to 1.3bar) with a service provider in the arrangement only, which will be performed during the period in which the service letter is valid. Eligibility for treatments as stated in this section will be given every calendar year. The service in this chapter includes the construction of a personal series of treatments, no less than 45 minutes for treatment. The service will be provided by settlement institutes and not within the framework of conventional medicine. Possibility of doctor's care with an extra charge.
- B. The customer's payment for each treatment it's about 190 .NIS
- C. No Qualification Period!

5. Necessary conditions for obtaining the services

- A. Has undergone a "qualification period" from the date of the accession.
- B. 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.

6. 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 18:00 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.

7. 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.
- ii. 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.

8. Linkage conditions

- A. All amounts specified in the subscription letter and/or in the customer payment appendix and due disclosure, including customer fees, the refund amounts will be linked to the index. The linkage calculation will be done according to the ratio between the new index and the base index.
- B. The basic index - will be the consumer price index
- C. The new index shall be as follows:

In all matters relating to the payment of the subscription fee - the new index shall be the last known index on the first of each month in which the subscription fee is paid.

For any other amount specified in the subscription letter - the new index shall be the last known index at the time of payment by the Supplier and/or the customer, as applicable, provided that it is not less than the basic index.

9. 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.

10. 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.

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.

11. Place of Jurisdiction

The place of jurisdiction and choice of law the exclusive jurisdiction with regard to the subscription letter is in the courts in Israel and the applicable law is the laws of the State of Israel only

12. Subscription Fee

Subscription Fee - Dental +

Customer Type	Price
Single adult (age 18 and over)	55 NIS
A couple of adults (18 years and over)	88 NIS
Supplement for each child (age 0 to 18) *	33 NIS

Subscription Fee - 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)	45 NIS
Price regardless of adult, per child (up to age 18)	69 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	Average Price	MyDoctor Price
Doctor review after treatment	Free	Free
Suture removal	Free	Free
Extraction of a falling (milk) tooth, residual title	133 NIS	95 NIS
Extraction of another tooth that is cracked or has an exposed root	133 NIS	95 NIS
Dental care - cleaning and removal of plaque and tartar in the entire mouth	150 NIS	88 NIS
Initial, comprehensive and detailed examination and evaluation of the mouth	153 NIS	Free
Treatment using a tooth prochip	250 NIS	95 NIS
Expert examination	286 NIS	90 NIS
Anterior restoration based on resin/acrylic - surface 1	308 NIS	220 NIS
Front restoration based on resin/acrylic - 2 surfaces or more	308 NIS	220 NIS
Immediate temporary crown in the clinic	325 NIS	Free
Surface amalgam filling 1	370 NIS	140 NIS
Normal tooth displacement (Does not include wisdom tooth)	375 NIS	95 NIS
Posterior restoration based on resin/acrylic - 2 surfaces	392 NIS	290 NIS
Restoration of an anterior fractured tooth (broken blade) Title completion	406 NIS	290 NIS
Amalgam filling 2 surfaces	410 NIS	190 NIS
Repairing or replacing or adding a hook to an existing prosthesis	425 NIS	170 NIS
Posterior restoration based on resin/acrylic - surface 1	425 NIS	290 NIS
Clotzer blockage	500 NIS	220 NIS
Title completion	600 NIS	290 NIS
Peg structure and dentate cast media	600 NIS	290 NIS
Surgical removal	600 NIS	440 NIS
Coltzer structure	650 NIS	440 NIS

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

Continue

Type of Treatment	Average Price	MyDoctor Price
1 root canal treatment, not including final restoration	800 NIS	260 NIS
A cast structure supports as an outpost for a crown made of non-noble metal	875 NIS	390 NIS
2 root canal treatment, not including final restoration	1,000 NIS	260 NIS
Replacing/repairing/adding a broken tooth in a prosthesis, to a tooth	1,050 NIS	170 NIS
Cooked acrylic temporary crown	1,125 NIS	60 NIS
Structure for a dental implant	1,150 NIS	590 NIS
Teeth whitening 2 jaws - laboratory braces	1,320 NIS	950 NIS
3 root canal treatment, not including final restoration	1,400 NIS	490 NIS
Porcelain crown on an implant	2,100 NIS	1,190 NIS
A porcelain crown fused to a base metal	2,250 NIS	1.190 NIS
First porcelain crown fused to a non-noble metal (according to a special agreement)	2,250 NIS	1,190 NIS
Ecological teeth whitening in the clinic	2,256 NIS	1,600 NIS
Surgical insertion of a dental implant (Does not include wisdom tooth)	3,000 NIS	1,650 NIS
Upper partial denture - on a resin/acrylic base, including hooks, mandibles and teeth, including an acrylic resin base	3,003 NIS	2,100 NIS
Lower partial denture - on a resin/acrylic base, including hooks, jaws and teeth, including an acrylic resin base	3,003 NIS	2,100 NIS
Zirconia crown	4,000 NIS	2,100 NIS
Zirconia crown on an implant	4,000 NIS	2,100 NIS
Removable upper/lower partial denture Vitellium (cobalt chrome), including hooks, mandibles and teeth	4,320 NIS	3,200 NIS
Upper or lower fixed complete prosthesis	5,000 NIS	2,860 NIS
Acrylic partial denture	5,500 NIS	2,100 NIS
Upper or lower skeleton	6,500 NIS	3,200 NIS

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Continue

Dental photographs

Type of Treatment	Average Price	MyDoctor Price
Periapical photograph	40 NIS	Free at the Dental clinic only 15 NIS at dental image clinic in the arrangement
One bite shot	40 NIS	Free at the Dental clinic only 15 NIS at dental image clinic in the arrangement
A panoramic photograph performed in a clinic where a device is installed	145 NIS	Free at the Dental clinic only 100 NIS at dental image clinic in the arrangement
A pair of bite shots	290 NIS	Free at the Dental clinic only 20 NIS at dental image clinic in the arrangement
Ordinary radical	300 NIS	140 NIS
Parallelism status	200 NIS	180 NIS
C.T scan	600 NIS	350 NIS

Orthodontics for children (Only valid for Dental Gold)

Type of Treatment	Average Price	MyDoctor Price
Orthodontist review and follow-up treatment	70 NIS	Free
Re-bonding of orthodontic braces	80 NIS	Free
Orthodontist examination	100 NIS	Free
Orthodontic bonding / installation	120 NIS	Free
Treatment of a removable dental device (one)	930 NIS	690 NIS
Orthodontic braces after teeth straightening (one jaw) lifting the bite	930 NIS	690 NIS
Orthodontic fixation after removal of instrumentation, construction and insertion of the fixation (splint) single jaw	930 NIS	690 NIS
Partial orthodontics for replaceable / unknown teeth - classic	5,150 NIS	3,824 NIS
Full orthodontics for replaceable / unknown teeth - classic	8,555 NIS	5,900 NIS

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