

**PUBLIC OFFER AGREEMENT**  
**for the purchase of the annual medical service program**  
**“Archimedes Medical Plan”**

Archimedes Medical Group LLP (hereinafter – the “Medical Company”) hereby publishes this public offer (hereinafter – the “Agreement”), addressed to an unlimited number of individuals (consumers), for the purchase of the annual medical service program “Archimedes Medical Plan” (hereinafter – the “Program”).

This document constitutes a public offer under Articles 387 and 395 of the Civil Code of the Republic of Kazakhstan. Full payment of the Program by any person (hereinafter – the “Client”) constitutes full and unconditional acceptance of this offer pursuant to Article 396 of the Civil Code of the Republic of Kazakhstan and results in the conclusion of this Agreement without the need for signing it in paper form, as well as the Client’s accession to all its terms.

The Medical Company and the Client are collectively referred to as the “Parties”.

**1. General Provisions**

1.1. This Agreement governs the procedure for purchasing and providing medical services under the annual service program “Archimedes Medical Plan” (the “Program”).

1.2. The terms, scope of services, limitations, and cost of the Program are published on the Medical Company’s website and form an integral part of this Agreement.

1.3. The Client confirms that they have reviewed the Program terms prior to payment.

1.4. The Medical Company may modify the Program for new Clients without worsening the conditions for existing ones.

1.5. The Client, in accordance with the Code of the Republic of Kazakhstan “On Public Health and the Health Care System” and the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” provides consent for the collection, processing, storage, and use of their personal data, including data constituting medical confidentiality, solely for the purposes of executing this Agreement. The Client also consents to the transfer of such data to third parties engaged by the Medical Company to provide services under the Program, provided that they ensure confidentiality and use the data only to the extent necessary for delivering the respective services.

1.6. The Client provides up-to-date contact information (phone number, email, etc.) and agrees to receive notifications related to the execution of this Agreement through the specified channels (including SMS, messengers, and email). The Client also agrees to receive informational messages about new services and promotions unless they explicitly opt out.

**2. Subject of the Agreement**

2.1. The Medical Company undertakes to provide medical services to the Client in accordance with the Program for 12 months from the date of attachment.

2.2. The Client may attach family members under the terms and at the cost established by the Program.

2.3. Services are provided at the Medical Company’s medical centers or in another manner provided under the Program.

2.4. The Medical Company confirms that it holds the required license for medical activity and undertakes to provide services through qualified medical personnel in accordance with the legislation of the Republic of Kazakhstan.

**3. Attachment and Service Provision Procedure**

3.1. The Agreement is considered concluded upon payment for the Program.

3.2. The Agreement enters into force on the day following the date of payment.

3.3. The Client and their family members are attached on the next business day after payment is received.

3.4. Services are provided in accordance with the Program and the internal regulations of the Medical Company.

3.5. Unused services are neither carried over nor compensated.

3.6. If the Client fails to attend an appointment without notifying at least 3 hours in advance, the Medical Company may deduct the corresponding service from the Client’s limit.

**4. Cost and Payment Procedure**

4.1. The cost of the Program is indicated on the Medical Company’s website.

4.2. Payment is made as 100% advance payment of the Program’s full cost in a single transaction.

4.3. The cost of attaching family members is determined by the Program.

4.4. Payment is considered made when the funds are credited to the Medical Company’s bank account.

**5. Rights and Obligations of the Parties**

**5.1. The Client has the right to:**

- receive services provided under the Program;
- attach family members in accordance with Program terms;
- receive explanations regarding the Program and Agreement terms.

**5.2. The Client shall:**

- comply with appointment and visitation procedures;
- provide accurate information;
- not transfer the right to use services to third parties.

### **5.3. The Medical Company shall:**

- provide services in the scope established by the Program;
- comply with medical ethics and confidentiality requirements;
- ensure that the Client is informed about service procedures.

### **5.4. The Medical Company has the right to:**

- amend the Program for new Clients;
- refuse service based on grounds specified in the Agreement.

### **6. Liability of the Parties**

6.1. The Medical Company is liable for the quality of services in accordance with the legislation of the Republic of Kazakhstan.

6.2. The Client is liable for providing inaccurate information or violating visitation rules.

6.3. The Medical Company is not liable for consequences arising from the Client's failure to follow medical recommendations or treatment regimen.

6.4. The Medical Company is released from liability if service provision is impossible or limited due to the Client's improper behavior, including failure to provide necessary health information, concealing significant circumstances (contraindications, allergies), refusing recommended examinations or treatment, or otherwise hindering proper service delivery.

### **7. Grounds for Termination**

The Medical Company may terminate service to the Client and/or their family members in the following cases:

- rude, offensive, or aggressive behavior toward staff;
- systematic unreasonable complaints or actions that disrupt clinic operations;
- violation of Agreement terms, including transferring services to third parties or providing false data;
- fraudulent attempts to obtain services;
- visiting the clinic in a state of alcohol or drug intoxication.

The Client is notified of service refusal by email and/or phone.

### **8. Term of the Agreement**

8.1. The Agreement is valid for 12 months from the date of attachment.

8.2. The Agreement terminates automatically upon expiration.

### **9. Refund Policy**

9.1. The Program cost is non-refundable except as provided by Kazakhstan law.

9.2. In case of refund, actual expenses incurred by the Medical Company may be deducted unless otherwise required by law.

### **10. Final Provisions**

10.1. The current version of the Agreement and Program is published on the Medical Company's website.

10.2. Disputes are resolved through negotiation; if unresolved — through court per Kazakhstan legislation.

10.3. Payment by the Client constitutes full acceptance of all terms of the Agreement and Program.

### **11. Details**

Archimedes Medical Group LLP

Republic of Kazakhstan, Almaty, Almaly district, Abay Khan Ave., 77

BIN: 140940002809

IBAN: KZ338562203105914554

Bank: Bank CenterCredit JSC

BIC: KCJBKZKX

KBE: 17