

# Terms and conditions of the service

## Annex 1

Terms and Conditions for Assistance to Migrants from Panama, Guatemala, Honduras until they arrive in Mexico

Assistance Services - Assistance to Migrants from Panama, Guatemala, Honduras until they arrive in Mexico Program.

The purpose of the Assistance to Migrants from Panama, Guatemala, Honduras until they arrive in Mexico program is to deliver to our Users benefits exclusively designed for them, under the following terms and conditions.

### Definitions

**User:** Any card holder of Banco Azteca who has the right to receive the Assistance Services described in this General Conditions.

**Provider:** A service provider who has a service provision agreement with Iké and who will be the manager authorized to execute any required activities to carry out the assistance services.

**Medical Team:** The appropriate medical and aid personnel managing assistance on behalf of THE PROVIDER to a User.

**Legal Team:** The appropriate legal and aid personnel managing the assistance services on behalf of THE PROVIDER to a User.

**Assistance Services:** The Assistance Services provided by THE PROVIDER to Users in accordance with these General Conditions, for cases of Situation of Assistance of a beneficiary.

**Coordinator:** A person who is part of the Solution Center (CDS)  
Territoriality

The assistance service is provided in the territory of the United Mexican States and countries such as Panama, Guatemala and Honduras.

### Validity Period

All assistance services will be provided in accordance with the agreement established for one year.

## **Assistance Services Online Medical Advice**

- When the User for any reason requires online medical advice, the medical team will provide advice 24 hours a day, 7 days a week, through a general physician by video call.
- The physician will provide a personalized service, starting the relevant questioning and basic visualization of the patient, without granting a definite diagnosis or pharmacological treatment with controlled drug products.
- Video calls will take place through a link that will be sent to the e-mail address of users. These calls will be held provided that users have Internet service. The session will have a maximum duration of 20 (twenty) minutes.
- Unlimited free of charge events

### **Exclusions:**

- No prescriptions will be supplied

## **Telephone Medical Advice**

- When the User for any reason requires telephone medical advice, the medical team will provide advice 24 hours a day, 7 days a week, through a general physician by telephone call.
- The physician will provide a personalized service, starting the relevant questioning of the patient, without providing a definite diagnosis or pharmacological treatment with controlled drug products.
- The session will have a maximum duration of 20 (twenty) minutes. Unlimited free of charge events

### **Exclusions:**

- No prescriptions will be supplied

## Online Psychologist

- When the User for any reason requires psychological advice, a psychologist, by video call, will provide guidance and advice on common issues such as: Depression, addictions, divorce, violence, etc.
- A personalized service will be provided, starting the relevant questioning and basic visualization of the patient, without providing a definite diagnosis or pharmacological treatment, 24 hours a day, 7 days a week.
- The session will have a maximum duration of 20 (twenty) minutes. Assistance will be supplied anonymously, and neither prescriptions will be supplied, nor a diagnosis will be issued.
- Video calls will take place through a link that will be sent to the e-mail address of users. These calls will be held provided that users have Internet service.
- Unlimited free of charge events

### Exclusions:

- No prescriptions will be supplied

## Telephone psychologist

- When the User for any reason requires psychological advice, a psychologist, by telephone call, will provide guidance and advice on common issues such as: Depression, addictions, divorce, violence, etc. A personalized service will be provided, starting the relevant questioning and basic visualization of the patient, without providing a definite diagnosis or pharmacological treatment, 24 hours a day, 7 days a week.
- The session will have a maximum duration of 20 (twenty) minutes.
- Assistance will be supplied anonymously, and neither prescriptions will be supplied, nor a diagnosis will be issued.
- Unlimited free of charge events

### Exclusions:

- No prescriptions will be supplied

## **Telephone Legal Advice**

- When the User for any reason requires legal advice, a lawyer of the network, by telephone call, will provide guidance and advice on civil and criminal matters.
- A personalized service will be provided, starting the relevant questioning of the user.
- The session will have a maximum duration of 20 (twenty) minutes. Unlimited free of charge events.

## **Video Call Legal Advice**

- When the User for any reason requires legal advice, a lawyer of the network, by video call, will provide guidance and advice on civil and criminal matters.
- A personalized service will be provided, starting the relevant questioning of the user.
- The session will have a maximum duration of 20 (twenty) minutes.
- Unlimited free of charge events.

**The validity period of these services will be of one year.**

**Beneficiaries:** Account holder