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|---|---|--------------------------|--------------------------|--------------------------|--------------------------|------------|------------------|-------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 14/ | 05/09/2023 | | | | | | | | | | | | | | |
| Sociedad: | CNP ASSURANCES / CNP CAUTION | | | | | | | | | | | | | | |
| Tipo de documento: | <table border="1"> <tr> <td>Contrato /Anexos</td> <td>Presupuesto/ Proyecto</td> <td>Doc. Consejo</td> <td>Doc. Hacienda</td> <td>Doc. DGSFP</td> <td>Doc. Planes/EPSV</td> <td>Otro:</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </table> | Contrato /Anexos | Presupuesto/ Proyecto | Doc. Consejo | Doc. Hacienda | Doc. DGSFP | Doc. Planes/EPSV | Otro: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Contrato /Anexos | Presupuesto/ Proyecto | Doc. Consejo | Doc. Hacienda | Doc. DGSFP | Doc. Planes/EPSV | Otro: | | | | | | | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | |
| Solicitado por: | Thierry Vasquez | | | | | | | | | | | | | | |
| Contenido / Objetivo: Principal Acuerdo, entregables y descripción del servicio | MEDVIDA | | | | | | | | | | | | | | |

Cumplimentar en caso de contrato, presupuestos, proyectos, u obligaciones de pago

| | | | |
|--|----------------------------------|-------------------------------------|--|
| Denominación del Documento: | ADENTDA | | |
| Apoderado/s de CNP: <i>(según importe económico del contrato)⁽¹⁾</i> | DAVID LATTES | | |
| Contraparte: <i>(proveedor, o interviniente)</i> | | | |
| Fecha de inicio del contrato: | | | |
| Fecha de vencimiento del contrato: | | | |
| Renovación Tácita: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | |
| Preaviso Cancelación: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | Especificar preaviso: |
| Penalización por cancelación: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | Importe: |
| Actualización precio por IPC, etc.: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | |
| Delegación actividades críticas: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | Especificar: |
| KPI / SLA: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | |
| Presupuestado: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | Importe (IVA incluido): |
| Código CECO: | | | |
| Código PEP: | | | |
| Activable: | <input type="checkbox"/> SI | <input type="checkbox"/> NO | |
| Periodicidad del pago: | Mensual <input type="checkbox"/> | Trimestral <input type="checkbox"/> | Anual <input type="checkbox"/> Pago único <input type="checkbox"/> |

- OBLIGATORIO -

| | | | |
|---|-------------------------------|--------|--------|
| Responsable del Departamento y Director correspondiente: | Fecha: 22.09.23 | Firma: | Firma: |
| Verificación de Control Financiero: <i>En el caso de que el gasto sea activable.</i> | Fecha: | Firma: | |
| Verificación de Control de Gestión: <i>En el caso de que el gasto esté presupuestado y el pedido o la factura no superen el presupuesto, no será necesaria la firma del Control de Gestión.</i> | Fecha: | Firma: | |
| Revisión Asesoría Jurídica: <i>(persona del equipo legal que ha revisado el contrato y verificado que cumple con todos los requerimientos solicitados)</i> | Fecha: 19/02/2023 22/9/23 | Firma: | |
| Comentarios Asesoría Jurídica: | | | |
| <input type="checkbox"/> CORRESPONSABLE <input type="checkbox"/> ENCARGADO <input type="checkbox"/> N/A | | | |
| Verificación de Compras: | Fecha: | Firma: | |
| Representante Legal o Director Financiero David Lattes | Fecha: 01/08/2023 22.09.23 | Firma: | |

**ADDENDUM NO. 1 TO ANNEX 2.2 "SERVICES" OF THE SERVICE
AGREEMENT DATED 27 JULY 2023**

By and among

MEDVIDA PARTNERS DE SEGUROS Y REASEGUROS, S.A. (SOCIEDAD UNIPERSONAL)

And

CNP ASSURANCES, S.A., acting through CNP ASSURANCES SUCURSAL EN ESPAÑA

CNP CAUTION, S.A., acting through CNP CAUTION SUCURSAL EN ESPAÑA

Dated: 20 September 2023

**ADDENDUM NO. 1 TO ANNEX 2.2 "SERVICES" OF THE SERVICE
AGREEMENT DATED 27 JULY 2023**

THIS ADDENDUM TO THE SERVICE AGREEMENT, dated 20 September 2023, is by and among:

- (1) **MEDVIDA PARTNERS DE SEGUROS Y REASEGUROS, S.A. (SOCIEDAD UNIPERSONAL)**, Spanish insurance company with registered office at Carrera de San Jerónimo, 21, 28014 Madrid, registered with the Madrid Commercial Registry at volume 4.467, page (*folio*) 140, sheet number M-73979 and with the special administrative Registry of Insurance and Reinsurance Undertakings held by the General Directorate for Insurance and Pension Funds ("**DGSFP**") under number C-0559, with Tax Identification Number (NIF) A-28534345 ("**MVP**" or "**Service Provider**").

MVP is herein duly represented by Mr. Jaime Kirkpatrick de la Vega, of legal age and Spanish nationality, whose address for these purposes is Carrera de San Jerónimo, 21, 28014 Madrid, holding Spanish National Identification Document (DNI) no. 05420369-M, currently in force, in his capacity as General Manager (*Director General*) and attorney of MVP.

AND:

- (1) **CNP ASSURANCES SUCURSAL EN ESPAÑA**, Spanish branch office of the French insurance company CNP Assurances, S.A., with registered office at Calle Cedaceros 10, fifth floor, 28014 Madrid, registered with the Madrid Commercial Registry at volume 20.063, page (*folio*) 48, sheet number M-353.978 and with the special administrative Registry of Insurance and Reinsurance Undertakings held by the DGSFP under number E-0160, with Tax Identification Number (NIF) W-0013620-J ("**CNP Assurances**").

CNP Assurances is herein duly represented by Mr. David Lattes, of legal age and French nationality, whose address for these purposes is Calle Cedaceros 10, fifth floor, 28014 Madrid, holding Spanish Foreigners Identity Name (N.I.E.) no. Y6119145D, currently in force, in his capacity as legal branch representative (*representante legal permanente*) of CNP Assurances.

- (2) **CNP CAUTION SUCURSAL EN ESPAÑA**, Spanish branch office of the French insurance company CNP Caution, S.A., with registered office at Calle Cedaceros 10, fifth floor, 28014 Madrid, registered with the Madrid Commercial Registry at volume 33.803, page (*folio*) 166, sheet number M-608.403 and with the special administrative Registry of Insurance and Reinsurance Undertakings held by the DGSFP under number E-0221, with Tax Identification Number (NIF) W-0010754-J ("**CNP Caution**").

CNP Caution is herein duly represented by Mr. David Lattes, of legal age and French nationality, whose address for these purposes is Calle Cedaceros 10, fifth floor, 28014 Madrid, holding Spanish Foreigners Identity Name (N.I.E.) no. Y6119145D, currently in force, in his capacity as legal branch representative (*representante legal permanente*) of CNP Caution.

CNP Assurances and CNP Caution shall be jointly referred to as the "**Assignees**" and each of them individually as an "**Assignee**". The Service Provider and the Assignees shall be jointly referred to as the "**Parties**" and each of them individually as a "**Party**".

RECITALS:

- (A) On 29 June 2023 MVP and the Assignees have entered into an insurance portfolio assignment agreement in order to transfer the PPI Business of MVP, including its PPI portfolio, to the Assignees ("**Insurance Business Transfer Agreement**" or "**IBTA**").
- (B) The Assignees considered essential MVP to provide certain services in connection with the PPI Business (as this term is defined in the IBTA), as part of the assigned business under the IBTA, for a certain period of time after the transfer.
- (C) Consequently, on 27 July 2023, the Parties agreed to enter into a services agreement ("**Agreement**").
- (D) The Parties wish to amend Annex 2.2 ("Services") of the Agreement, by means of an addendum to that Annex, in order to establish certain Key Performance Indicators ("**KPIs**").

Accordingly, the Parties agree to amend the aforementioned Annex 2.2 "Services", by means of this addendum to the Agreement ("**First Addendum**"), subject to the following terms:

ARTICLE I AMENDMENT TO ANNEX 2.2. OF THE AGREEMENT

Effective as of the date hereof, the Parties agree to add to the existing Annex 2.2. "Services" of the Agreement, the section attached hereto (the "**Addendum to Annex 2.2**").

The existing text of Annex 2.2 shall remain unchanged, except for the modification of the above-mentioned Addendum to Annex 2.2, attached hereto.

The Parties agree that, like the remaining Annex 2.2., the Addendum to Annex 2.2. shall also be drafted in Spanish.

ARTICLE II EFFECTIVE DATE

This First Addendum is effective as of the date of its execution.

ARTICLE III SURVIVAL OF THE SERVICE AGREEMENT

In all matters not expressly provided for in this First Addendum, the provisions of Agreement, including those already contained in Annex 2.2. of the Agreement, shall remain in full force and effect.

ARTICLE IV ELECTRONIC SIGNATURE

This First Addendum is signed by each of the Parties using an advanced electronic signature (AES) process implemented by a third party service provider, DocuSign, which guarantees the security and integrity of digital copies in accordance with Regulation (EU) n°910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trusted services for electronic transactions within the internal market.

The First Addendum is drawn up in a single original digital copy, a copy of which shall be delivered to each of the Parties directly by DocuSign, which is in charge of implementing the advanced electronic signature solution under the conditions required by applicable Laws.

Electronically executed on 20 September 2023 by way of DocuSign.

[Signatures on the last page]

ADDENDUM TO ANNEX 2.2

Todos los periodos en días descritos en este Anexo 2.2 están expresados en Días Hábiles.

I. Descripción de los KPI's:

Información a facilitar por MVP a CNP/Willis.

| Servicio | Descripción | Fechas Límite de Entrega |
|------------------------------------|---|--|
| Ficha especificaciones de producto | Descripción de los parámetros de configuración de los productos y los tarificadores correspondientes. | 15/09/2023 |
| Layout de entrada de MVP a CNP | Estructura, formato del fichero y volumetría de registro de migración con descripción. | 15/09/2023 – España formatos de ficheros. 22/09/2023 - Portugal formatos de ficheros y volumetrías en revisión. |
| Ficheros de pruebas | Ejemplo de datos reales o ficticios para las pruebas de carga. | Las descargas se realizarán con datos REALES desde el entorno de producción de MVP. <u>Fechas primer envío:</u> Hospitalización: semana del 18-22/09/2023 (cartera completa) PPI/GAV: semana del 25-29/09/2023 (muestra 3 AMs) Claims: semana del 02-06/10/2023 (muestra siniestros relativos a los AMs de PPI y GAV) <u>Decalaje para sucesivos envíos desde la fecha de petición:</u> máximo D+3 para descargas de muestras y D+6 para descarga complete |

| | | |
|--|--|--|
| Canal de Comunicación | Se enviará la información vía SFTP. | sFTP MVP-CNP: 06/09/2023 sFTP MVP-Willis: 06/09/2023. |
| Ficheros de entrada de datos de Comercializadora | Formatos de registros, con el detalle de campos, longitudes..., que MVP recibe en producción | 22/09/2023 |

II. Atención telefónica y/o correo postal o electrónico:

2.1 MPV proporcionará un Servicio de atención telefónica, por correo postal o por correo electrónico, a los tomadores/asegurados y beneficiarios para la gestión de sus pólizas y de los siniestros que pudieran derivarse de las mismas:

- Número de teléfono de prestaciones: 91 524 34 39. Este teléfono no es de tarificación gratuita para los clientes, si bien MVP asumirá su coste íntegramente.
- Correo electrónico: prestaciones@medvidapartners.com

2.2 Con respecto a los indicadores para medir el nivel de cumplimiento del servicio de atención telefónica y/o correo postal o electrónico, las Partes acuerdan dejar sin efecto y, por tanto, suprimir del Contrato, los indicadores que figuran en el apartado II.4 del Anexo 2.2 al Contrato, relativos únicamente al servicio de atención telefónica, así como cualquier medición incluida en el Contrato que resulte aplicable al servicio de atención telefónica. En este sentido, se decide dejar sin efecto, los siguientes indicadores:

- Tiempo de respuesta.
- Ratio de abandono – abandonadas tras 30 segundos después del mensaje de bienvenida.
- Tiempo de disponibilidad de la línea telefónica.
- Información a facilitar al cliente.

En consecuencia con lo anterior, CNP no podrá exigir a MVP el cumplimiento de los niveles de servicio relativos al servicio de atención telefónica, ni aplicar las penalizaciones correspondientes.

Signature Page

The Assignees

DocuSigned by:
David Lattes
6AD39B55E982422...

CNP Assurances Sucursal en España
Represented by Mr. David Lattes
Duly empowered for the purposes hereof

DocuSigned by:
David Lattes
6AD39B55E982422...

CNP Caution Sucursal en España
Represented by Mr. David Lattes
Duly empowered for the purposes hereof

The Service Provider

DocuSigned by:
Jaime Kirkpatrick
5C99210BC9B6499...

Medvida Partners de Seguros y Reaseguros, S.A. (Sociedad Unipersonal)
Represented by Mr. Jaime Kirkpatrick de la Vega
Duly empowered for the purposes hereof

Certificate Of Completion

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Signer Events

David Lattes

david.lattes@cnp.es

Director General

Security Level: Email, Account Authentication (None)

Signature

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David Lattes
5AD39855E982422

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ID: 2fdb112-a7b0-48b4-aa57-fead2bdc8351

Jaime Kirkpatrick

jaime.kirkpatrick@medvidapartners.com

Security Level: Email, Account Authentication (None)

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Jaime Kirkpatrick
5C99210BC989499

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Signature Adoption: Pre-selected Style

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Signed using mobile

Electronic Record and Signature Disclosure:

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In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

9/20/2023 1:09:54 PM

Envelope Summary Events

Certified Delivered
Signing Complete
Completed

Status

Security Checked
Security Checked
Security Checked

Timestamps

9/20/2023 2:22:54 PM
9/20/2023 2:23:21 PM
9/21/2023 9:25:32 AM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

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