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OVERVIEW | Our name is a promise

MediGuide exists to provide people with the medical answers they need and deserve when diagnosed with a serious or life-threatening condition.

“Prioritizing peace of mind, we guide them through every step of the medical second opinion process, ensuring they receive the correct diagnosis and treatment, which leads to improved health outcomes. What we do often results in the avoidance of risky surgery, associated surgical cost savings and health insurance savings for our clients.”

Paul M Vermeulen, Group CEO, MediGuide International

OVERVIEW | Our Mission

We are the member focused, caring partner that provides health solutions to the people of the world, regardless of economic and geographic limitations, through access to the best medical information available.
SERVICES | 3-product integrated health solution
Getting a medical second opinion

**MediGuide MSO**

Our medical second opinions are evaluated by some of the world’s top medical minds at world-leading medical centers.

Occurring remotely, our medical second opinion process is quick and efficient and starts with a phone call. Within 10 days of receipt of their medical records, the member receives a complete review of their diagnosis and treatment plan.

Once the medical second opinion review is complete, a MediGuide case manager contacts the member to help navigate the healthcare system, during the treatment phase of their healthcare journey.
Treatment after medical second opinion

**International Concierge Services**

Together with the reinsurer, we oversee the entire medical treatment process. Before crossing borders for treatment, all pre-treatment procedures such as MSO take place in the insured's home country. When the insured arrives at their medical treatment destination, MediGuide provides local assistance and treatment begins at one of our world-leading medical centers.
Digital healthcare

**Preventative health**

Most people don’t schedule a visit to the doctor unless they feel unwell. Unbeknown to them, they could have early symptoms of a developing illness. If detected during an annual routine screening, this could lead to better health outcomes and less costly medical interventions.

Through our online Preventative Health Program, we provide a secure and convenient alternative to a physical annual doctor visit. We ‘send’ the doctor to the insured via our digital healthcare highway for an annual online screening that can take place any time, at work or at home.

**Telehealth**

Our telehealth service is like a virtual house call, connecting the insured with doctors and specialists for a wide variety of medical issues:

**Primary care** - quick access to a healthcare professional via a local doctor network for minor unexpected urgent medical needs

**Specialty care** - access to a doctor or specialist for more specific or more complex medical concerns, or to obtain a medical second opinion

**Chronic disease management** - support for existing chronic conditions (such as diabetes, hypertension, asthma or heart failure) requiring frequent doctor consults or symptom monitoring)
FOOTPRINT | **Across the world**

Since our inception in 1999 we have grown internationally from a single office in Delaware to becoming global leaders in the medical second opinion field.

- **JURISDICTIONS ON** 5 CONTINENTS
- **OFFICES IN** 7 COUNTRIES
- **OPERATING IN MORE THAN** 60 COUNTRIES
- **SERVICING MEMBERS IN MORE THAN** 152 COUNTRIES
- **MILLIONS OF MEMBERS**
LEADERSHIP | Shared belief in the value of what we do

Vera Guerreiro  
Group CEO  
MediGuide International

Kevin Thomas  
Senior Vice President  
Global Operations  
MediGuide International

Kara Connor  
Senior Vice President  
Clinical Operations  
MediGuide International

Susan L Kelley  
Financial Controller  
MediGuide International

Edward W. Malin  
Chief Medical Officer  
MediGuide International

Daniel Cheung  
Regional Vice President  
MediGuide Asia

Gus Munro  
Director  
MediGuide Africa

Enrique Blanco  
Business Development  
Latin America  
MediGuide International

Wojciech Dziezyc  
Business Development  
MediGuide Poland

Amelia Yang  
Regional Director  
Asia  
MediGuide International

Shamal Smith  
Director  
MediGuide Australia

Paul M Vermeulen  
Advisor to The Board  
MediGuide International
PRIVACY  |  **We take data confidentiality seriously**

Everyone that works at MediGuide is committed to protecting the privacy of our members.

While not required to be fully compliant with all the regulations laid out by the HIPAA (Health Insurance Portability and Accountability Act of 1996) and GDPR (General Data Protection Regulation), we choose to do so.

It is important to us that our members know they can trust us with their information to the extent that we have our own internal privacy policy. It provides our employees with specific confidentiality protocols to identify, process and protect member data. We are also careful to ensure that our protocols do not hamper the efficient flow of information required to provide the best possible service to our members.

View our full privacy policy on our website at [www.mediguide.com](http://www.mediguide.com)
CONTACT | Let’s explore ways to work together

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