TERMS OF USE FOR THE "CONSULTATION WITH AN EXPERT" SERVICE

GOLDEN TREE d.o.o., Alpska cesta 43, 4248 Lesce, Slovenia (hereinafter: "**the Company**") provides its most loyal customers with access to the "Consultation with an Expert" service, which is provided free of charge to eligible customers through a selected provider in the form of micro-consultations in the field of telemedicine (hereinafter: "**the Service**"). With these Terms of Use for the "Consultation with an Expert" service (hereinafter: "**Terms**"), the Company sets out the conditions under which eligible customers are allowed free use of and access to the Service.

By accessing the Service, you are deemed to have accepted the provisions of these Terms, which are published on the website www.gogoldentree.com/terms-and-conditions.

1. **Service**

The "Consultation with an Expert" service is a service provided by Abi Global Health Limited, Charlemont Exchange, Charlemont Street, Saint Kevin's, Dublin, D02 VN88, Ireland (hereinafter: "**Provider**"). The Service enables eligible customers to consult in writing with the Provider's healthcare professionals 24 hours a day, 7 days a week.

The Company does not perform any medical activities, but only provides eligible customers with free access to the Service and does not participate in the content of the consultation. The Company does not have access to the content of communications that you send to the Provider or the Provider's healthcare professional through the Service or by using it, nor to any medical data, documentation or records created in the course of using the Service. The Provider is solely responsible for the professionalism, competence, licence to perform healthcare services, and organisation of the work of healthcare professionals who provide healthcare information or advice through the Service. The Company does not verify the qualifications of healthcare professionals; this is the responsibility of the Provider.

WARNING: The Service does not replace treatment in a healthcare facility or by a doctor. The Service is intended solely to provide general health information or advice. The Service is in no way intended to address urgent medical conditions or make medical diagnoses. By using the Service, the Customer undertakes not to use the Service for urgent medical conditions or to make medical diagnoses, but to contact the competent medical institution, medical staff, or emergency medical services in such cases.

2. **Eligible persons**

Free access to and use of the Service is only available to customers who:

1. have created a user account on the website www.gogoldentree.com;

2. are classified as gold members within the loyalty programme (VIP club);
3. agree to these Terms of Use;
4. agree to the Provider's Terms of Use of the Service;
5. agree to the Provider's Privacy Policy; and
6. give their consent to the processing of specific types of personal data

(hereinafter: "**Eligible Customer**").

By agreeing to the Provider's Terms of Use of the Service and Privacy Policy, the Customer expressly declares that they have thoroughly read the Provider's Terms of Use of the Service and Privacy Policy.

If the Customer does not meet any of the above conditions, access to the Service will not be granted or will be denied. Access to the Service is only granted to customers to whom the user account relates and is not transferable to any third party.

If the Eligible Customer violates these Terms of Use, the Provider's Terms of Use of the Service, or the Provider's Privacy Policy, the Company may temporarily or permanently deny the Eligible Customer access to the Service.

3. **Access to the Service**

To access the Service, the Eligible Customer must click on the "Consult an expert" button in their user account and agree to these Terms of Use. The Provider will then grant the Eligible Customer access to the Service. A Widget will appear, in which the Eligible Customer will be required to enter their personal information (first name, last name, email address, telephone number, sex) before they can start using the Service. This information will be sent directly to the Provider. In addition, before the Eligible Customer can start using the Service, they will need to agree to the Provider's Terms of Use of the Service, the Provider's Privacy Policy, and consent to the processing of specific types of personal data in the Widget.

The Eligible Customer guarantees that the personal data they provided is accurate, complete, and up to date.

The Company and the Provider do not guarantee the uninterrupted availability of the Service. Occasional interruptions due to maintenance, updates, technical problems or other similar reasons are not considered a breach.

4. **Personal data**

In order to enable access to the Service, the Company must provide the Provider with certain personal data that is necessary for access to the Service and which it already processes on the basis of the Customer’s consent. By agreeing to these Terms of Use and clicking on the "Consult an expert" button, you expressly consent to the Company providing the Provider with the necessary personal data.

The Company will not forward customers’ personal data required by the Provider for the use of the Service (first name, last name, email address, telephone number, gender) to the Provider; the customer forwards this data to the Provider themselves. The Provider acts as an independent personal data controller in relation to the data you forward to it. Details of the processing of personal data are specified by the Provider in its privacy policy.

5. **Limitation of liability**

The Company only offers Eligible Customers free access to the Service and does not in any way perform or participate in the performance of the Service or the provision of medical advice that the customer receives through the Service.

To the maximum extent permitted by law, the Company is not liable for the performance of the Service or the content of the medical advice that the customer receives through the Service. The Company expressly reiterates that the Service is intended solely to provide general health information or advice and is in no way intended to address urgent medical conditions or make medical diagnoses.

Furthermore, to the fullest extent permitted by law, the Company is not responsible for any occasional problems with the functioning of the Website, any inaccuracy of information, or any damage caused by the use of inaccurate or incomplete information. The Company is also not responsible for any disruptions in the functioning of the Service.

6. **Final provisions**

The Company reserves the right to change these Terms of Use at any time or to discontinue providing access to the Service. In such cases, the Company will notify customers at least 30 days in advance via the website www.gogoldentree.com.

If you have any questions regarding access to the Service, you can contact us at info@gogoldentree.com, and for questions related to the Service, you can contact the Provider directly at: https://www.abiglobalhealth.com/contact.

These Terms of Use are governed by the laws of the Republic of Slovenia. The court of the Republic of Slovenia with jurisdiction over the Company's registered office shall have jurisdiction over any disputes.

Company information:

Golden Tree, storitve za preobrazbo, d. o. o.

Alpska cesta 43

4248 Lesce, Slovenia

Registration Number: 6708501000

VAT number: SI28639103 (liable for tax)

The company is registered with the District Court in Kranj No. SRG 2014/46021, on 17 October 2014

Share capital: €7,500.00

Bank account held with Intesa Sanpaolo d.d.: SI56 1010 0006 0899 020

The Terms and Conditions were updated on 6 January 2026.