

Healthcare & Wellness Membership Application Form



Marketing Consent

I hereby give consent to VIGNE, its associated persons/ organisations, and their independent third party service providers and their representatives, within Singapore to collect, use, disclose, store, retain and/or process all personal data and information ("Personal Data"), that had/ have been provided for the purpose of marketing and promotional information relating to existing or future products and/or services, by the following modes of communication where I have indicated our consent below:

- postal address* mail
- electronic transmission through email address* and/or social media accounts;
- communication through mobile device(s) e.g SMS, Whatsapp, voice call, etc.

*which are in VIGNE's records, and may be updated from time to time by notice to VIGNE Persons

I may withdraw one or more consents provided by me at anytime via VIGNE Healthcare Hotline at 6509 0030 or email at hc@vigne.com.sg. I will stop receiving marketing messages via the selected mode of communication after 30 days. I will continue to receive marketing messages via other modes of communication where my consent has been given and information arising from my VIGNE programmes.

The consent provided by me in this form is in addition to and does not supersede, vary or nullify any consent, which I may have provided previously in respect of the above purposes, unless my consent is withdrawn in the manner specified by VIGNE.

Signature / Date

Terms and Conditions of the VIGNE Healthcare Membership

Last updated on [14 June 15, 2016]

Thank you for joining the [VIGNE Healthcare Membership], known as (VHM). This network is owned and operated by VIGNE Healthcare Pte Ltd, a company incorporated in Singapore (Company Registration Number: 201535757Z) and our related companies ('VIGNE, 'us', 'our' or 'we'). VHM is an initiative of VIGNE in collaboration with Fullerton Healthcare Group Pte Ltd ("Fullerton") and other service providers. VHM, is a medical network jointly administered by Fullerton and VIGNE.

Processing of your application for membership in VHM requires at least three (3) weeks from our receipt of your complete application and payment of the application fee, and while we endeavour to complete the processing of your application within three (3) weeks, please note that as the administration of VHM is by a third party, whose actions are not within our control, we cannot guarantee that your membership application will be completed within three (3) weeks, and in certain circumstances, we may require additional time. Your membership shall be deemed to have been confirmed and commenced only upon written notice by us to you at the email address [or mobile telephone number] which you provided to us as part of your application.

We make no representations or warranties, express or implied, of any kind with respect to the benefits under VHM, nor do we assume any legal liability or responsibility for the completeness, accuracy, adequacy or currency of the contents of any guide or listing of the benefits under VHM or for the medical advice rendered as part of the benefits under VHM.

Please note that the medical practitioners notified to you for you to seek medical advice or consultation from, are part of Fullerton's network, and are not agents, contractors, employees, partners or representatives of VIGNE, and are in no way affiliated with VIGNE, and we are therefore not liable for any loss, injury, claim or damage suffered or incurred as a result of any medical advice or consultation which you obtain from them. VIGNE therefore does not have any control or relationship with any of the medical practitioners which are listed as available for consultation under VHM. Please therefore use your own discretion when deciding which medical practitioner to consult, what medical advice or services to obtain, and how much to pay for such medical advice or services.

Notwithstanding that VHM is a collaboration between VIGNE and persons which include Fullerton, VIGNE is not an agent or partner of nor are we involved in a joint venture with, Fullerton, or vice versa, and therefore, any dispute or claim about or concerning Fullerton's services (or those of any medical practitioner or service providers affiliated with Fullerton), whether as to the sufficiency, quality, or costs, must be resolved directly with Fullerton. As we are merely a facilitator of the benefits provided to you by the service providers under VHM, and are not in control of or the provider of any of Fullerton's services, or the services of the medical practitioners or other service providers affiliated with Fullerton, we shall not be liable for any loss, injury, claim or damage suffered or incurred as a result of Fullerton's services (or those of any medical practitioner or service provider affiliated with Fullerton).

We regret that we do not provide refunds of the application fee that you have paid.

We reserve the right to replace or remove any of the service providers or administrators of VHM at our sole discretion from time to time.

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Your eligibility to claim your complimentary Executive Healthcare Screening is subject to the following terms:

- the Executive Healthcare Screening is valid for one (1) year from the date of confirmation of commencement of your VHM, and this validity period may not be extended except in our sole discretion; and
- your right to the Executive Healthcare Screening is transferrable to an individual who has been registered under the Friends of VIGNE Healthcare membership Programme, subject to our prior written consent, provided that the validity period shall not be affected by any such nomination. The Friends of VHM allows you to extend certain benefits of your VHM to your immediate family members, subject to terms and conditions. Please contact us if you wish for your immediate family members to participate in the Friends of VHM.
- The Executive Health Screening is available only for afternoon screen. For morning screen, top up of 50% is required.

The security of your personal data is important to us. We have in place safeguards to protect the personal data stored with us. This policy describes how we may collect, use, disclose, process and manage your personal data. This policy applies to any individual's personal data which is in our possession or under our control.

"Personal data" is data that can be used to identify a natural person. Some examples of personal data that we may collect are:

- (a) personal particulars (e.g. name, contact details, residential address, date of birth, identity card / passport details, and / or education details);
- (b) specimen signature(s);
- (c) financial details (e.g. income, expenses, and / or credit history);
- (d) images and voice recordings of our conversations with you;
- (e) employment details (e.g. occupation, directorships and other positions held, employment history, salary, and / or benefits);
- (f) tax and insurance information;
- (g) information about your risk profile, investments, investment objectives, knowledge and experience and / or business interests and assets;
- (h) banking information (e.g. account numbers and banking transactions); and / or
- (i) personal opinions made known to us (e.g. feedback or responses to surveys);

We may use your personal data for our core business purposes, such as:

- (a) developing and providing products or services (whether made available by us or through us), including:
 - i. executing healthcare, commercial or other transactions and clearing or reporting on these transactions;
 - ii. carrying out research, planning and statistical analysis; or
 - iii. analytics for the purposes of developing or improving our products, services, security, service quality, and advertising strategies;
- (b) processing applications, instructions or requests from you or our clients;
- (c) communicating with you, including providing you with updates on changes to products and services (whether made available by us or through us) including any additions, expansions, suspensions and replacements of or to such products and services and their terms and conditions;
- (d) managing our infrastructure and business operations and complying with internal policies and procedures;
- (e) responding to queries or feedback;
- (f) addressing or investigating any complaints, claims or disputes;
- (g) verifying your identity for the purposes of providing products or services;
- (h) conducting credit checks, screenings or due diligence checks as may be required under applicable law, regulation or directive;
- (i) complying with all applicable laws, regulations, rules, directives, orders, instructions and requests from any local or foreign authorities, including regulatory, governmental, tax and law enforcement authorities or other authorities;
- (j) enforcing obligations owed to us;
- (k) monitoring products and services provided by or made available through us;
- (l) complying with obligations and requirements imposed by us from time to time by any credit bureau or credit information sharing services of which we are a member or subscriber;
- (m) creating and maintaining credit and risk related models;
- (n) financial reporting, regulatory reporting, management reporting, risk management (including monitoring credit exposures), audit and record keeping purposes;
- (o) enabling any actual or proposed assignee or transferee of our rights or obligations to evaluate any proposed transaction;
- (p) enforcing obligations owed to us;
- (q) seeking professional advice, including legal advice;
- (r) for the purposes of providing benefits to you under VHM; and
- (s) providing marketing material that you have agreed to receive

We may from time to time and in compliance with all applicable laws on data privacy, disclose your personal data to any personnel of VIGNE or to third parties, whether located in Singapore or elsewhere, in order to carry out the purposes set out above. Please be assured that when we disclose your personal data to such parties, we require them to ensure that any personal data disclosed to them are kept confidential and secure.

As we develop our business, we may from time to time sell, buy, restructure, reorganise business or assets, or create new business entities or divisions to operate our business. In the event of any such actions, your personal data may be transferred, whether to another group entity or to other successor entity, subject to our requirement that the transferee ensures that any personal data disclosed is kept confidential and secure.

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For more information about the third parties with whom we share your personal data, you may, where appropriate, wish to refer to the terms and conditions of the membership application form, that govern our relationship with you on your membership in VHM. You may also contact us for more information at [hc@vigne.com.sg].

We wish to emphasise that we do not sell personal data to any third parties and we shall remain fully compliant of any duty or obligation of confidentiality imposed on us under the applicable terms and conditions that govern our relationship with you or any applicable law.

We may transfer, store, process and deal with your personal data outside Singapore. In doing so, we will comply with the PDPA and other applicable data protection and privacy laws.

We may use your personal data to provide you marketing material that you have agreed to receive, in order to offer you our products or services, including special offers, promotions, contests or entitlements that may be of interest to you or for which you may be eligible, and to share with you information on the products and services offered by Fullerton, and other service providers under VHM. Such marketing messages may be sent to you in various modes including but not limited to electronic mail, direct mailers, short message service, telephone calls, facsimile and other mobile messaging services. In doing so, we will comply with the Personal Data Protection Act of Singapore (PDPA) and other applicable data protection and privacy laws.

In respect of sending telemarketing messages to your Singapore telephone number via short message service, telephone calls, facsimile and other mobile messaging services, please be assured that we shall only do so if we have your clear and unambiguous consent in writing or other recorded form to do so or if you have not otherwise made the appropriate registration of that number with the Do Not Call Registry. If we have an ongoing relationship with you and you have not indicated to us that you do not wish to receive telemarketing messages sent to your Singapore telephone number, we may send you telemarketing messages to that number related to the subject of our ongoing relationship via short message service, facsimile and other mobile messaging services (other than a voice or video call).

You may at any time request that we stop contacting you for marketing purposes via selected or all modes.

To find out more on how you can change the way we use your personal data for marketing purposes, please contact us at [hc@vigne.com.sg].

Your personal data is retained as long as the purpose for which it was collected remains and until it is no longer necessary for any other legal or business purposes.

You may request access or make corrections to your personal data held by us, by notifying us at [hc@vigne.com.sg]. VIGNE may charge a fee for processing your request for access. Such a fee depends on the nature and complexity of your access request. Information on the processing fee will be made available to you.

Please contact us at [hc@vigne.com.sg] for details on how you may request such access or corrections.

We may amend these terms from time to time to ensure that they are consistent with any developments to the way VHM is administered, or operated by us, or how we use your personal data or any changes to the laws and regulations applicable to us. We will make available the updated terms on our web site or otherwise by written notice to you. All communications, transactions and dealings with us shall be subject to the latest version of these terms in force at the time.

These terms are governed by and shall be construed in accordance with the laws of the Republic of Singapore.

Any dispute arising out of or in connection with these terms, including any question regarding their existence, validity or termination, shall first be submitted to the Singapore Mediation Centre for mediation, and in that regard the parties hereto agree:

- a) to abide by the provisions of the Singapore Mediation Centre's Mediation Procedure and the annexures thereto, and that the mediation and, among other things, the terms and process of mediation, including all chargeable fees, will be governed by the said provisions; and
- b) to abide by any settlement and to effect the terms thereof reached through such mediation.

In the event any dispute amongst the parties cannot be resolved or settled through mediation as set out above, the dispute shall be then referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force, which rules are deemed to be incorporated by reference into this clause. The tribunal shall consist of 1 arbitrator to be appointed by the Chairman of the Singapore International Arbitration Centre and the official language of the arbitration shall be English.

I agree to VHC terms and conditions of services.

Signature / Date