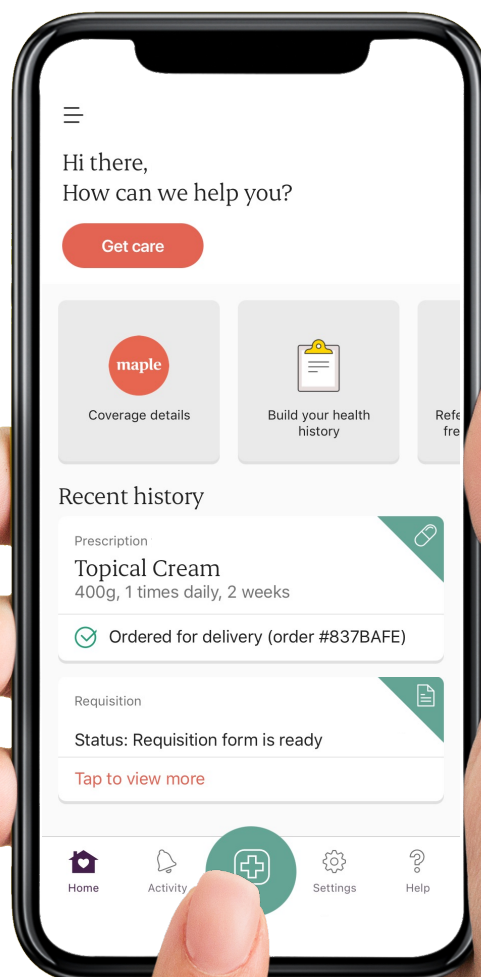




Wello has joined the Maple family!

Employees and their eligible dependents will seamlessly transition from Wello to the Maple platform by March 31, 2022. This will provide your team the ability to connect with Canadian-licensed general practitioners, within minutes, for medical advice, diagnosis, and treatment from their phones, tablets, or computers, 24/7.



About Maple.



Maple is Canada's leading health and wellbeing platform, improving timely and convenient access to care for Canadian's coast-to-coast.

- ✓ Offers online access to doctors, nurse practitioners, and a variety of specialists
- ✓ Maintains Canada's largest online provider network, with over 1,600 healthcare practitioners
- ✓ Operates across the the consumer, enterprise, and public sector verticals
- ✓ Raised a \$75 million investment from Shoppers Drug Mart in 2020, representing the largest single investment in a Canadian telemedicine company

200K

five-star
patient reviews

91%

medical issue
resolution rate

<5 mins

average wait
time to care

92

client net
promoter score



"It's deeply impressive what the team as a first mover has already accomplished. We are proud to support Maple as Canada's leading telemedicine provider on its way to further shape this thriving market."

– Venture Partner, Acton Capital

"For us, virtual care from Maple was that game changer. This is the #1 and the highest utilized benefit offered by us. Our associates are very grateful, because they feel we're supporting them as a whole-person."

– Andrea Wynter, VP of HR at ADP

"Maple was so quick and easy, and the doctor was so nice and helpful. The whole process took 10 minutes from speaking to the doctor to my prescription being sent to my pharmacy!"

– Employee, CAA Club Group

Your Maple program.

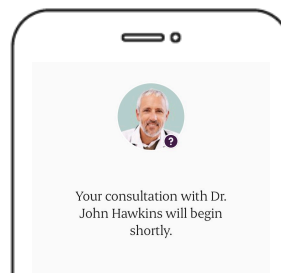


What are your symptoms?

- ☐ cough / cold / flu
- ☐ minor injury / joint pain
- ☒ sore throat
- ☒ fever
- ☐ vomiting / diarrhea / constipation
- ☐ headache

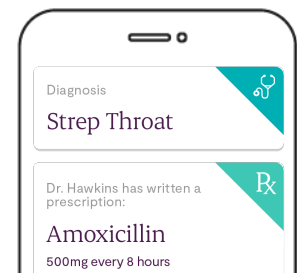
Primary care, 24/7

Unlimited and fully-covered general practitioner visits for employees and their eligible dependents. Receive medical advice, prescriptions, notes, lab requisitions, specialist referrals, and more.



Clinical excellence

Maple has a network of hand-selected general practitioners across Canada, including family physicians, emergency room doctors, and nurse practitioners.



Seamless experience

Maple is available on computers, tablets and smartphones in both English and French. Patients can communicate with providers via instant message, video or audio – whichever they prefer.

Please provide the fax info for your family physician

Name of family physician

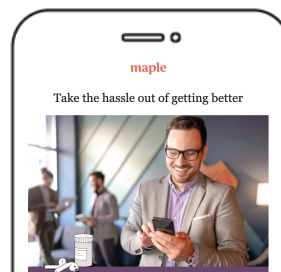
Fax number for physician's office

+1 Fax number for physician's office

By completing this form, you are authorizing Maple to fax this consultation summary to your family physician. They will receive info about your Maple provider, details / symptoms you submitted, diagnosis and any prescriptions or notes provided.

Robust medical records

Patients own and manage their healthcare data. Patients can upload their previous history from Wello or other points of care and can easily e-fax their records to their family doctor for continuity.



Dedicated support

Maple delivers an exceptional client experience, including onboarding, communications, and program management. This has led to a client net promoter score of +92 and industry-leading usage rates.



Robust reporting

Maple provides insightful reports that uniquely detail engagement, utilization, satisfaction, and custom KPIs – to help track success, inform decision-making, and ensure ROI.



Activation is as simple as 1-2-3.

- 1 -

Receive Maple email

Each employee will receive a notification by email from hello@getmaple.ca.

John, transfer your virtual care coverage from Wello to Maple

Maple
to John ▾

maple

Hi John, Wello has joined the Maple family!

Activate your Maple account to maintain your access to virtual healthcare benefits from your employer. As a reminder, you can instantly connect with Canadian doctors and nurse practitioners for online medical care from your phone, tablet, or computer, any time, 24/7. You may receive medical advice, prescriptions, lab requisitions, and referrals as necessary. Have questions? Send us a note at support@getmaple.ca and we'll be happy to help.

[Activate my Maple account](#)

- 2 -

Confirm details

Employees will confirm their details and create a Maple password.

maple

Confirm your details and activate your Maple account now.

Account info

Legal first name

Legal last name

Email

Password

[Continue](#)

- 3 -

See a doctor

Click “Get care”, enter your symptoms, and get connected in <5 minutes, on average.

Dr. John Hawkins

Here you go!
1:23 AM ✓

Dr. John Hawkins

Thanks. Would you like to video chat to discuss?
1:23 AM

Sure!
1:23 AM ✓

Diagnosis:
Eczema

Prescription
Topical Cream
400g, 1 times daily, 2 weeks

✓ You accepted this prescription

Once this visit is complete, you will be asked to select which pharmacy you would like to pick up your medication from, or choose free delivery.

+ Type a message...

Maple has industry-leading employee sign up rates, as high as **50% to 70%**

Questions & answers.



What is Maple?

Maple is Canada's leading virtual care platform – delivering access to a large network of providers for every aspect of your team's health and wellness journey. Maple tackles some of the world's most meaningful issues in healthcare, starting with timely and convenient access to doctors and specialty providers. Maple's platform allows patients to connect directly with Canadian-licensed general practitioners for medical care within minutes from their smartphone or computer 24/7, visit with specialists including dermatologists, naturopaths, coaches, and access mental health supports, resources, and meditations.

What do I need to do to continue virtual care coverage for my employees?

Please complete the contract assignment document provided by your Wello representative by Jan 31, 2022 in order to maintain your coverage. If the assignment is not completed by the due date, your existing Wello contract will be cancelled and services will end Mar 31, 2022.

Are there any changes with our virtual care coverage?

Employees and their eligible dependents will continue to have unlimited primary care coverage. Through Maple, they can visit with general practitioners on-demand and on a 24/7 basis for advice, diagnosis, and treatment. Maple also provides the ability for employees and their dependents to visit with specialists and paramedical providers on the platform (i.e. dermatologists, endocrinologists, mental health therapists, and more). While these visits will represent an out-of-pocket expense for the employee, these may be reimbursable through extended health benefits.

How does the employee experience compare to Wello?

Maple's care model is doctor-led and on-demand, eliminating the need to book appointments. Your employees and their dependents will now be able to access care 24/7/365, Canada-wide, in an average of <5 minutes. During the primary care consultation, general practitioners have the ability to provide medical advice, a diagnosis, prescriptions, medical notes, lab requisitions, imaging requests, and specialists referrals.

How will employees transition from Wello to Maple?

All eligible employees will receive an email directly from Maple, at a mutually agreed upon migration date, notifying them of the exciting Wello / Maple integration and inviting them to activate their coverage. After clicking the email link, they'll be asked to confirm their details and create a Maple password.

What is the timing of the transition?

The transition to the Maple platform will occur during Q1 2022. Your Maple and Wello teams will work closely with you to ensure a smooth process.

Will employees still be visiting with nurse practitioners?

Maple's general practitioners are located across Canada and represent family physicians, emergency department doctors, as well as nurse practitioners.

Will I still have a dedicated account manager?

Your account will continue to have a dedicated contact who will support the transition and your ongoing needs.

How do I manage employee eligibility?

Your eligibility management process will remain the same including the file structure and frequency.

How will we communicate the change to our employees?

You will be supported every step of the way to ensure a seamless transition. We will supply a communications toolkit to share news of the change, the value to your employees and next steps to activate their Maple account during the agreed upon transition and launch period.

Will I still receive reporting? At what frequency?

You will receive periodic reporting to ensure your program is in good health. Your Maple report will include similar metrics to what was previously provided in your Wello reports including a board set of metrics around engagement, utilization and satisfaction.

Questions & answers.



Will employee health information be available on Maple?

Each patient has a secure virtual medical record on Maple, which they own and manage. It captures data from each interaction, while also allowing patients to contribute their own medical data by uploading medical information, outlining pre-existing conditions, surgeries, immunizations, medications, etc. These medical records can be shared with the patient's family physician directly from the platform. If patients would like to upload their previous health history from Wello, they can do so during the transition period by simply contacting hello@wello.ca for care coordinator support and next steps.

Which devices should employees use to access Maple?

Employees can access Maple using their smartphones, tablets, or computers. Employees who have an iOS or Android device can download the Maple mobile app. Maple is also available via modern browsers such as Chrome, Firefox, Safari, Microsoft Edge and IE11.

What can general practitioners diagnose and treat?

General practitioners can treat many conditions online. This includes cold and flu symptoms, common infections, chronic conditions, skin problems, sexual health concerns, mental health issues, and more.

What languages can doctors speak?

Maple's interface, communications, and doctor language are all available in both English and French. Patients can easily switch languages in their account settings.

Is there a limit to what doctors can do?

Maple is not intended for medical emergencies. If employees believe they are experiencing an emergency, they should call 911 or visit their nearest emergency room. If they require narcotics or controlled medications, physicians cannot legally prescribe these virtually.

Can employees request a specific general practitioner?

Maple selects the next available general practitioner to start consultations as quickly as possible.

Can patients get prescriptions?

Yes, at the discretion of the treating provider. When a patient receives a prescription during their consultation, they will have the option to pick it up at any pharmacy in Canada or have it delivered to their doorstep within 1-2 business days.

Can patients get requisitions for lab work and imaging?

Yes, at the discretion of the treating provider. Secure electronic forms are generated within the consultation and can be printed and taken to any local lab or imaging centre for testing. Results will be uploaded to the patient's Maple medical record and follow-up care can take place virtually on Maple or with the patient's family physician.

Can patients get referred to a specialist?

Yes, at the discretion of the treating provider. General practitioners on Maple can refer patients to specialists in the community. After their consultation, patients are subsequently notified of the specialist they were referred to and can proceed with the specialist visit in their local community. Post-visit, all results from the specialist referral are then uploaded to their Maple virtual record.

Does Maple replace the need for a family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those that do not have a family physician. For those that do, Maple provides a way to manage primary care issues that arise when they cannot get in to see their family doctor.

Is health information private on Maple?

Yes. Maple's systems are built and maintained to specifically meet applicable laws and regulations. To read Maple's full Privacy Policy, visit getmaple.ca/privacy.

Where can employees access technical support?

For support, employees can speak with Maple's Customer Support team via live chat on the Maple platform or by sending an email to support@getmaple.ca.