



REGULATIONS FOR THE PROMOTION OF DISCOUNTS ON MEMBERSHIPS OF THE SANA SANA HEALTH BENEFITS PROGRAMS

1. General Provisions

This regulation regarding discounts on memberships for Sana Sana health benefits programs is owned and sponsored solely and exclusively by **Access Health Benefits Inc.**, known as "BSA" legal certificate: three – one hundred one – eight hundred seventy-one thousand two hundred thirty-one.

This promotion will be governed by the laws applicable in the Republic of Costa Rica, including Law No. 7472 on the Promotion of Competition and Effective Consumer Protection and Law No. 8968 on the Protection of the Person against the Processing of their Personal Data, as well as any applicable complementary regulations.

By participating in this promotion, users accept and agree to the terms and conditions set forth herein, as well as any modifications that BSA may make. BSA reserves the right to modify these terms and conditions in whole or in part as it deems necessary, provided that such modifications remain within legal limits and do not infringe upon the rights of participants.

2. Purpose of the Promotion

The purpose of this promotion is to offer Sana Sana programs under the following modalities and preferential prices:

- **Individual Price:** All Sana Sana programs at a value of \$24, applicable to the holder.
- **Duo Price:** Includes 1 holder (\$24) and 1 beneficiary (\$12), for a total of \$36.
- **Family Price:** Includes 1 cardholder with between 2 and 4 beneficiaries, for a total of \$48, divided into \$24 for the cardholder and the

remainder divided by the number of beneficiaries.

In all packages included in this promotion, the discount on lab tests, endoscopies, and imaging is 40% for all profiles. Additionally, home care by a patient assistant will only have the benefit of a 20% discount; the 15 days of free care per year do not apply.

3. Promotion Validity

- The promotion will be valid from 9:00 am From November 24, 2025 until 7:00 pm on January 31, 2026 at the Sana Sana offices located in Hospital San José, at the Call Center or at www.sanasana.com.
- Any registration made outside the established deadline will be considered invalid.

4. Participation Mechanics

To participate in the promotion, users must follow these steps: - Sign up for Sana Sana, either in person at Hospital San José, via Call Center, or at www.sanasana.com

5. Requirements to Participate

Participants must meet the following requirements:

- Anyone who joins the programs will be able to participate. *To you, to you* under any of the modalities contemplated in the promotion.
- If the person is already a monthly member, they can unsubscribe and re-enroll to take advantage of the new promotional price.



- If you are an annual member, you must wait until the end of your membership year before you can renew at the promotional price, provided the promotion is still valid. Annual memberships cannot be cancelled; however, you can take advantage of the new price if your renewal coincides with the promotional period.

There is no age restriction to participate; however, minors must be registered with an adult as the primary member.

- 6. Protection of Personal Data**• The personal data provided by the participants will be processed in accordance with Law No. 8968 on the Protection of the Person against the Processing of their Personal Data, and will be used exclusively for the purposes of this promotion and for future promotional contacts from Sana Sana, provided that the participant has given their express consent for it.
- Personal data will be kept for as long as necessary to fulfill the purposes of the promotion, and may be deleted at the participant's request in accordance with the law.

7. Data Controller: Sana Sana, whose contact address is in San José Escazú, San Rafael, 600 meters east of the Multiplaza Escazú Shopping Center, Administrative Offices of Health Benefits Access Sociedad Anónima.

Participants' rights: Participants may exercise their rights of access, rectification, cancellation and opposition (ARCO) at

Regarding your personal data, please send a request to info@sanasana.com

8. Limitations and Exclusions

Promotion accumulation: This promotion cannot be combined with other offers or promotions.

- Registration errors: Beneficios en Salud Access Sociedad Anónima is not responsible for errors in the data provided by participants that prevent their correct participation in the promotion.

9. Modification or Cancellation of the Promotion

- Beneficios en Salud Access Sociedad Anónima reserves the right to modify, suspend or cancel the promotion partially or totally at any time, provided there are justified causes, such as technical impossibility, fraud, fortuitous event or force majeure.
- Any changes will be duly notified to the participants through the communication channels used for the promotion.

10. Responsibility

- Beneficios en Salud Access Sociedad Anónima will not be responsible for damages or losses that participants may suffer as a result of their participation in the promotion, except in cases of gross negligence.
- Beneficios en Salud Access Sociedad Anónima will not be responsible for the inability to contact the winner due to errors in the information provided or for technical problems beyond its control.



11. Dissemination

This regulation will be published on the

Sana Sana website: www.sanasana.com or by any other digital means such as social networks or by written or television media that are considered necessary to make it known to our clients.

12. Applicable Law and Dispute Resolution

- This regulation and the promotion will be governed by the laws of the Republic of Costa Rica.
- Any controversy or conflict arising in connection with this promotion will be resolved by the competent courts in Costa Rica.

Additional information

Access Health Benefits Administration may implement any security measures it deems necessary for the proper conduct of the promotion and will immediately suspend this promotion without assuming any liability if fraud or any other irregularity is detected with the promotion or discounts, or if a force majeure event occurs that affects the interests of Hospital San José. This event will be publicly announced, and the promotion will cease upon its termination.

Access Health Benefits Administration reserves the right to modify or change the terms of these regulations, provided that such modifications do not adversely affect the participants. In this way, it may introduce any modifications necessary for the proper conduct of this promotion. Likewise, it may suspend the promotion without

assume no responsibility in the event that an anomaly is detected.

No person may interpret or modify these regulations without the prior and express authorization of Beneficios en Salud Access Sociedad Anónima.

The phrase has been recorded “*Restrictions apply. See regulations at www.sanasana.com*” in promotional advertising, so that the following is expressly stated: That both the participation of the interested parties, as well as the promotion itself and its mechanics, are subject to the conditions, stipulations and limitations indicated in this Regulation.

Individuals possessing false or illegally obtained identity documents are ineligible to participate in this promotion. Any misuse of personal information by users entitles Sana Sana to cancel the transaction and claim damages for any losses incurred.

The user must accurately provide the data required for proper billing, declaring that they are the data subject or a duly authorized person to provide the data, in accordance with national tax regulations. Furthermore, any transmission of personal data by interested parties when participating in this promotion will be understood to be truthful, current, and accurate information, and that the person transmitting it is the data subject or has the necessary authorization to provide it.

Any matter that arises with respect to this promotion and that is not provided for in these Regulations will be resolved by Beneficios en Salud Access Sociedad Anónima, in strict adherence to the



laws, uses and customs of the Republic of Costa Rica.

Similarly, none of the companies involved in this promotion will assume, ---under any circumstances--- any responsibility for situations or eventualities not foreseen within this Regulation, the foregoing in accordance with the provisions of Article 34 of the Law on the Promotion of Competition and Consumer Protection No. 7472 of the

Republic of Costa Rica.

Once the promotional period has ended, the effects of both the promotion and these Regulations will automatically cease, without prejudice to the fact that the stipulations of these Regulations will continue to be applicable to transactions and situations developed under, derived from and/or within the validity of this promotion.

In accordance with the Law on the Protection of Individuals with Regard to the Processing of their Personal Data (Law No. 8968) and its Regulations, BSA, as the data controller, undertakes to protect the confidentiality, integrity, and availability of the data collected under this consent. It is guaranteed that personal data will not be used for purposes other than those described herein without my prior authorization. This is governed by the laws of the Republic of Costa Rica, specifically the provisions of Law No. 8968 and other applicable regulations. Participation in this promotion expressly requires informed consent for the processing of personal data. By completing the registration form, the participant declares having read and accepted the terms of this consent.

For questions and inquiries, Beneficios en Salud Access Sociedad Anónima has made available the telephone numbers: 2103-0450 or 7262-7262, available during office hours.

Monday to Friday. Under no circumstances will the resolution of doubts or queries regarding the promotion imply or assume the modification or lack of effects, either expressly or tacitly, of these regulations.