

 Redbridge.
Assist

 legaroo™



VIP Legal Assistance

This Agreement (The “Agreement” or “Contract”) is made between Legaroo Incorporated (Legaroo) and the **Traveler, with name, citizenship, address and passport number as established in the Purchase Form**, on the date and Country/Jurisdiction of Destination according to the Purchase Form, subject to the following terms and conditions:

Legaroo and the Traveler (collectively known as the “Parties”, each a “Party”) hereby agree as follows:

DEFINITIONS:

ADDITIONAL EXPENSES: Expenses to be paid by the Traveler which are not included in the scope of services established in this Agreement or Annex 1. These Additional Expenses shall be negotiated directly with the Affiliated Local Law Firm, through an engagement letter, and they will not be reimbursed by Legaroo. These Additional Expenses to be paid by the Traveler include but are not limited to any “warrants”, bonds, administrative penalties, transit tickets, other professionals’ fees, guarantees by a third person, additional lawyer’s fees, travel expenses of the lawyer assigned by the Affiliated Local Law Firm in case the Urgent and Unforeseen Legal Event occurs in (i) cities of Russia other than St. Petersburg and/or Moscow, (ii) cities of India other than New Delhi, or (iii) other countries where distances to assist a Traveler would involve significant additional travel expenses according to Affiliated Local Law Firm policies, and any other potential expenses not included in the scope of services established herein and in Annex 1.

ADDITIONAL PROFESSIONAL SERVICES: Services to be paid by the Traveler when reached the limit of the scope of services established in this Agreement or Annex 1. These Additional Professional Services shall be negotiated directly with the Affiliated Local Law Firm, through an engagement letter, and they will not be reimbursed by Legaroo. These Additional Professional Services to be paid by the Traveler include but are not limited to professional fees not included in the scope of services established herein and in Annex 1.

AFFILIATED LOCAL LAW FIRM: Law firm located in the Country/Jurisdiction of Destination, from which the Traveler shall obtain 1) information on local rules and regulations; 2) point of communication in the Country/Jurisdiction of Destination to cross-communicate between the Traveler, local authorities, and the Traveler’s registered Contact Persons and/or Contact Entities from country of origin., and 3) may obtain Legal Professional Services in Time of Need or Urgency according to scope of services as established in Annex 1. Exclusions apply.

ASSISTANCE PROTOCOL: Procedure to be executed by the Traveler and the Affiliated Local Law Firm in order to receive/provide all services established in this Agreement and Annex 1.

CONTACT ENTITIES: Entities which are optionally registered by the Traveler to be informed by the Affiliated Local Law Firm in case of an Urgent and Unforeseen Legal Event.

CONTACT PERSONS: Persons which are optionally registered by the Traveler to be informed by the Affiliated Local Law Firm in case of an Urgent and Unforeseen Legal Event.

COUNTRY/JURISDICTION OF DESTINATION: Jurisdiction of destination of the Traveler’s travel program or schedule.

EXCLUSIONS: Legal services or any sort of services that are not included in this Agreement and Annex 1.

LEGAL PROFESSIONAL SERVICES IN TIME OF NEED OR URGENCY: Assistance or professional legal services to be provided by the Affiliated Local Law Firm to a Traveler, according to the scope of services established herein and Annex 1. Exclusions to the service apply. Additionally, the Affiliated Local Law Firm cannot guarantee and will not be liable for the outcome of an Urgent and Unforeseen Legal Event, and the Affiliated Local Law Firm shall act accordingly to local rules, regulations and customary schedules and procedures of administrative and judicial venues. Traveler understands that the Affiliated Local Law Firm cannot guarantee and will not be liable for the outcome of an Urgent and Unforeseen Legal Event, and the Affiliated Local Law Firm shall act accordingly to local rules, regulations and customary schedules and procedures of administrative and judicial venues.

LEGAROO ASSIST AGREEMENT: Agreement comprising the terms, conditions and scope of a Legaroo Assist service.

LEGAROO ASSIST FORM: A form with additional personal information that will be provided to the Traveler, who will have the option to fill and provide to Legaroo.

LEGAROO ASSIST LOCAL CONTACT INFORMATION: Information to be provided to the Traveler to contact Legaroo and/or the Affiliated Local Law Firm in the case of an Urgent and Unforeseen Legal Event.

LEGAROO ASSIST TRAVELER'S PURCHASE CONFIRMATION: Legaroo's communication after the effective purchase of a Travel Legal Assistance.

LEGAROO ASSIST: Scope of services to be provided by the Affiliated Local Law Firms according to this Contract and Annex 1.

LEGAROO: A registered corporation licensed by Legaroo Inc., whose role is to serve as a coordinator of the Legal Professional Services in Time of Need or Urgency to be provided by the Affiliated Local Law Firm to the Traveler.

LEGAROO'S FIRST RESPONSE CUSTOMER SUPPORT CONTACT CENTER: Legaroo's Customer Service Center, which will be the first point of contact (via WhatsApp, phone call or email) that the Traveler will have with Legaroo when requiring Legal Professional Services in Time of Need or Urgency during their trip. This will act as an initial communication bridge between the Traveler and the Affiliated Local Law Firm. Customer service to Traveler and/or Company will be performed as established in Annex 3.

PLAN: means a Traveler's right to Legaroo Assist on a per-trip basis. For clarity, a Plan may consist of more than one Unit.

PRE-EXISTENT LEGAL EVENT: Situation occurred to the Traveler related to legal issues prior to the purchase of this Legaroo Assist or as a consequence of previous legal issues and/or any situation whereby the Traveler is previously being sought by the justice of the country of origin and/or destination and/or by any other international police organization. These situations are completely excluded from this Agreement and the scope of assistance and professional services provided by the Affiliated Local Law Firm according to this Agreement and Annex 1.

PREMEDITATED CRIME: Crime committed by the Traveler in the Country/Jurisdiction of Destination which was planned or foreseen as possibility by the Traveler prior to the trip.

PURCHASE FORM: A form that will be provided to the Traveler required to subscribe and purchase a Legaroo Assist service.

TRAVEL OR CORPORATE ENTITY: Entity in charge of the Traveler's trip.

TRAVELER: Individual person of age or underage subscriber of this Contract.

UNIT: means a Traveler's right to Legaroo Assist per jurisdiction.

URGENT AND UNFORESEEN LEGAL EVENT: Situation occurred to the Traveler while in the Country/Jurisdiction of Destination related to legal issues as determined in the scope of assistance and professional services provided by the Affiliated Local Law Firm according to this Agreement and Annex 1. Exclusions apply.

TERMS AND CONDITIONS:

1. By filling the Purchase Form and by paying the cost of this Contract, the Traveler subscribes to the Legaroo Assist program and irrevocably and expressly agrees to its terms and conditions, as updated by Legaroo from time to time.

The Traveler understands that the Legaroo Assist is defined as a legal professional assistance service for the Traveler (a product not deemed to be considered insurance nor subject of insurance license according to the law) which includes the following:

- 1.1. Legaroo's First Response Customer Support Contact Center: Legaroo's Customer Service Center, which will be the first point of contact (via WhatsApp, phone call or email) that the Traveler will have with Legaroo when requiring Legal Professional Services in Time of Need or Urgency during their trip. This will act as an initial communication bridge between the Traveler and the Affiliated Local Law Firm. Customer service to Traveler and/or Company will be performed as established in Annex 3.

1.2. The Affiliated Local Law Firm will serve as the Point of Communication in the Country/Jurisdiction of Destination to cross-communicate between the Traveler, local authorities, and the Traveler's registered Contact Persons and/or Contact Entities from country of origin. Customer service to Traveler will be performed as established in Annex 3; and

1.3. Legal Professional Services in Time of Need or Urgency: The Affiliated Local Law Firm will provide Traveler Legal Professional Services in Time of Need or Urgency as defined in the Assistance Protocol and Annex 1 attached. Exclusions apply.

2. Pricing for Legaroo Assist.

2.1. Legaroo offers this Legaroo Assist to the Traveler according to the quote method on the Purchase Form. For future Legaroo Assist purchases by Traveler, pricing of the Legaroo Assist may vary depending on current Legaroo price policies. Legaroo may modify the terms of pricing from time to time. Pricing and the limit of hours of Legal Professional Services in Time of Need or Urgency will be as determined in Annex 4.

2.2. The Traveler may use a special package or agreement with a Travel or Corporate Entity, such as a discount code. This information shall be introduced in the Purchase Form.

3. Legal Professional Services in Time of Need or Urgency to be provided by the Affiliated Local Law Firm are specified in Annex 1. Exclusions apply.

4. The Traveler understands that the Affiliated Local Law Firm cannot guarantee and will not be liable for the outcome of an Urgent and Unforeseen Legal Event, and the Affiliated Local Law Firm shall act accordingly to local rules, regulations and customary schedules and procedures of administrative and judicial venues.

5. The Affiliated Local Law Firm will decide if the Urgent and Unforeseen Legal Event is served directly or served by an of counsel, nevertheless, the Affiliated Local Law Firm shall operate as the responsible entity provider of the Legal Professional Services in Time of Need or Urgency to the Traveler.

6. The Legal Professional Services in Time of Need or Urgency will be provided in English and in the language of the Affiliated Local Law Firm. Any other language may be provided if the Traveler covers the extra translation and/or interpreter's costs.

7. The scope and limit of Legal Professional Services in Time of Need or Urgency, will depend on the package the Traveler chooses at the time of filling in the Purchase Form and paying for the Legaroo Assist. This amount DOES NOT include Additional Expenses as defined in this Agreement.

7.1. The Urgent and Unforeseen Legal Events will be assisted by the Affiliated Local Law Firm to the Traveler according to the scope of services specified in Annex 1.

7.2. If the Urgent and Unforeseen Legal Event requires for the Affiliated Local Law Firm to perform more work than those specifically delimited in the scope of service in Annex 1, the Traveler or the Traveler's registered Contact Persons and/or Contact Entities may negotiate directly with the Affiliated Local Law Firm to reach an agreement for Additional Services for the continuance of the case. If an agreement for the continuance of the case is reached between the Traveler and the Affiliated Local Law Firm, any Additional Expenses and fees to be charged to the Traveler or to the Traveler's registered Contact Persons and/or Contact Entities, as per further negotiations with the Affiliated Local Law Firm will be charged directly and exclusively by the Affiliated Local Law Firm.

7.3. Additional travel expenses by Affiliated Local Law Firm: In case additional travel expenses apply to assist a case per Affiliated Local Law Firm policies the following will apply, respectively: (a) if the Urgent and Unforeseen Legal Event occurs in cities of Russia other than St. Petersburg or Moscow, (b) if the Urgent and Unforeseen Legal Event occurs in cities of India other than New Delhi, or (c) other countries where distances to assist a Traveler would involve significant additional travel expenses according to Affiliated Local Law Firm policies. The travel expenses of the lawyer assigned by the Affiliated Local Law Firm to assist the Traveler must be paid by the Traveler to the Affiliated Local Law Firm. The Traveler or the Traveler's

registered Contact Persons and/or Contact Entities may negotiate directly with the Affiliated Local Law Firm to reach an agreement for the payment of such expenses. If the Traveler refuses to pay these travel expenses, the Affiliated Local Law Firm will not be responsible for providing partial professional services as established in this Agreement and in Annex 1 and will not be liable for not being able to assist the Traveler in the place the Legal Event occurs. In case the Traveler refuses to pay these expenses, the Local Law Firm will only be responsible for providing remote assistance if possible.

7.4. The Affiliated Local Law Firm bears all professional responsibility for the quality and quantity of services that will be provided to the Traveler.

7.5. Pre-Existent Legal Events derived as a consequence of previous situations prior to the Traveler's trip and Premeditated Crimes are totally excluded from this Agreement and from the scope of assistance and professional services provided by the Affiliated Local Law Firm according to this Contract and Annex 1. The Affiliated Local Law Firm will be able to determine if a legal event during a trip was caused due to previous Pre-Existent Legal Events and/or Premeditated Crimes and will notify Legaroo of such situation to take note of the non-application of the service to the Traveler in that specific case.

7.6. In case the Affiliated Local Law Firm do not provide the scope of services as described in this Agreement and Annex 1 due to unjustified reason or lack of service, Legaroo will reimburse Traveler up to USD\$1,000 or up to 5 hours of local professional legal services, whichever is lowest.

8. Reasons for Legaroo Assist not to apply: This Contract will not apply to any legal event that occurs in a country or jurisdiction outside of the Country/Jurisdiction of Destination or outside the dates specified in the Purchase Form. This Contract will not apply in the same country or jurisdiction of residence of the Traveler. The Affiliated Local Law Firm will exclude to provide legal services in need and the services established in Annex 1 when the Country/Jurisdiction of Destination is under civil war, civil arrest or curfew, acts of God, such as, but not limited to, a pandemic and other reasonable situations to discontinue the service. The Affiliated Local Law Firm will have the right to not take a particular case due to conflicts of interest, however, will be in charge to produce (at the Affiliated Local Law Firm's cost) credible representation for Traveler according to this Scope of Services. The Affiliated Local Law Firm cannot be obliged to operate and provide the professional services as established herein in the zones or regions that are considered outside of normal governmental control and may provide a risk to the integrity of the Affiliated Local Law Firm's personnel. Additionally, this contract will not apply if the Traveler is determined as to have entered illegally and/or remains illegally in the country of destination. If being an inbound Traveler to the United States of America, this contract will not apply if the Traveler falls into the category of Specially Designated National (SDN), and/or falls into any of OFAC (Office of Foreign Assets Control)'s sanctions lists.

9. Assistance Protocol: The Assistance Protocol enables prompt and effective responses to Urgent and Unforeseen Legal Events. The Assistance Protocol includes qualified personnel, specific actions to be undertaken in response to different legal situations and reporting requirements. The Assistance Protocol outlines contingency measures and procedures to be implemented, for the Traveler and the Traveler's registered Contact Persons and/or Contact Entities to be able to have a point of contact in the Country/Jurisdiction of Destination and for the Traveler to be represented by an attorney in case of an Urgent and Unforeseen Legal Event, as per the Legaroo Assist Agreement and the description of services established in Annex 1. The Affiliated Local Law Firm will receive all personal and useful contact information about a Traveler or each member of the group of travelers and their trip details (according to the Legaroo Assist Form). The Travel or Corporate Entity will keep this information on record for all the term of this Agreement. If the Traveler or guardian (s) of the Traveler (in case of an underage Traveler) fails to provide the information requested in the Legaroo Assist Form, the Affiliated Local Law Firm will not be responsible for providing partial professional services as established in this Agreement and in Annex 1 and will not be liable for not being able to contact the Traveler's contact persons or contact entities. The Assistance Protocol is described in Annex 2. The Traveler must provide all personal and useful information and his/her trip details (according to the Legaroo Assist Form).

10. **Term:** This Agreement is valid for the number of days established in the Purchase Form.

10.1. This Agreement will initiate the day the trip begins as stated in the Purchase Form as long as the purchase was done at least 24 hours before the start of the trip. Except if the Traveler has purchased the Legaroo Assist during the trip, a waiting period of 24 hours will apply before any Urgent and Unforeseen Legal Event can be eligible to be covered by the scope of services as established in this Agreement by Annex 1. This Contract will apply only to Urgent and Unforeseen

Legal Events that occur in the Country/ Jurisdiction of Destination and during the dates specified in the Purchase Form. After trip's termination, according to the dates in the Purchase Form, the Traveler will have a maximum of 30 (thirty) days to execute the Legaroo Assist, as long as, the Urgent and Unforeseen Legal Events occurred within the dates specified in the Purchase Form.

10.2. If the Traveler provides untruthful personal information or contact information, this Legaroo Assist will not take effect and the Traveler relieves Legaroo and the Affiliated Local Law Firm from any responsibility.

11. The Traveler understands and accepts that this Agreement can be modified without any previous notice.

12. **Personal data protection.** For the realization of the purpose of this Agreement, Legaroo and the Affiliated Local Law Firm are obliged to respect the privacy of the personal data given by the Traveler and the Contact Persons, and may only use it for the purpose of providing the legal professional services regarding the Legaroo Assist scope of services.

The obligation of Legaroo and the Affiliated Local Law Firm in accordance with this clause, includes all the data that was collected in the Purchase Form and in any other form provided in the Assistance Protocol, which may include but not limited to: name, age, address, local and / or mobile phone number, email, among others.

Legaroo recognizes and accepts that they do not obtain personal information automatically, but require that they be provided directly. Such information is property of Legaroo, as applicable, and may not be used for any other purpose that is not the subject of this Agreement.

Legaroo guarantees that they have implemented in their physical, administrative, computing and communications infrastructure, security measures and controls aligned with best business practices to protect unauthorized access, alteration or disclosure of personal data.

Likewise, Legaroo and the Affiliated Local Law Firm expressly commit themselves to fully assume any contingency or responsibility that corresponds to them, whether of a civil, criminal, labor, tax or any other nature, existing or that may arise as a result of non-compliance with the obligations regarding the protection of personal data of the Traveler and the Contact Persons in accordance with the provisions of this clause.

Notwithstanding the foregoing Legaroo and the Affiliated Local Law Firm are bound to: a) Use personal data only in accordance with the instructions received by the Party that transmitted them. b) For executed Legaroo Assist according to the Assistance Protocol, and for record keeping purposes only, for the duration of the trip and for 365 additional days, the Affiliated Local Law Firm will hold the information of the Traveler or group of travelers and/or of the registered Contact Persons and/or Contact Entities. Both guarantee that at the request of the Traveler and/or the Contact Persons, they will delete the personal or sensitive data of the Traveler or the Contact Persons, from any file held by them; as long as there is no legal restriction for which Legaroo or the Affiliated Local Law Firm must keep the personal or sensitive data of the Traveler or of the Contact Persons, in which case both will be obliged to keep due confidentiality regarding it at all times.

The Affiliated Local Law Firm agrees to treat all Traveler's or group of Traveler's information and/or Contact Persons' information as confidential and will not use personal information provided by the Legaroo Assist product for other use other than for the purpose of the Legaroo Assist program. The Affiliated Local Law Firm agrees to not use Traveler's or group of Traveler's information and/or Contact Persons' information for marketing, sales, or any other purpose and will protect all Traveler's and Contact Persons' personal data according to all local and international regulations.

13. **Governing Law:** This Agreement shall be governed by the laws of the State of Delaware, United States of America.

14. **Arbitration:** All conflicts must be resolved by arbitration in the State of Delaware, in the venue jointly chosen by both Parties.

15. **Hold Harmless:** The Traveler and the Affiliated Local Law Firm agree and expressly understand that the scope of Legal Professional Services in Time of Need or Urgency to be provided in the Country/Jurisdiction of Destination territory will be

under the Affiliated Local Law Firm's responsibility as registered legal professionals in their jurisdiction. The Affiliated Local Law Firm and the Traveler commit to hold Legaroo harmless of responsibility in relation to any of the services provided. To the maximum extent permitted by law, Legaroo nor any of its executives and employees shall be liable by reason of any omission, act or service rendered by the Affiliated Local Law Firm when performing the scope of Legal Professional Services in Time of Need or Urgency to the Traveler(s) or any other service described in this Agreement.

ANNEX 1

A. SCOPE OF SERVICES/EXCLUSIONS

Legaroo Assist includes the following services; provided, however, that any service listed below may incur additional fees if the matter involves more than assistance:

1. In times of need, the Plan Administrator or Provider Firm shall become an Attention & Communication Center between local authorities and the Traveler; the Traveler's registered Contact Persons and/or Contact Entities; and the Embassy / Consulate, if necessary. Since all information may be considered confidential and may fall under attorney/client privilege, any disclosure of such information shall be first approved by the Traveler and/or the registered Contact Persons and/or Contact Entities authorized as such in the Purchase Form.
2. The Attention & Communication Center may inform the Traveler and the Traveler's registered Contact Persons and/or Contact Entities; and/or the Embassy / Consulate, according to the Assistance Protocol.
3. Depending on the Urgent and Unforeseen Legal Event, the Provider Firm will appoint an In-Person Lawyer, a Paralegal or an Assistant/Messenger to assist the Traveler.
4. In case of Traveler's death, assistance will be provided to the immediate family and the Traveler's registered Contact Persons and/or Contact Entities in relation to any legal issues. If Traveler has not registered any Contact Person and/or Contact Entity, the Provider Firm will communicate to Traveler's Embassy/Consulate, if available.
5. For the duration of the trip and for 365 additional days, or longer as is dictated by the applicable ethical rules governing the behavior of the Provider Firm, the Plan Administrator and Provider Firm will hold the information of the Traveler or group of Travelers and potential legal events for records purposes only. Exceptions will apply according to this Agreement.
6. Assistance to report and recover Traveler's lost passport.
7. Assistance to report and recover Traveler's driver's license if taken by local authorities.
8. Assistance with Traveler's over extended visa issues by no fault of Traveler on an emergency basis.
9. Assistance with legal travel related issues of an underaged Traveler on an emergency basis.
10. Assistance with travel impediment issues by no fault of Traveler on an emergency basis.
11. General Immigration Consultations: Access to our network for potentially discounted immigration legal consultations is available in destination countries, at the traveler's expense, contingent upon the traveler's lawful status in that country.
12. Notify the Embassy or Consulate of Traveler's country of origin in the case of an Urgent and Unforeseen Legal Event (if available and agreed by Traveler).
13. Communication between/with the Traveler's registered Contact Persons and/or Contact Entities and local authorities in travel impediment related issues. (if agreed by the Traveler).
14. Assistance to file a report before local authorities if the Traveler is a victim of a crime.

15. Assistance to lodge a formal complaint in a criminal court for a crime committed against the Traveler (as a plaintiff). Exclusions apply.
16. Assistance to review a Traveler's incarceration (as defendant). Exclusions apply.
17. Assistance to contact and communicate with Traveler's registered Contact Persons and/or Contact Entities and local authorities in Traveler's incarceration issues.
18. Assistance to post bail in criminal offenses perpetrated by the Traveler (as defendant). Bail to be paid and deposited by the Traveler and/or the Traveler's registered Contact Persons and/or Contact Entities.
19. Assistance for preliminary hearings in criminal cases that were filed by the Traveler (as plaintiff) or against the Traveler (as defendant).
20. Assistance for the Traveler's registered Contact Persons and/or Contact Entities to submit representation documents in criminal court proceedings filed by the Traveler (as plaintiff) or against the Traveler (as defendant).
21. Assistance to contact and communicate with the Traveler's registered Contact Persons and/or Contact Entities and local authorities in Traveler's transit related issues such as accidents, injuries to the Traveler and/or third parties.
22. Assistance in transit related issues such as accidents, injuries to the Traveler and/or third parties.
23. Assistance to settle transit related issues such as accidents, penalties, injuries to the Traveler and/or third parties.
24. Assistance in case of driving under the influence of alcohol, drugs or similar (DUI) charges.
25. Assistance to post bail in transit/criminal offenses perpetrated by the Traveler (as defendant). Bail to be paid by the Traveler and/or the Traveler's registered Contact Persons and/or Contact Entities.
26. Assistance to contact and communicate with the Traveler's Registered Contact Persons and/or Contact Entities and local authorities in cases related to administrative issues or minor offenses.
27. Assistance to settle with local authorities any administrative issue or minor offense where the Traveler is a defendant or a plaintiff in the case. Settlement to be paid by the Traveler and/or the Traveler's registered Contact Persons and/or Contact Entities.
28. Assistance for preliminary hearings with local authorities in cases related to administrative issues or minor offenses filed by the Traveler (as plaintiff) or against the Traveler (as defendant).
29. Assistance for the Traveler's registered Contact Persons and/or Contact Entities to submit representation documents to local authorities in cases of minor offenses by the Traveler (as plaintiff) or against the Traveler (as defendant).
- 30. Exclusions:** The Traveler and the Traveler's registered Contact Persons and/or Contact Entities understand that the International Legal Assistance Plan is an instrument to help the Traveler solve Urgent and Unforeseen Legal Events, or events in times of need. The Traveler and registered Contact Persons and/or Contact Entities understand that the International Legal Assistance Plan does not include: i) Economic crimes, including but not limited to scam and fraud, cybercrimes related with economic crimes, tax crimes, ii) Drug Trafficking, drug dealing and money laundering, iii) Genocide, torture, war crimes, crimes against humanity and terrorism, iv) violent crimes (including, but not limited to, those committed with firearms and corrosive substances), v) possession of prohibited weapons, arms trafficking, vi) Procuring, prostitution, production and/or commercialization of pornography, production and/or commercialization of child pornography, vii) Human trafficking, people smuggling, child smuggling, illegal extraction of organs, human tissues and human fluids, illicit trafficking of organs, human tissues and human fluids, kidnapping, viii) illicit trafficking (including, but not limited to, illegal wildlife trafficking), ix) corruption of minors, sexual abuse of minors, x) extortion or blackmail, xi) espionage and computer espionage, xii)

cybercrimes in general, xiii) piracy, counterfeit, xiv) bank robbery or robbery to similar institutions, xv) organized crimes, xvi) study and preparation of indemnification, civil and commercial law suits against any third persons or entities, xvii) study and preparation of indemnification, civil and commercial law suits against airlines, tour operators, hotels and any sort of hospitality providers, rent a cars, associations, or any other entity provider of tourism and hospitality services, and against any intermediary and/or reseller of this International Legal Assistance Plan, xviii) Disputes with airlines, including loss of the Traveler's luggage, xix) study and preparation of civil and commercial contracts, xx) Purchase/Sale of assets of any kind, xxi) Urgent and Unforeseen Legal Events caused by or to companions of Traveler not holding a International Legal Assistance Plan, xxii) Pre-Existent Legal Events prior the purchase of the plan, xxiii) Premeditated Crimes, xxiv) matters for which an attorney-client relationship existed prior to the Traveler becoming eligible for or receiving plan services, xxv) matters in which the Traveler has been represented by a non-plan attorney prior to seeking services for the same matter, xxvi) Any matter where Traveler is a businessperson in the country of destination, included but not limited to employment matters, business matters including farms, investments or matters where the traveler is a Landlord or is related to a patent or trademark, or income tax filings xxvii) matters involving bankruptcy whether the travel is a debtor or creditor, xxviii) services where members of the same unit have adverse interests, xxix) appeals, class actions, interventions, or amicus curiae filings, xxx) Any behavior towards defrauding and/or planning to defraud the nature of this Agreement, the services provided or to be provided by the Plan Administrator or Provider Firm , including but not limited to the potential fraudulent extensions of the term of this Agreement. xxxi) If the traveler is determined as to have entered illegally and/or remains illegally in the country of destination. xxxii) If being an inbound Traveler to the United States of America, this contract will not apply if the Traveler falls into the category of Specially Designated National (SDN), and/or falls into any of OFAC (Office of Foreign Assets Control)'s sanctions lists. xxxiii) Additionally, the International Legal Assistance Plan will not apply to Traveler's Country of Residence, as determined by the Traveler at the time of filling the Purchase Form. The Plan Administrator and Provider Firm will exclude to provide Legal Professional Services in Time of Need or Urgency and the services established herein when the Country/Jurisdiction of Destination is under civil war, civil arrest or curfew, acts of God, such as, but not limited to, a pandemic, reasonable situations to discontinue the service. The Plan Administrator or Provider Firm will have the right to not provide administrative services or take a particular case (as is applicable) due to conflicts of interest, however, the Plan Administrator will be in charge to produce at their expense credible representation for Traveler according to this Scope of Services. Additionally, neither Plan Administrator nor Provider Firm can be obliged to operate and provide the administrative or professional services as established herein in the zones or regions that are considered outside of normal governmental control and will provide a risk to the integrity of either Plan Administrator's or Provider Firm's personnel.

ANNEX 2. ASSISTANCE PROTOCOL STEPS:

1. In the case of an Urgent and Unforeseen Legal Event, the Traveler or the Traveler's registered Contact Persons and/or Contact Entities may communicate immediately with the Plan Administrator.
2. If the Traveler or guardian (s) of the Traveler (in case of an underage Traveler) fails to provide the information, then the Plan Administrator and Provider Firm will not be responsible for providing partial professional services as established in this Agreement and in the Scope of Services and will not be liable for not being able to contact the Traveler's contact persons or contact entities.
3. The Provider Law Firm is granted full permission to participate in any legal situation as Traveler's counsel according to the services described in the Scope of Services.
4. In the case of Urgent and Unforeseen Legal Events where the Traveler is not able to communicate, the Plan Administrator and Provider Firm is granted full power to communicate with the Traveler's registered Contact Persons and/or Contact Entities, as well as local authorities as applicable.
5. In the case of general alerts and communications for extraordinary situations in the Country/Jurisdiction of Destination, the Plan Administrator and Provider Firm is granted full power to communicate with the Traveler's registered Contact Persons and/or Contact Entities, as well as local authorities.

6. The Plan Administrator and Provider Firm will attend a Traveler's Urgent and Unforeseen Legal Event within a maximum period of 24 hours within regular business days and a maximum period of 48 hours outside of regular business days in all territories of the Country/Jurisdiction of Destination. Traveler acknowledges normal office hours of operation of the Plan Administrator and Provider Firm's jurisdiction is from 9 am to 5 pm local time, operating days may vary from country to country. If the Urgent and Unforeseen Legal Event occurs in jurisdictions where distances to assist a Traveler would involve significant additional travel expenses according to the Provider Firm policies, and if the Traveler agrees to pay the Additional Expenses corresponding to the travel expenses of the lawyer, the Provider Firm will attend the Traveler's Urgent and Unforeseen Legal Event within a maximum period of 48 hours. If the Legal Event occurs in (i) cities of Russia other than St. Petersburg and/or Moscow, (ii) cities of India other than New Delhi, or (iii) other countries where distances to assist a Traveler would involve significant additional travel expenses according to the Provider Firm policies, and the Traveler refuses to pay the Additional Expenses corresponding to the travel expenses of the lawyer, the Provider Firm will be responsible only for providing remote assistance to the Traveler if possible.

7. The Plan Administrator or Provider Firm will grant an initial phone conversation with the Traveler's registered Contact Persons and/or Contact Entities to inform and assess the Traveler's condition. Registered Contact Persons and/or Contact Entities along with local lawyer will decide the next steps to follow and any potential need of additional legal services or additional expenses-not included in the plan (including but not limited to payment of bail, bonds, warrants, extrajudicial settlement, penalties, administrative penalties, transit tickets, granting powers of attorney, among many other potential expenses).

8. In the case of Urgent and Unforeseen Legal Events of criminal nature where the Traveler is not able to communicate, the Provider Firm will inform immediately to the Traveler's registered Contact Persons and/or Contact Entities of the Traveler's condition and any development on his case or situation. The Provider Firm will inform (via email) Traveler's registered Contact Persons and/or Contact Entities of Traveler's situation and condition at least once a day at the end of working hours.

9. As long as communications are available, in case of national disaster or civil unrest, the Provider Firm will inform (via email) the registered Contact Persons and/or Contact Entities twice a day (at 10 am and at the end of workday (hours according to the Country/Jurisdiction of Destination time)) of the current state of things in the country.

ANNEX 3. CUSTOMER SERVICE

A Traveler facing an Urgent and Unforeseen Legal Event that requires Legal Professional Services in Time of Need or Urgency will contact Plan Administrator directly. Our 24/7 customer support center will filter the inquiry by checking:

- 1.The Holder of an International Legal Assistance Plan.
2. The nature of the call, and if the situation in fact falls under the scope of assistance to be provided by the Plan Administrator and Provider Firm.
3. The type of International Legal Assistance Plan and scope of services.

Once the inquiry is filtered by Plan Administrator:

- 1.The Plan Administrator will assess the case. The responders designated by the Plan Administrator to attend a Traveler in case of a Legal Event are considered as the Attention and Communication Center and will be available to be potentially accessed by the Traveler during the hours indicated by the Plan Administrator as their working hours.
2. The Plan Administrator will arrange for contact to be made between the Traveler and the Provider Firm.
3. The Provider Firm will contact the Traveler and assist in the case.
4. The Provider Firm will attend a Traveler's Legal Event within a maximum period of 24 hours within regular business days and a maximum period of 48 hours outside of regular business days in all territories of the Country/Jurisdiction of Destination.

5. The Provider Firm provides up to the limit of hours per legal event agreed in the Legaroo Assist Plan.
6. In the case of Legal Events of criminal nature where the Traveler is not able to communicate, the Provider Firm will inform immediately to the Traveler's registered Contact Persons and/or Contact Entities of the Traveler's condition and any development on his case or situation.
7. The Assistance ends once the number of hours per legal event agreed in the Legaroo Assist Plan is reached. Travelers may continue with Provider Firm per Provider Firms' pricing policies.

ANNEX 4. PRICING, COVERAGE, TERM & VALIDITY

PRICING AND SPECIFICATIONS OF LEGAL PROFESSIONAL SERVICES IN TIME OF NEED OR URGENCY

- 1.Pricing:** The pricing per individual Traveler of the Legaroo Assist Plan is as established with REDBRIDGE ASSIST.
- 2.Limit of hours of Legal Professional Services in Time of Need or Urgency:** The limit of hours of Legal Professional Services in Time of Need or Urgency per Urgent and Unforeseen Legal Event is of up to Five (5) hours when purchasing the Legaroo Assist Annual Membership
- 3.Limit of Urgent and Unforeseen Legal Events:** The limit of Urgent and Unforeseen Legal Events covered per Unit is of one (1) legal events.
- 4.Validity Period:** A purchased Legaroo Assist plan will start its coverage 48 hours after its purchase date.
- 5.The Legaroo Assist Plan will cover Urgent and Unforeseen Legal Events that happened during the travel dates but were notified to the Traveler up to one (1) month after the trip ended.

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ASSURES YOUR PEACE OF MIND

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