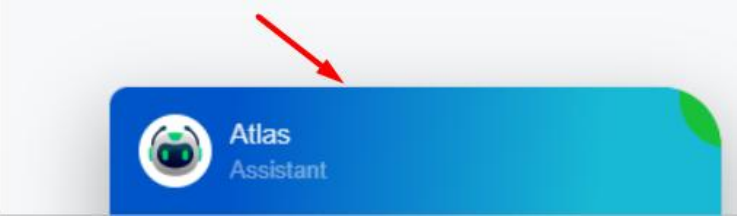
In the chatbot, you can quickly find answers to frequently asked questions or directly contact an online technical support specialist.

How do I use a chatbot?

1. Click on the pop-up window in the lower right corner of the screen in your personal office account or on the MLC.Health website, or via the technical support chat.

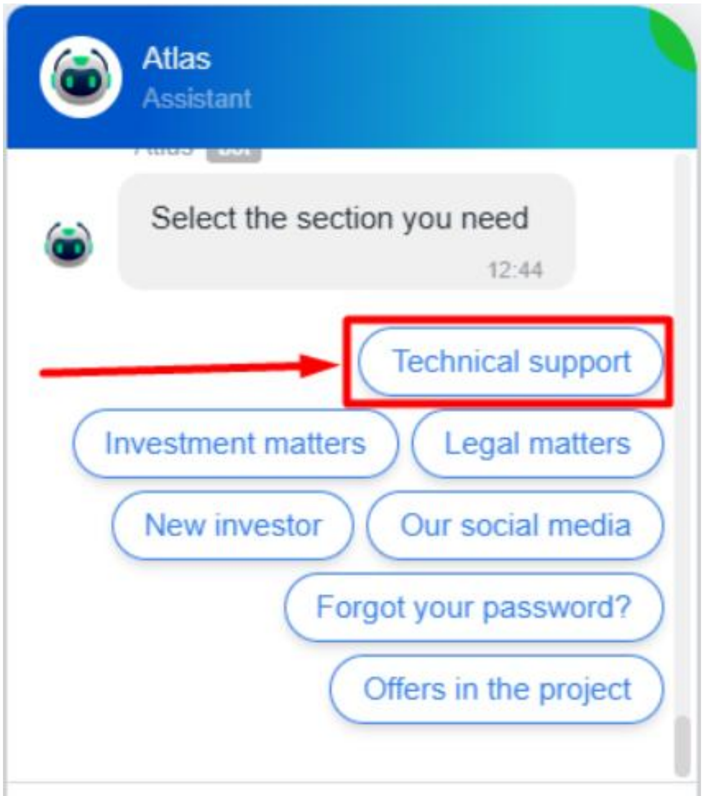


2. After clicking, a window opens with categorized buttons

- Technical Support
- Investment Matters (about the project)
- Legal Matters (legal information about the project)
- New Investor (information for a new investor)
- Us on Social Media (our social media accounts)
- Offers in the project
- Forgot your password? (What do I do if I forget my password?)

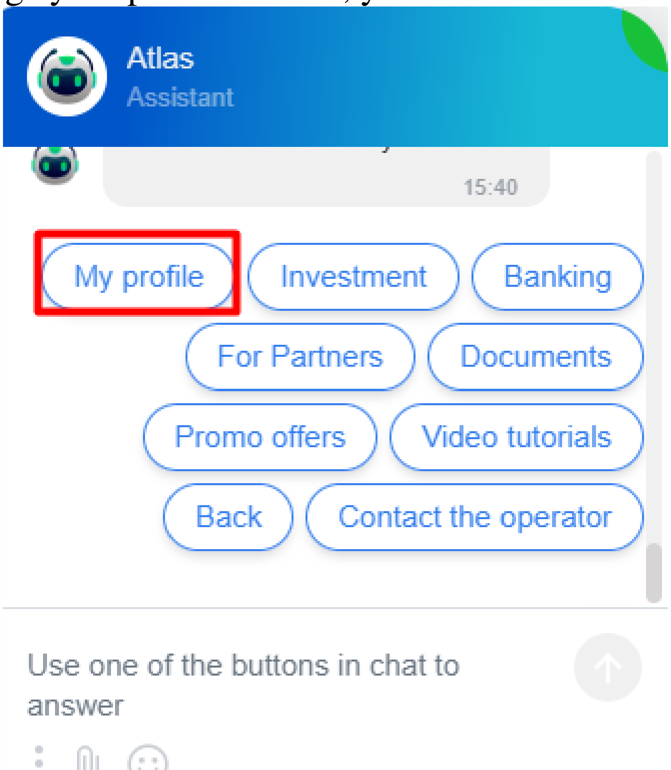
(other sections can also be added if necessary)

If you have any questions about your personal office account, please click the Technical Support button.



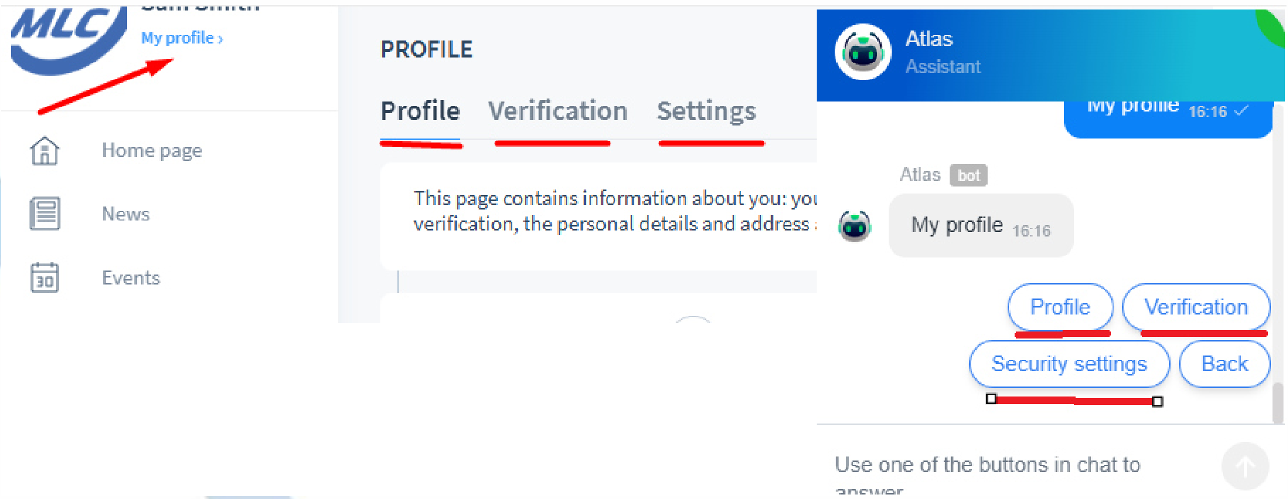
3. After clicking the Technical Support button, you will see the following buttons. The bot is structured the same way as your personal office account: you need to click the button in the bot depending on which section of your personal office account you have questions about.

For example, if you have a problem with verification, want to change your password, or change your phone number, you need to click the My Profile button.



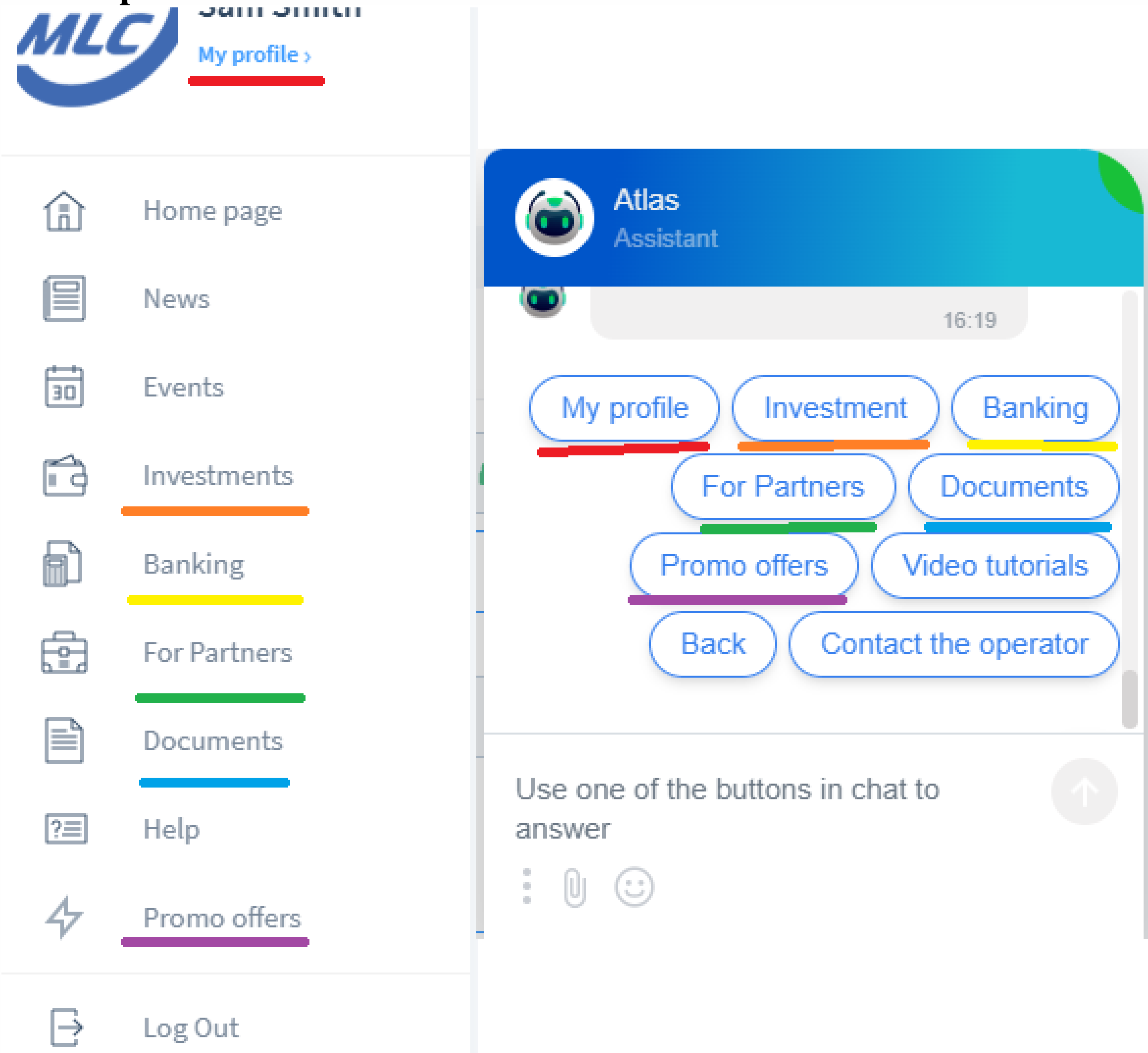
4. After clicking the My Profile button, you will see three buttons with the names of the tabs in this section:

- Profile
- Verification
- Security Settings



Then, like in your personal office account, you need to click the Verification button in case you have questions about verification. If you want to change your data, such as your phone number or email, you need to click the Profile button. If you want to change your password or enable two-factor authentication, you need to click the Security Settings button.

5. Let's return to the Technical Support main menu and compare our bot buttons and personal office



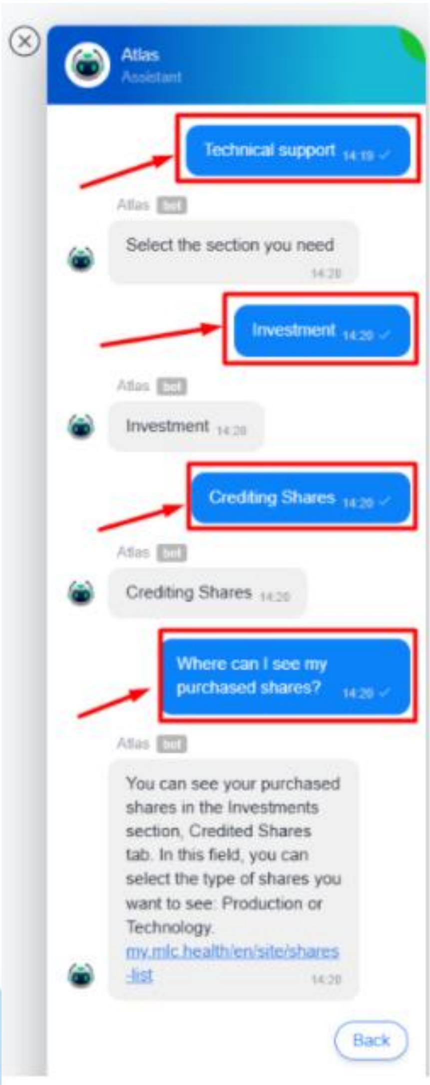
As you may have noticed, the Personal Office and the chatbot buttons are the same. This is done specifically for your convenience, so that all our investors can easily navigate the bot.

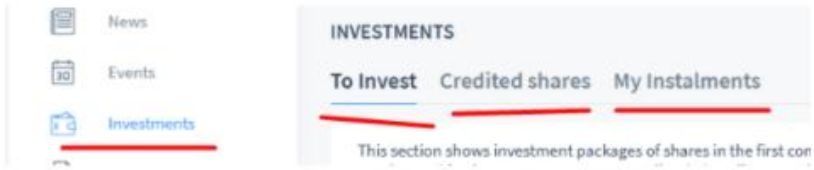
6. If you have a question or problem, select the desired section in the bot, where you can then view frequently asked questions and answers, as well as the tabs for the selected section and view information on them. There is also a connection with an online operator, but only in those sections where the assistance of a technical online operator is actually needed.

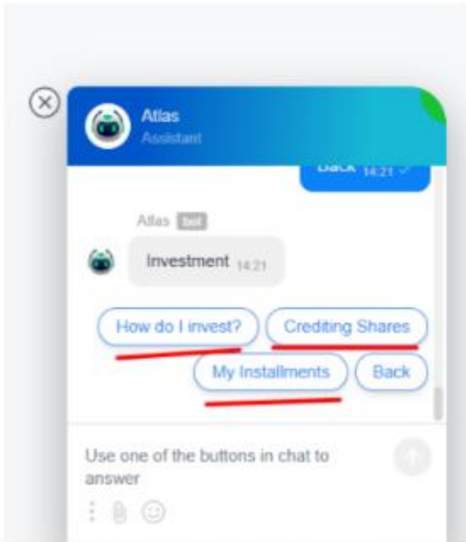
For example, you have the following question: where can I see all of my purchased investment shares?

Click the buttons:

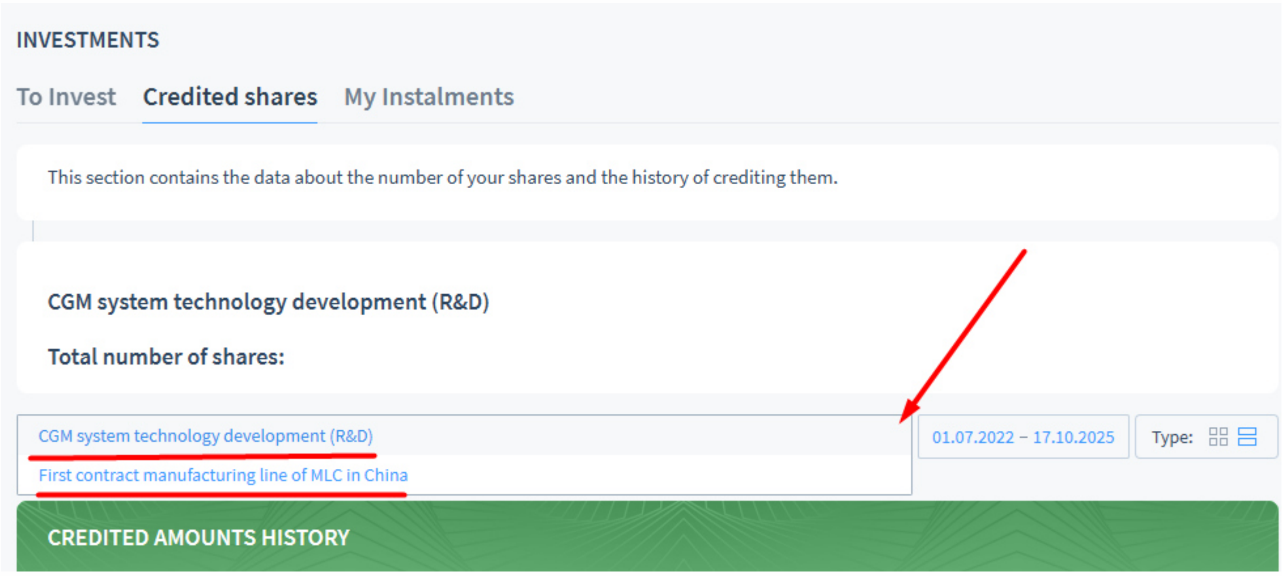
Technical support, then Investments, then select Accrual of Shares and you will see this question in the list. Click on it and the bot will give a detailed answer to your question.





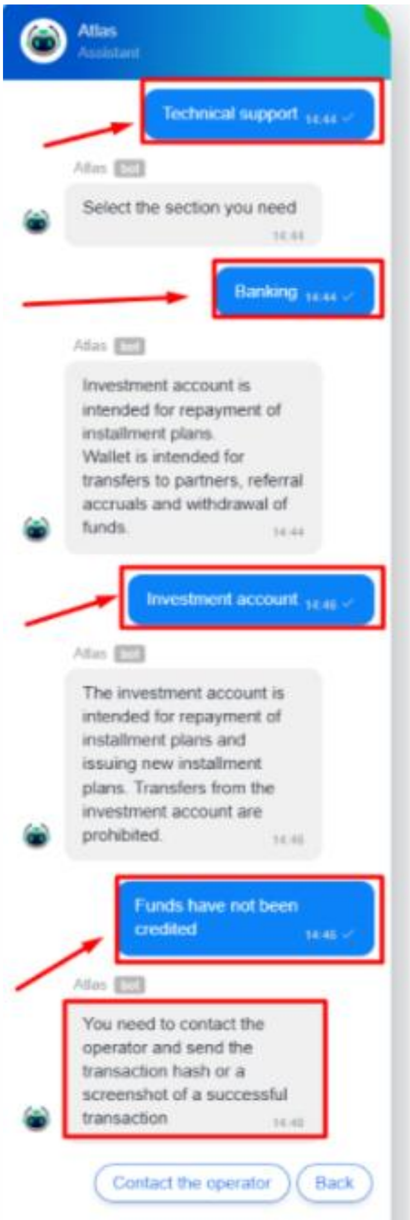


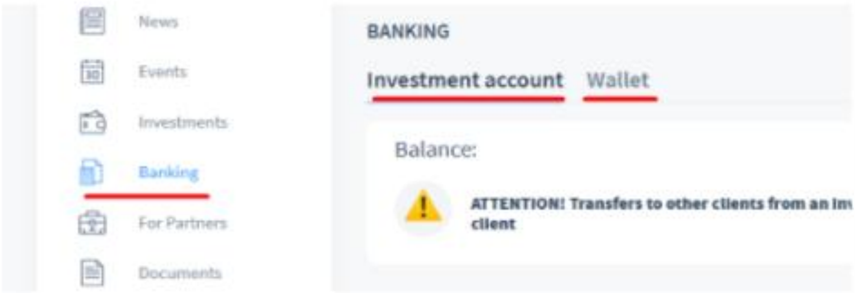
By clicking and following the link suggested by the bot, you will be redirected to your personal office account, where the purchased investment shares are displayed.

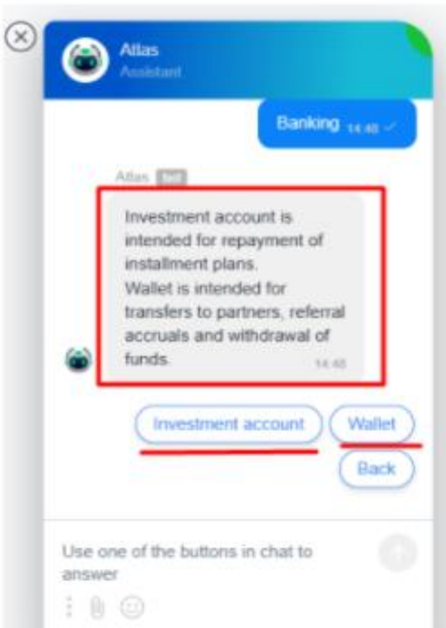


7. Let's delve into another common problem with topping up your account: you topped up your account, but the money didn't arrive within the time specified when choosing your payment system.

Click the buttons: Technical Support, then Banking, then Investment Account or Wallet (depending on where you topped up your account), after which you will see a question about your problem: I topped up my account, but the funds haven't arrived. After this, the bot will offer you the Contact Operator button.







Please note that the bot will recommend you to "send a transaction hash or a snapshot of a successful operation" so that your request is accepted quickly and you don't have to describe the nature of your problem at length. Once you've prepared all the necessary information for the online operator, your request will be processed within one minute.

Let's sum it up:

1. The bot is designed with sections similar to those in your personal office account for your convenience
2. In the bot, you can find all the information on frequently asked questions by section
3. The bot informs you what information you need to provide to the operator
4. The bot is user-friendly

IMPORTANT: Technical support can only assist you with questions about your personal office account and accept your request to forward it to a corresponding section. You can also direct any other question about the project to support@mlc.health