

**DYM Medical Center Vietnam Company
Limited**
No. DYM.NOT.2025.01

Social Republic of Vietnam
Independence – Freedom – Happiness
HCMC, 25th December, 2025

NOTIFICATION

Re: Issuance of the Disclaimer

- Pursuant to Applicable laws and regulations;
- Pursuant to the need for risk management and for ensuring transparency in the online environment of DYM Medical Center Vietnam Co., Ltd.

The Director of DYM Medical Center Vietnam Co., Ltd. (hereinafter referred to as the “Company”) hereby respectfully announces the issuance of the Company’s Disclaimer, with the main contents as follows:

I. Content of the Disclaimer: The Disclaimer is attached to this Notice.

II. Purpose of issuance

The Disclaimer is issued for the purpose of:

- Clarifying the scope of the Company’s legal liability in the course of providing information, products and/or services in the online environment;
- Limiting legal risks arising beyond the Company’s reasonable control;
- Ensuring that relevant parties properly understand and comply with the conditions for the use of the Company’s information, products and services.

III. Scope of application

This Disclaimer applies to:

- All employees of the Company;
- Customers, partners, organizations and individuals concerned when accessing and using the information, products and/or services provided by the Company.

IV. Effectiveness

- This Notice shall take effect as of the date of signing;
- The Disclaimer shall form an integral and inseparable part of the Company’s terms and conditions, documents, publications, website and/or other official communication channels (if any).

V. Implementation

- Relevant individuals/departments/divisions shall be responsible for the implementation of this Notice;
- This Notice shall be publicly disclosed and/or circulated to relevant parties for their information and implementation.

Respectfully announced.

Director

YAMAGUCHI RYUJI

DISCLAIMER

1. Acceptance of Website Terms of Use

Welcome to the official website of DYM Medical Center Vietnam (hereinafter referred to as the “DYM”) at dymmedicalcenter.com.vn.

By accessing, browsing, or using any information or services on this website, you acknowledge that you have read, understood, and agreed to the contents of this Disclaimer, as well as other applicable terms and policies published by DYM.

2. Purpose and Scope of Information

All content published on dymmedicalcenter.com.vn, including but not limited to articles, images, videos, documents, graphics, consultation content, customer feedback, and service information, is provided for general informational and reference purposes only and to promote health care awareness.

Such content does not replace professional medical examination, diagnosis, or treatment, does not constitute medical advice, and may not be applicable to all individuals.

Each patient has different health conditions, biological characteristics, and medical history. Therefore, any medical indications or treatment plans are determined only after direct clinical and paraclinical assessment by qualified physicians of DYM.

3. Limitation of Medical Liability

Under no circumstances shall DYM be legally liable for any decisions, actions, or consequences arising from the user’s independent use or application of information on the website for diagnosis, treatment, or healthcare purposes.

DYM shall also not be responsible for any losses, risks, or complications resulting from non-compliance with medical instructions, failure to seek direct medical examination, or misinterpretation or misuse of information presented in simplified or general terms.

Users assume full responsibility for any use of website information beyond its intended reference purpose.

4. Online Consultation and Digital Communication

Online consultation services provided by DYM, including hotline, email, chatbox, and social media channels, are intended solely for initial support, general information, and service orientation.

Such consultations do not replace in-person medical examinations, do not constitute medical diagnoses, and are not applicable to cases requiring in-depth evaluation, laboratory tests, diagnostic imaging, or complete medical records.

DYM strongly recommends that patients visit its facilities directly for professional consultation and personalized treatment planning.

5. Images, Treatment Results, and Patient Experiences

Illustrative images, before-and-after photos, and shared patient experiences published on the website are for reference purposes only.

Treatment outcomes may vary among individuals and depend on multiple factors such as biological characteristics, health condition, compliance with medical instructions, and post-treatment care. DYM does not guarantee identical results for all patients.

6. Third-Party Website Links

The website dymmedicalcenter.com.vn may contain links to third-party websites or materials for reference purposes. DYM does not control these websites and shall not be legally responsible for the accuracy, legality, security, or any consequences arising from the use of information from such third-party sources.

Accessing and using third-party websites is at the user's own discretion and responsibility.

7. Content Modification and Update Rights

DYM reserves the right to change, update, modify, or discontinue any content on the website, including this Disclaimer, at any time without prior notice.

Users are responsible for reviewing the most current version of this Disclaimer when intend to use the website.

8. Technical Disclaimer

DYM shall not be liable for any damage to hardware, software, or data arising directly or indirectly from accessing, using, or interruption of the website, including but not limited to technical errors, viruses, network failures, or factors beyond DYM's reasonable control.

9. Intellectual Property Rights

Unless otherwise stated, all content on dymmedicalcenter.com.vn is the property of DYM and is protected under applicable intellectual property laws.

Any reproduction, citation, or reuse of content in any form requires prior written consent from DYM.

10. Governing Law and Dispute Resolution

This Disclaimer is governed by and construed in accordance with the laws of the Socialist Republic of Vietnam. Any disputes arising in connection with this Disclaimer shall be resolved in accordance with applicable Vietnamese laws.