

Terms and Conditions of Use for CONCERN Credible Client Portal

Welcome to the CONCERN Credible Client Portal Services website , where you can access various electronic services, documentation.

By creating an account and/or using our CONCERN Credible Client Portal Services, you are agreeing to the terms of our CONCERN Credible Client Portal Services.

Please read all of our terms carefully. These policies explain how we treat your personal data and protect your privacy when you use our CONCERN Credible Client Portal Services. Continued use of this site will indicate your agreement to be bound by the terms and conditions. By using our CONCERN Credible Client Portal Services, you agree that we can use such data in accordance with these privacy policies.

***** IF YOU DO NOT AGREE TO OUR TERMS, PLEASE IMMEDIATELY DISCONTINUE USE OF THE CONCERN Credible Client Portal SERVICE and contact your local CONCERN office to discontinue access to the portal.*****

ELECTRONIC COMMUNICATIONS

When you visit some of our Services or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide you electronically satisfy any legal requirements that such communications be in writing. You agree to let us know if your e-mail address changes for as long as you are using any CONCERN Credible Client Portal Services.

CONCERN Credible Client Portal Services is never to be used in an emergent or any urgent situation. If you are experiencing a medical emergency, please call 911.

CONCERN Credible Client Portal Services is not guaranteed to be available. System and internet downtime may occur at any time. CONCERN Credible Client Portal Services users must be at least 18 years of age.

CONCERN Credible Client Portal Services accounts, and proxy relationships, are automatically disabled for the deceased. Medical records for deceased loved ones can be requested from the CONCERN Credible Client Portal Services Release of Information Department.

You are responsible for your own username and password and any information you print or download. If you share your username and password information with other people, they will have access to your personal health information. CONCERN Credible Client Portal Services and its subsidiaries is not responsible for any claim, losses, damages, remedies or penalties from users sharing their username and password with third parties and you release CONCERN Credible Client Portal Services and its subsidiaries from any and all claims, losses, damages, remedies or other penalties that may arise from any wrongful use or disclosure by third parties because of you sharing your username or password with any third party. Unauthorized account creation for someone other than yourself may lead to criminal prosecution as medical identity theft is punishable by law.

CONCERN Credible Client Portal Services and its subsidiaries are not responsible for copy written material (photos, logos, etc.) loaded by users.

CONCERN Credible Client Portal Services access may be revoked for any user at the discretion of CONCERN Credible Client Portal Services.

The terms and conditions may change from time to time. Your use of the site signifies your agreement to these terms and conditions.

SITE ACCESS AND LICENSES

Use of the CONCERN Credible Client Portal Services require a compatible mobile device or computer, internet access as well as possible software ("Requirements"). You agree that you are solely responsible for these Requirements, including any applicable changes, updates and fees as well as the terms of your agreement with your mobile device and telecommunications provider.

CONCERN grants you a limited license to access and make personal use of this site and not to download (other than page caching) or modify it, or any portion of it, except with tools provided by CONCERN or with the express written consent of CONCERN. This license does not include: (i) any resale or commercial use of this site or its contents; (ii) the right to make or establish a derivative use of this site or its contents; (iii) any downloading or copying of account information for the benefit of another party - except as may otherwise be allowed under the site (e.g. parent/guardian/minor relationship); and/or (iv) any use of data mining, robots, or similar data gathering and extraction tools.

You may not use any meta tags or any other "hidden text" utilizing CONCERN's name or trademarks without the express written consent of CONCERN. Any unauthorized use terminates the permission or license granted by CONCERN.

You may not link to any page except CONCERN's home page unless you have received written authorization otherwise from CONCERN's executive suite. You may not use any CONCERN logo or other proprietary graphic or trademark as part of the link without express written permission.

YOUR ACCOUNT

You must register to use the CONCERN Credible Client Portal Services and (i) provide true, accurate, current and complete information about yourself (the "Registration Data"), and (ii) maintain and promptly update the Registration Data to keep it accurate, current and complete. CONCERN Credible Client Portal Services may allow you to upload, submit, store, send or receive content. As between You and Us, we don't own the information you transmit to us and You retain ownership of any intellectual property rights that you hold in that content.

You may, at your sole option, elect to obtain more personalized CONCERN Credible Client Portal Services from CONCERN and/or its partners by providing additional information about yourself, including but not limited to your protected health information. If you so elect, we may use this information to understand how you use and interact with our CONCERN Credible Client Portal Services to customize results, to provide personalized content to you (including but not limited to providing you with more relevant medical content) as well as provide you with more tailored messaging. In addition, we may use this information to improve our existing, and/or develop new, CONCERN Credible Client Portal Services. We may employ automated systems to analyze your content (including emails) to achieve these goals. This analysis may occur as the content is sent, received, and when it is stored.

When you upload, submit, store, send or receive content to or through our CONCERN Credible Client Portal Services, you give CONCERN (and those we work with) a worldwide license to use, host, store, reproduce, modify, create derivative works, communicate, publish, publicly perform, publicly display and distribute such content. (CONCERN would seek to obtain your permission prior to publishing, publicly displaying and/or publicly performing any of your content.) The rights you grant in this license are for the limited purpose of operating, promoting, and improving our CONCERN Credible Client Portal Services, and to develop new ones. This license continues even if you stop using our CONCERN Credible Client Portal Services (for example, for information you had agreed to include within a medical study). The CONCERN Credible Client Portal Services may offer you ways to access and remove such content that has been provided to the CONCERN Credible Client Portal Services. Also, in some of our CONCERN Credible Client Portal Services, there are terms or settings that narrow the scope of our use of the content submitted in those Services. Make sure you have the necessary rights to grant us this license for any content that you submit to our CONCERN Credible Client Portal Services.

In connection with your use of the CONCERN Credible Client Portal Services, we may directly send you service announcements, administrative messages, and other information. You may opt out of some of those communications.

SECURE MESSAGING

While we will make every effort to review your messages in a timely manner, we cannot review any messages received after the normal business hour of 5 P.M., on holidays, or during weekends. It may take up to two business days to answer a message sent through CONCERN Credible Client Portal Services. Secure messaging should not be used for questions requiring an urgent or immediate response.

The CONCERN Credible Client Portal Services secure messaging function is for routine health related questions with CONCERN Credible Client Portal Services practices where you already have a relationship. You understand that any information provided by CONCERN Credible Client Portal Services employees, or providers through CONCERN Credible Client Portal Services should not be relied upon as medical advice. You understand that medical advice can only be given after a thorough examination by a healthcare professional. You may need to schedule a visit to your doctor's office. Your doctor's office will determine this and notify you to schedule an appointment as appropriate.

Like a telephone call to the office, secure messages will be directed first to, and viewable by, staff team members within your doctor's office. Staff from the office may also be responding to your secure message. Information provided by secure messaging will become part of your medical record. Messages should only pertain to the patient, or proxied patient, associated with the CONCERN Credible Client Portal Services account being accessed.

EMAIL PRIVACY and CELL PHONE

CONCERN Credible Client Portal Services users may choose to be notified via email or SMS (Short Message Service) text when there is new medical information available to be viewed. This means that any person with access to a user's email account or cell phone messaging will be able to see this notification. Although no private medical information will be sent via email or SMS text, the notification that new medical information is available by accessing CONCERN Credible Client Portal Services may be

information that a user would not want others to know. Thus, users should take this into account when providing an email address.

ABOUT SOFTWARE IN OUR SERVICES

When CONCERN Credible Client Portal Services require or include downloadable software, this software may update automatically on your device once a new version or feature is available. Some CONCERN Credible Client Portal Services may let you adjust your automatic update settings.

CONCERN gives you a personal, nationwide, royalty-free, non-assignable and non-exclusive license to use the software provided to you by CONCERN as part of the CONCERN Credible Client Portal Services. This license is for the sole purpose of enabling you to use and enjoy the benefit of the CONCERN Credible Client Portal Services as provided by CONCERN, in the manner permitted by these terms. You may not copy, modify, distribute, sell, or lease any part of our CONCERN Credible Client Portal Services or included software, nor may you reverse engineer or attempt to extract the source code of that software, unless laws prohibit those restrictions or you have our written permission.

Modifying and Terminating our Services

We are constantly changing and improving our CONCERN Credible Client Portal Services. We may add or remove functionalities or features, and we may suspend or stop a CONCERN Credible Client Portal Service altogether. If we terminate a CONCERN Credible Client Portal Service and/or no longer make it available to end users and you have been paying a fee, you will not be charged a fee after the date of termination nor will you have access and/or use of such CONCERN Credible Client Portal Service(s). Unless otherwise agreed to by You and CONCERN under a separate arrangement, You can stop using our CONCERN Credible Client Portal Services at any time, although we'll be sorry to see you go. CONCERN may also stop providing CONCERN Credible Client Portal Services to you or add or create new limits to our CONCERN Credible Client Portal Services at any time.

HOW YOU CAN OPT-OUT

To opt out of CONCERN Credible Client Portal Services, you would need to reach out to the CONCERN office so that they can discontinue your access to the CONCERN Credible Client Portal Service. If you have not actually accessed the CONCERN Credible Client Portal Services and have changed your mind about using it, you do not need to contact the office and the access information will just expire.

YOUR PERSONAL INFORMATION-Privacy and Security

Your privacy is of the utmost importance to us. Please review the CONCERN Privacy Policy for a thorough description of how we gather, use, and protect your personal information. We want your personal information to remain as secure as possible. Although we make every reasonable effort to protect personal information from loss, misuse, or alteration by third parties, you should be aware that there is always some risk involved in transmitting information via the Internet and that hackers or thieves do find ways to thwart security systems.

You may need to provide a User ID and password to access and use a certain CONCERN Credible Client Portal Service. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer; as such we recommend that you do not divulge your password

to anyone as you are responsible for all activities that occur under your account. **Our personnel will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Remember to sign out of your account and close your browser window when you have finished your session.** This is to help ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place where others may have access to it.

Remember that certain portions of the website that you may visit may be public places, whether solely for users within a practice or for any users of our CONCERN Credible Client Portal Services. Whenever you voluntarily disclose personal information online - for example on message boards, through e-mail or in chat areas - that information can be collected and used by others. No data transmission over the Internet or any wireless network can be guaranteed to be perfectly secure. As a result, while we try to protect your personal information, we cannot ensure or guarantee the security of any information you transmit to us, and you do so at your own risk.

You may also be offered the option of completing and submitting various health information forms electronically to your medical care providers through some CONCERN Credible Client Portal Services. If you use these forms, you are consenting to provide your information to your medical care providers through this electronic means of submission. When you download your Personal Information from Your data source (including, for example, medical expense information from visits to healthcare providers) some other services may store your personal information. You are solely responsible for all of Your Personal Information. You should not transmit or share it with us if you do not have permission to do so. You are responsible for creating backup copies of Your Personal Information. You agree that by providing us with Your Personal Information, you permit us to use Your Personal Information as necessary for you to utilize the CONCERN Credible Client Portal Services, including disclosure of Your Personal Information to Providers, Users and/or payers you designate.

DATA COLLECTED ONLINE

Cookies: A cookie is a small text file containing information that a web site transfers to your computer. When a user successfully logs in with the Remember Me option checked, a cookie is issued. This provides you with the convenience of quick account access on your private computer while still providing an extra layer of security during public access.

When you visit the site, we may passively collect information that has no personal reference to or connection with you (impersonal information). By itself, this information does not identify you but still provides an extra layer of security. This may include the following: The browser application and version you used to come to the site, your computer's operating system and version, your Internet Protocol (IP) address (a number that identifies each sender or receiver of information that is sent in packets across the Internet).

BILLING AND PAYMENT

Communications including letters related to medical service approval or denial, requests for additional information, and other communications from CONCERN Credible Client Portal Services may be delivered through this portal.

You may be charged a fee for the medical services you receive through CONCERN Credible Client Portal Services by CONCERN and/or its staff. CONCERN collects this fee (or an insurance co-pay, if applicable). This feature is provided as a convenience only. Any services provided by CONCERN and applicable fees for such services are solely between you and CONCERN.

CONCERN is not responsible for access to such feature nor for any failure, unavailability, inaccuracy or any other issue with such third-party payment service. Should You utilize the payment services made available through the portal, You may be required to provide information regarding your credit card, PayPal information or other payment instrument used for purposes of facilitating payment to the Provider. You represent and warrant to CONCERN that any payment information you provide is true and that you are authorized to use the payment instrument. You agree to promptly update your account information with any changes in your information. If you dispute any charged fees, you should contact CONCERN.

If any CONCERN Credible Client Portal Services or payments for any CONCERN Credible Client Portal Services are subject to sales tax in any jurisdiction, you will be responsible for payment of such sales tax and any related penalties or interest. For purposes of these Terms and Conditions, "sales tax" shall mean any sales or use tax, and any other tax measured by sales proceeds that CONCERN is permitted to pass to you that is (i) the functional equivalent of a sales tax and (ii) the applicable taxing jurisdiction does not otherwise impose a sale or use tax.

In addition, for certain CONCERN Credible Client Portal Services, there may be additional fees charged to You for the use of certain CONCERN Credible Client Portal Service; however such fees will be based on separate terms and conditions directly entered into by you (with either CONCERN and/or a third party) prior to your ability to use such CONCERN Credible Client Portal Services.

NO GUARANTEE OF INSURANCE COVERAGE

CONCERN does not warrant or guarantee that the cost of any medical services provided utilizing any of our CONCERN Credible Client Portal Services will be eligible to be covered by or paid for through any medical or other healthcare insurance coverage or program, including, but not limited to, tax-advantaged medical savings accounts.

DEVICE INFORMATION.

We may collect information from or about the computers, phones, or other devices where you install or access our CONCERN Credible Client Portal Services, depending on the permissions you've granted. We may associate the information we collect from your different devices, which helps us provide consistent CONCERN Credible Client Portal Services across your devices. Here are some examples of the device information we collect:

- Attributes such as the operating system, hardware version, device settings, file and software names and types, battery and signal strength, and device identifiers.
- Device locations, including specific geographic locations, such as through GPS, Bluetooth, or WiFi signals.
- Connection information such as the name of your mobile operator or ISP, browser type, language and time zone, mobile phone number and IP address.

THIRD PARTY SERVICES; SITES

CONCERN Credible Client Portal Services may offer links to related medical websites not managed by CONCERN. These website link(s) are for a patient's informational purposes only. CONCERN does not endorse and has not verified the accuracy of the information on these websites, and the patient should not rely on any of the information found on the websites for purposes of treatment or diagnosis.

While you use the CONCERN Credible Client Portal Services, you may find out about services or products provided by other companies that are not part of CONCERN ("Third Party Services"). If you decide to use Third Party Services, you are responsible for reviewing and understanding any terms and conditions governing such Third Party Service and do so entirely at your own risk. Any such sites or content are not under our control and we are not responsible for them. We provide these links and content as a convenience only. There is no implied endorsement of, sponsorship of, or affiliation with the linked site by CONCERN nor does it mean that there is an approval, investigation, verification or monitoring by CONCERN of anything in any Third Party Site.

The health related information and resources available through this site do not replace the advice of your doctor on a current medical diagnosis or current treatment and is not medical advice. Always seek advice of your physician or other qualified health care provider before starting new treatment, modifying your current treatment or when you have questions regarding a medical condition or disease. The information provided by CONCERN is solely for information purposes.

CONCERN will not be responsible for the information contained in any Third-Party Site or for your use of or inability to use such web site. Our CONCERN Credible Client Portal Services display some content that is not CONCERN's. This content is the sole responsibility of the entity that makes it available. We may review content to determine whether its illegal and/or violates our policies or the law. But that does not necessarily mean that we review content, so please don't assume we do. We may receive information about you and your activities on and off the CONCERN Credible Client Portal Services from third-party partners, such as information from a partner when we jointly offer services or from an advertiser about your experiences or interactions with them.

POLICY REGARDING MINORS

CONCERN Credible Client Portal Services users must be at least 18 years of age. Generally, you may request access to the CONCERN Credible Client Portal Services health information of your minor child age 13 and under, an adult for whom you act as caregiver, or another adult.

You represent that you are of sufficient legal age to use this site and to create binding legal obligations for any liability you may incur as a result of the use of this site. You understand that you are financially responsible for all uses of this site by you and those using your login information.

A proxy is a person with access to another patient's record. For child proxy requests, the parent/guardian must possess the legal right to access the child's medical information. The child's record will not be available in the CONCERN Credible Client Portal when the child turns 14 years old.

For adult caregiver requests, proper legal documentation or a signed Adult Proxy Agreement must be on file in order to approve the proxy request.

If you have access to a patient's protected health information through CONCERN Credible Client Portal Services, you are responsible for maintaining the privacy of the information. You release CONCERN from all liability that may arise from granting you access to this information. Proxy access can be revoked by either the patient or the proxy (person with access to another patient's record) by contacting the CONCERN office and completing the Expiration/Removal Form. Revocation does not apply to information disclosed prior to the revocation.

CONCERN reserves the right to deny or revoke proxy access at any time for any reason.

REVIEWS, COMMENTS, COMMUNICATIONS, FORUMS, AND OTHER CONTENT

Certain of our CONCERN Credible Client Portal Services may allow its users to post reviews, comments, and other content; send communications; engage in chat rooms and submit suggestions, ideas, comments, questions, or other information, so long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable and does not consist of or contain software viruses, political campaigning, commercial solicitation, chain letters, mass mailings, or any form of "spam."

We do not control the information provided by other users that is made available through our CONCERN Credible Client Portal Services. You may find another user's information to be offensive, harmful, inaccurate, or deceptive. Please use caution, common sense, and practice safe trading when using our site. Please note that there are also risks of dealing with underage persons or people acting under false pretense. Additionally, there may also be risks dealing with international trade and foreign nationals.

You may not use a false e-mail address, impersonate any person or entity, or otherwise mislead as to the origin of any content. You agree that you will not upload or transmit any communications that infringe any patent, trademark, trade secret, service mark, copyright or other proprietary rights of any party. CONCERN reserves the right (but not the obligation) to remove or edit such content but does not regularly review posted content.

Please remember that any information (including personal and medical information) that you reveal in our CONCERN Credible Client Portal Services' public forums (such as a bulletin board, posting, chat room/event) is not protected by this Privacy Policy. Third parties not related to the CONCERN Credible Client Portal Services may see such postings. If you do post content or submit material, and unless we indicate otherwise, you grant CONCERN a nonexclusive, royalty-free, perpetual, irrevocable, and fully sub-licensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such content throughout the world in any media.

You also grant CONCERN and sub-licensees the right to use the name that you submit in connection with such content, if they choose. You represent and warrant that you own or otherwise control all of the rights to the content that you post; that the content is accurate; that use of the content you supply does not violate this Privacy Policy and will not cause injury to any person or entity; and that you will indemnify CONCERN for all claims resulting from content you supply. You warrant that your communications comply with federal, local and international laws respecting trademark, trade secret, service mark, copyright or other proprietary rights of any party. CONCERN takes no responsibility and assumes no liability for any content posted by you or any third party.

OUR WARRANTIES AND DISCLAIMERS

We provide our products and CONCERN Credible Client Portal Services using a commercially reasonable level of skill and care and we hope that you will enjoy using them. But there are certain things that we don't promise about our CONCERN Credible Portal Services.

OTHER THAN AS EXPRESSLY SET OUT IN THESE TERMS OR ADDITIONAL TERMS, NEITHER CONCERN NOR ITS SUPPLIERS OR DISTRIBUTORS MAKE ANY SPECIFIC PROMISES ABOUT THE Concern Credible Client Portal Services. FOR EXAMPLE, WE DON'T MAKE ANY COMMITMENTS ABOUT THE CONTENT WITHIN THE CONCERN Credible Client Portal Services, THE SPECIFIC FUNCTIONS OF THE CONCERN Credible Client Portal SERVICES, OR THEIR RELIABILITY, AVAILABILITY, OR ABILITY TO MEET YOUR NEEDS. WE PROVIDE THE CONCERN Credible Client Portal SERVICES "AS IS" AND "AS AVAILABLE". SOME JURISDICTIONS PROVIDE FOR CERTAIN WARRANTIES, LIKE THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE ALL WARRANTIES.

LIABILITY FOR OUR SERVICES

WHEN PERMITTED BY LAW, CONCERN AND ITS SUPPLIERS AND DISTRIBUTORS, WILL NOT BE RESPONSIBLE FOR LOST PROFITS, REVENUES, OR DATA, FINANCIAL LOSSES OR INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES. YOU ACKNOWLEDGE AND AGREE THAT YOUR SOLE REMEDY FOR ANY INJURY YOU ALLEGE TO HAVE SUFFERED ARISING FROM OR RELATED TO YOUR USE OF THE COMPANY SITE AND/OR ANY CONCERN Credible Portal SERVICES IS TO STOP USING THEM; AND, TO THE EXTENT PERMITTED BY LAW, THE TOTAL LIABILITY OF CONCERN, AND ITS SUPPLIERS AND DISTRIBUTORS, FOR ANY CLAIMS UNDER THESE TERMS, INCLUDING FOR ANY IMPLIED WARRANTIES, IS LIMITED TO \$100 OR, IF WE CHOOSE, TO SUPPLYING YOU THE CONCERN Credible Portal SERVICES AGAIN.

NO MEDICAL ADVICE PROVIDED/RELEASE

WHILE WE PROVIDE TECHNOLOGY SERVICES TO THE HEALTHCARE INDUSTRY, WE DO NOT RENDER MEDICAL ADVICE NOR SHOULD ANY CONTENT, GUIDELINES, APPS OR OTHER SERVICES OFFERED BY OR THROUGH OUR CONCERN Credible Client Portal SERVICES EVER BE A SUBSTITUTE FOR PROFESSIONAL MEDICAL CARE FROM YOUR HEALTHCARE TEAM. ANY CONTENT DISPLAYED OR OBTAINED THROUGH OUR CONCERN Credible Client Portal SERVICES IS GENERAL IN NATURE, PRESENTED IN SUMMARY FORM AND MEANT ONLY TO IMPROVE YOUR COLLABORATION WITH YOUR HEALTHCARE TEAM. OUR CONCERN Credible Client Portal SERVICES ARE NOT INTENDED FOR USE IN THE DIAGNOSIS OF A DISEASE OR OTHER CONDITION, THE CURE, MITIGATION, TREATMENT OR PREVENTION OF ANY DISEASE OR ILLNESS. NEVER USE ANYTHING ON OR THROUGH OUR CONCERN Credible Client Portal SERVICES AS A REPLACEMENT FOR MEDICAL ADVICE FROM YOUR HEALTHCARE TEAM. NEVER DISREGARD MEDICAL ADVICE OR DELAY IN SEEKING IT BECAUSE OF SOMETHING YOU HAVE READ ON OR OBTAINED THROUGH OUR CONCERN Credible Portal SERVICE.

Because we are not involved in the rendering of medical advice, in the event that you have a dispute with any individual and/or entity that arises out of your use of our CONCERN Credible Client Portal Services, you release CONCERN (and our officers, directors, agents, subsidiaries and employees) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes. If you are a California resident, you waive California Civil Code §1542, which says: "A general release does not extend to claims which the creditor does not know or suspect to exist in his

favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

MODIFICATION, AND SEVERABILITY

We reserve the right to make changes to our site, policies, and these terms and conditions at any time. Any changes to our policies will be communicated through our web site at least in advance of its effective date. Information collected before changes are made will be secured according to the previous policies. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

GENERAL

These terms control the relationship between CONCERN and you. They do not create any third-party beneficiary rights.

If you do not comply with these terms, and we don't take action right away, this doesn't mean that we are giving up any rights that we may have (such as taking action in the future).

If it turns out that a particular term is not enforceable, this will not affect any other terms.

Headings are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section. This Agreement sets forth the entire understanding and agreement between us with respect to the subject matter hereof.

The United States controls the export of products and information from US companies abroad across the Internet. You are responsible for compliance with all federal and local laws regarding the import, export, or re-export of the Contents of this site (all forms of intellectual property, including Software).

Sections on Release, License, Liability Limit and Indemnity shall survive any termination or expiration of this Agreement.

If you have any questions regarding a specific CONCERN Credible Client Portal Service, your enrollment or any other question, please contact the CONCERN office through which you obtained your CONCERN Credible Client Portal Services enrollment materials.

If you have any problems using the system (e.g. logging in, User ID/password issues), please contact the CONCERN office through which you obtained your CONCERN Credible Client Portal Services enrollment materials.

If you have any HIPAA and/or Privacy related issues, please contact the CONCERN office through which you obtained your CONCERN Credible Client Portal Services enrollment materials or the Privacy officer listed in the Notice of Privacy Practices.

If you are seeking copies of your medical/financial data, please contact the CONCERN office through which you obtained your CONCERN Credible Client Portal Services enrollment materials.

If you have any questions about the actual terms and conditions within this document, please contact Help@concern4kids.org

Dated: November 2022