

## AI Addendum February 2026

This Artificial Intelligence Addendum (the “**AI Addendum**”) is incorporated by reference into and forms an integral part of the Provider Terms of Service (the “**Provider Terms**”) between Customer and Solv Health, Inc. (“**Solv**”). Capitalized terms not defined herein shall have the meanings ascribed to them in the Provider Terms. This AI Addendum supplements the Terms by establishing additional rights and obligations related to artificial intelligence functionalities that may be included in the Subscription Services. In the event of any conflict or inconsistency between the provisions of this AI Addendum and the Provider Terms, the provisions of this AI Addendum shall govern and control with respect to AI functionalities and services. By accessing or using any AI functionalities within the Subscription Services, Customer irrevocably agrees to be bound by this AI Addendum in addition to the Provider Terms.

### **Artificial Intelligence and Data Analytics**

1. AI Use and Functionality. Solv may integrate artificial intelligence (“**AI**”) functionalities into the Subscription Services, including but not limited to predictive analytics, machine learning models, and automated decision-making tools, to enhance user experience, improve service delivery, and assist in data analysis. Solv owns all intellectual property rights in the AI functionalities, including but not limited to algorithms, machine learning models, training methodologies, and any improvements or enhancements to these elements, regardless of how such improvements were derived. Nothing in this Agreement grants Customer any rights to Solv’s AI technology or related intellectual property. To the extent that Customer may have any right, title, or interest in any improvements or enhancements to the AI functionalities resulting from the processing of Customer’s data, Customer hereby grants and transfers all such right, title, and interest exclusively and completely to Solv.
  - 1.1. Use of Voice Agents. Solv may offer AI functionalities that include voice agents designed for purposes such as voice-to-text transcription, voice command interpretation, and other voice-activated interactions (collectively, “**Voice Agents**”). Solv shall implement and maintain consent mechanisms within the Voice Agents to obtain necessary consents from, and provide required notices to, individuals whose voice data may be processed or stored by the Voice Agents, in compliance with applicable laws and data protection laws. Customer shall cooperate with Solv’s consent processes by directing its authorized users and patients to such mechanisms, and shall promptly notify Solv of any consent-related requirements specific to Customer’s jurisdiction or practice setting. Customer shall review and verify all Voice Agent outputs for accuracy and completeness before relying on such outputs in connection with clinical decision-making, patient care, or official record-keeping. Customer shall: (a) train its authorized users on the proper use and limitations of Voice Agents, using documentation and training materials provided by Solv; and (b) ensure that Voice Agents are not used as the sole basis for medical diagnosis or treatment decisions. Solv shall maintain the physical and technical environment necessary to ensure the security and confidentiality of voice data processed by the Voice Agents in accordance with the Business Associate Agreement. Solv shall make available and maintain current documentation on Voice Agent functionality, known limitations, and recommended use practices sufficient for Customer to fulfill its training obligations under this Section. Customer acknowledges that Voice Agents are not a substitute for professional medical judgment or direct human intervention in critical care scenarios. All Voice Agent functionalities and voice data processing shall be subject to the Business Associate Agreement referenced in the Provider Terms of Service.
  - 1.2. Integration with Payment Services. The AI functionalities described in this AI Addendum may be integrated into various Subscription Services, including payment processing services governed by the Solv Pay Terms and Conditions (“**Solv Pay Terms**”). Certain AI-powered features, including but not limited to Clearpay, operate within the context of Solv Pay to assist Customer in determining patient financial responsibility. To the extent Customer uses AI functionalities in connection with Solv Pay or similar payment services, both this AI Addendum and the applicable Solv Pay Terms shall apply. In the event of any conflict between this AI Addendum and the Solv Pay Terms with respect to AI-specific matters (including data processing for AI training, AI output accuracy disclaimers, and Customer’s obligations regarding AI-generated recommendations), this AI Addendum shall control. In the event of any conflict with respect to payment

processing matters (including transaction fees, settlement, and payment compliance requirements), the Solv Pay Terms shall control.

2. Customer Prohibited Uses. Customer shall not, and shall not permit its users to, use the AI functionalities, including Voice Agents: (a) for any unlawful, fraudulent, or malicious purpose; (b) in a manner that infringes upon the intellectual property, privacy, or other rights of any third party; (c) to create, transmit, or store any material that is unlawful, harmful, defamatory, obscene, infringing, or otherwise objectionable; (d) to engage in any activity that could disrupt, damage, disable, overburden, or impair the Subscription Services, Solv's systems, or the systems of any third party; or (e) in any manner inconsistent with the intended purpose of the AI functionalities as described in any applicable documentation provided by Solv.
3. AI Outputs. The Customer acknowledges that outputs generated by AI functionalities, such as predictions, recommendations, or decisions, are inherently probabilistic and should be used as supplementary information rather than sole determinants in making healthcare-related or business decisions. Customer use of the AI Services may result in outputs (for example, automated responses) that are not accurate or complete. It is Customer's responsibility to evaluate whether outputs from the AI Services are appropriate for Customer's use case, including where human review is appropriate. Customer acknowledges that the AI functionalities are sophisticated tools that process data but are not substitutes for human intervention and discretionary thinking by trained medical staff. Output of the AI functionalities is not designed for emergency use.
4. AI Enhancements. Customer hereby grants Solv the irrevocable, perpetual right to use anonymized data derived from the use of the Subscription Services for testing, and improving the AI functionalities, subject to compliance with applicable laws and the terms of the Business Associate Agreement. Customer acknowledges that through the course of processing and interacting with Customer's data, the AI functionalities, including any embedded machine learning algorithms and artificial intelligence capabilities, may be enhanced, improved, changed, modified, or otherwise improved as a result of such processing. Solv represents and warrants that only de-identified data will be used to train and improve the AI functionalities. Any enhancements to the AI functionalities resulting from the processing of Customer's data, including all intellectual property rights therein, shall be the sole and exclusive property of Solv, and Customer hereby irrevocably assigns all right, title, and interest in such enhancements to Solv.
5. No Guarantee of Accuracy. Solv does not guarantee that the AI functionalities will be error-free, uninterrupted, or that the results obtained from such functionalities will be accurate or reliable. The Customer assumes all responsibility for the use of AI functionalities and any reliance on their outputs.
6. Shared Responsibility. The Parties acknowledge a shared responsibility model for Voice Agent use: Solv is responsible for the design, training, and security of the Voice Agent platform; Customer is responsible for deployment decisions, user training, output verification, as applicable, and clinical application.
7. Changes to AI Functionalities. Solv reserves the right to modify, enhance, or discontinue any AI functionalities at any time without prior notice to the Customer, provided that such changes do not materially degrade the security or performance of the Subscription Services.
8. Feedback on AI Functionalities. The Customer is encouraged to provide feedback on the performance and outcomes of the AI functionalities, which Solv may use to improve the Subscription Services. Customer hereby grants and transfers to Solv all right, title, and interest in any suggestions, enhancement requests, recommendations, or other feedback provided concerning the AI functionalities, which Solv may use to improve the Subscription Services without restriction or compensation to Customer.
9. De-identification Standards. For purposes of this AI Addendum, "anonymized data" means data that meets the HIPAA safe harbor requirements (42 CFR 164.514(b)(2)) and removes all identifying information about individuals, Customer, and providers such that an individual would not be able to identify that the resulting data

is related to any of Customer's patients. Anonymized data will not contain or include any Protected Health Information.