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## SOLV PAY TERMS

February 2026

By signing or clicking to accept these terms or any Order Form referencing Solv Pay, or by any use of Solv Pay, Customer agrees to be bound by the Solv Pay Terms (“**Solv Pay Terms**”), which are incorporated by reference into the [Solv Provider Terms of Service](#) (“**Provider Terms**”) between Customer and Solv Health, Inc. (“**Solv**”) as set forth in Section 1.5.1 of the Provider Terms. In the event of any conflict between these Solv Pay Terms and the Provider Terms, these Solv Pay Terms shall control with respect to all patient payment solution services offered by Solv, including payment processing services, and any other matters related to the collection, processing, or handling of payments, and the Provider Terms shall control in all other respects. Capitalized terms not defined herein shall have the meanings ascribed to them in the Provider Terms.

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1. **SCOPE AND RELATION TO PROVIDER TERMS.** These Solv Pay Terms govern the use of Solv's payment processing services (“**Solv Pay**”), including the provision of Stripe terminals to the Customer. By accessing or using Solv Pay, the Customer agrees to be bound by these Solv Pay Terms, the [Stripe Connected Account Agreement](#), and the [Stripe Services Agreement](#), which can be viewed at [Stripe's Legal Page](#). For purposes of the Stripe agreements, Customer will be the merchant of record and will have a direct contractual relationship with Stripe as a Connected Account, while Solv serves as the platform facilitating this connection. Capitalized terms not defined herein shall have the meaning ascribed to them in the Provider Terms. Unlike other Subscription Services described in the Provider Terms which are provided under a license model, Solv Pay is provided on a transactional basis, with fees based on payment processing activity rather than subscription access.
2. **SOLV PAY SERVICES.** Solv Pay, powered by Stripe, enables healthcare providers to securely collect payments from patients. This includes the use of Stripe terminals provided by Solv to the Customer for processing in-person transactions. Solv Pay enables healthcare providers to securely collect payments through the following features: i) the ability to send SMS and/or email invoices and reminders to patients for secure online payment; ii) a point-of-sale solution enabling clinic staff to charge patients co-pays, contracted rates, or other fees via the Solv Platform.
  - 2.1. **Integration Requirements.** Integration with Solv Pay requires initial configuration of payment workflows, which Solv will support to ensure compatibility with Customer's systems.
  - 2.2. **Payment Terminals.** As described in Section 2 of the Provider Terms (Equipment provision), Solv will provide Customer with payment terminal(s) (as defined in the Provider Terms as “**Equipment**”) to be used exclusively with Solv Pay services. In addition to the Equipment ownership, care, and responsibility provisions set forth in Section 2 of the Provider Terms, which are incorporated herein by reference and fully applicable to Payment Terminals, Customer specifically agrees to:
    - Use the Equipment exclusively for Solv Pay transactions;
    - Not modify, tamper with, or misuse the Equipment;
    - Report any issues or malfunctions to Solv promptly;
    - Be responsible for any loss, theft, or damage to the Equipment after delivery, as further described in the Provider Terms.
  - 2.3. **Additional Payment Services.** Customer may opt into the following additional payment services:
    - a. **Eligibility Check:** A service verifying whether a patient has coverage for specific medical benefits under their health insurance plan, allowing determination of financial responsibilities through insurance card assessment and display of applicable plan benefits.
    - b. **Clearpay:** An AI assistant that helps determine full patient responsibility and surfaces that information to Customer's staff for collection. Use of Clearpay requires Customer's acceptance of and compliance with the AI Addendum, which is incorporated into the Provider Terms by reference in Section 1.5.2 and available at [insert link]. Customer's use of Clearpay constitutes acceptance of and agreement to be bound by the AI Addendum terms. Customer acknowledges that the AI Addendum imposes additional data usage, consent, and liability obligations beyond those in these Solv Pay Terms.
3. **DATA USE.** In addition to Customer's obligation under the Solv Provider Terms, Solv may collect and use transaction data to facilitate payment processing, improve Solv Pay services, and for other purposes described in the Business Associate Agreement. Transaction data includes but is not limited to payment amounts, transaction dates and times, payment method types, and transaction status information. Solv will not store complete payment card numbers or security codes. All transaction data will be handled in accordance with PCI-DSS requirements and applicable privacy laws.
4. **SOLV PAY FEES.** The Customer agrees to pay all fees associated with the use of Solv Pay and the Equipment as detailed in the applicable Order Form. All Solv Pay fees are in addition to credit card processing fees charged by the third-party payment processor at the time of payment. *Providers may not pass these fees directly to patients unless explicitly permitted by applicable law.*
5. **COMPLIANCE AND SECURITY.** Customer is responsible for ensuring that use of Solv Pay and the Equipment complies with all applicable laws, including but not limited to PCI-DSS, HIPAA, and state healthcare payment regulations. Customer must implement and maintain appropriate security measures to protect payment data and patient information and must notify Solv immediately of any suspected or confirmed security breach affecting payment data or the Equipment. Solv maintains PCI-DSS compliance for the Solv Pay platform and will provide appropriate documentation of compliance upon Customer's reasonable request.

**6. DATA PRIVACY.** Solv will process and protect personal and payment data in accordance with its Business Associate Agreement with Customer, Privacy Policy, and applicable laws. The Customer consents to the collection, use, and disclosure of data as necessary for the provision of Solv Pay services and the operation of the Equipment.

**7. INDEMNIFICATION.** Customer agrees to indemnify and hold harmless Solv from any claims, damages, or expenses arising from Customer's use of Solv Pay and the Equipment, including but not limited to, breaches of this Addendum, unauthorized transactions, or failure to comply with applicable payment or healthcare laws. This indemnification obligation is in addition to any indemnification obligations in the Provider Terms.

**8. TERMINATION AND SUSPENSION.** Solv may terminate or suspend the Customer's access to Solv Pay for any breach of these Solv Pay Terms or the Stripe agreements. Upon termination, the Customer must cease all use of Solv Pay and the Equipment, and any outstanding fees will become immediately due and payable. Upon termination, Solv will process any pending transactions initiated prior to termination and remit funds according to standard settlement timeframes, less applicable fees.

**9. MODIFICATIONS TO SOLV PAY TERMS.** Solv may modify these Solv Pay Terms at any time with reasonable notice to the Customer. Continued use of Solv Pay and the Equipment after any changes constitutes acceptance of the new terms.

**10. GOVERNING LAW.** This Addendum shall be governed by the same law as the Provider Terms.

**11. CONTACT INFORMATION** For questions or concerns regarding Solv Pay or the Equipment, please contact Solv at [support@solvhealth.com](mailto:support@solvhealth.com).