

SERVICE PROVIDER AGREEMENT

Effective Date: May 9, 2026 **Document Version:** 2.0

This Service Provider Agreement governs the relationship between Tamreen and each approved Service Provider who offers Programs, Content, or services through the Platform.

The Service Provider is an independent contractor and not an employee, agent, partner, franchisee, or representative of Tamreen. The Service Provider is responsible for taxes, insurance, licenses, credentials, professional standing, and compliance with applicable Kuwait law.

Service Providers must hold and maintain all qualifications, certifications, licenses, permits, and approvals required for the services they offer. They must immediately notify Tamreen of any change, complaint, disciplinary process, loss of license, legal claim, or professional restriction.

Tamreen may approve, reject, review, edit, remove, suspend, or depublish any provider Content or Program for quality, safety, brand, legal, user-trust, operational, or compliance reasons.

Service Providers warrant that their Content is original, accurate, professionally appropriate, evidence-based where applicable, lawful, non-infringing, and safe for the intended audience. Content must not present medical diagnosis or treatment unless the provider is licensed and legally permitted to provide that service.

Commercial terms:

- Standard non-VIP Tamreen commission: 15% of gross transaction amount.
- VIP Badge Service Provider commission: 13% of gross transaction amount.
- Minimum commission: KWD 3.000 per transaction, unless a signed VIP provider schedule states otherwise.
- Processor fees: deducted from the Service Provider share unless Tamreen states otherwise.

- Payouts: monthly, within fifteen (15) business days after month-end, subject to chargebacks, refunds, disputes, withholding, and compliance checks.

Monthly Platform Fee:

Service Provider Category	Active Subscribers	Monthly Platform Fee
Non-VIP Provider	0 to 49 subscribers	KWD 10 / month
Non-VIP Provider	50 to 99 subscribers	KWD 20 / month
Non-VIP Provider	100 to 199 subscribers	KWD 50 / month
Non-VIP Provider	200 to 399 subscribers	KWD 100 / month
Non-VIP Provider	400 to 499 subscribers	KWD 150 / month
Non-VIP Provider	500+ subscribers	KWD 200 / month
VIP Provider	Any subscriber count	KWD 0 / month

Active subscribers are calculated for the relevant monthly settlement period using Tamreen's Platform records. The Monthly Platform Fee is deducted from the Service Provider's monthly earnings before payout. If monthly earnings are not enough to cover the fee, Tamreen may carry the unpaid balance forward to the next payout period or handle it through a written provider schedule.

A Service Provider carrying Tamreen's VIP Badge is treated as a VIP Provider for the approved period. VIP Badge Service Providers pay a reduced Tamreen commission of 13% of gross transaction amount and do not pay any monthly Platform Fee. Tamreen may grant, remove, suspend, or change VIP Badge status based on approved launch, partnership, commercial, promotional, strategic, quality, compliance, or performance criteria. Any VIP Badge status, special pricing, waived fee, temporary discount, or custom payout term should be documented in a signed provider schedule or written Platform approval.

Service Providers may access User data only as needed to deliver the purchased Program and only where the User has provided required consent. Providers must not export, retain, reuse, market to, or contact Users outside the Platform using Platform data.

Unless a signed provider schedule states otherwise, Service Providers retain ownership of pre-existing materials, while Tamreen receives the rights necessary to host, display, market, distribute, modify for formatting, and operate the Program through the Platform. Any exclusive assignment or full ownership transfer must be expressly stated in a signed provider schedule.

During the agreement and for twelve (12) months after termination, Service Providers must not solicit Platform Users to move services outside Tamreen using Platform relationships or data, to the extent enforceable under Kuwait law.

Either party may terminate with thirty (30) days' written notice. Tamreen may terminate immediately for fraud, safety risk, serious breach, privacy breach, credential loss, illegal activity, reputational harm, or professional misconduct.

Licensing — Ministry of Health and regulated professions

Service Providers operating as nutritionists, dietitians, physiotherapists, sports medicine professionals, psychologists, or any other regulated healthcare or wellness profession must hold all licenses and registrations required by the Kuwait Ministry of Health and any applicable GCC licensing authority in the country where they practice. The Service Provider must upload the relevant license to the Platform during onboarding, must keep the license valid throughout the engagement, and must notify Tamreen within three (3) business days of any suspension, revocation, restriction, or non-renewal. The Service Provider warrants that practicing through the Platform does not breach any scope-of-practice rule. Tamreen may suspend or terminate the Account immediately on becoming aware of unlicensed practice.

Service Provider indemnity

The Service Provider agrees to defend, indemnify, and hold harmless Tamreen, its affiliates, officers, employees, contractors, and agents from and against any claim, demand, loss, liability, damage, cost, or expense (including reasonable legal fees) arising out of or related to: (a) the Service Provider's Content, instructions, or Programs; (b) the Service Provider's breach of any law, regulation, license condition, professional standard, or this Agreement; (c) any User injury, harm, or loss caused by the Service Provider's acts, omissions, or negligence; (d) any tax, social-security, or end-of-service claim arising from the Service Provider's independent-contractor status; or (e) any IP claim arising from the Service Provider's Content.

Code of conduct and safety

Service Providers must treat Users with respect, must not harass, intimidate, discriminate against, or solicit personal relationships with Users, must not collect tips or off-Platform payments related to Platform engagements, must not share medical opinions outside their licensed scope, must not push supplements or products without disclosure of any commercial interest, and must respond to User messages within the response-time commitment shown on their profile. Safety concerns, abuse, or misconduct by Users must be reported to legal@Mytamreen.com.

Insurance (recommended)

Service Providers are strongly recommended to maintain professional indemnity insurance and public liability insurance appropriate to the services they offer, with coverage limits sufficient for their practice. Tamreen does not provide insurance to Service Providers.

Anti-money-laundering and KYC

Service Providers must complete the Platform's know-your-customer (KYC) onboarding before receiving payouts. This may include Civil ID, bank account verification, company registration where applicable, beneficial-owner disclosure, and tax/zakat information. Tamreen may withhold payouts pending KYC completion or sanctions screening, in accordance with applicable Kuwaiti anti-money-laundering and counter-terrorist-financing laws.

Disputes and governing law

Disputes are governed by the laws of the State of Kuwait, and the competent courts of the Capital Governorate, Kuwait, have exclusive jurisdiction, following a thirty (30) day good-faith negotiation period unless urgent injunctive or interim relief is required. The Arabic and English versions of this Agreement are intended to be equivalent in meaning; in case of conflict, the Arabic version prevails.
