



The following issues do not refer to all Users, they depend on the terms and conditions of the Contract with the Purchaser.*

1. How to change your pass?

If you have an active account at www.medicoversport.pl/pakiety, you can change your package after logging in at www.medicoversport.pl/pakiety/login, during the actual registration and after the expiry of the minimum validity period of the package. In order to make your change, select the "Change package" button and then select a new package. The change in the version of the package will take place on the first day of validity of the new settlement period. If your registration is activated in a different way than through the platform, then, in order to change the package, you must contact your employer.

2. How should I change the telephone number linked to my package?

Information on how to change the associated telephone number should be obtained by contacting the HR Department of your company or the Customer Service Bureau via the phone number 22 290 80 70 or the e-mail address bok@medicoversport.pl.

Helpline working hours:

Monday – Friday 07:30 – 21:00

Saturday – Sunday 08:00 – 20:00

3. What does an “unconfirmed order” mean?

Each change or addition of an extra package requires confirmation on the User account using the “Confirm” button. Failure to confirm the order results in the lack of activation of the pass.

4. How can I suspend my passes?

Temporary suspension of your pass is not possible. However, it is possible to resign and then return to the Programme. It is necessary to remember about the minimum duration of the contract and the deadline for registration, which is specified on the dedicated website: www.medicoversport.pl/pakiety/nazwa at the employer's HR department.

5. Where can I find information about the intervals which I must maintain between entries?

In order to obtain such information, contact the HR Department of your company. Such information may also be obtained after sending a text message to number: 661 000 556, with the following content: "PACKAGE". You must have an active package in order to receive a reply.

6. Why does the message "No authorisation" appear after clicking a link given on the dedicated website?

The "No authorisation" message is displayed, if the User is logged into the website, and tries to gain access to the dedicated website.

7. Is it possible to order a card for an accompanying person and children, without having an employee card?

No, if no employee card is available, it is not possible to order any cards for accompanying people or children.

8. Can an accompanying person be part of the programme, when an employee resigns from the pass?

No, as soon as the employee resigns, the accompanying person registered by the employee is subject to deactivation.

Note: If the accompanying person orders their package and pays for it on their own through another website, then that person is obliged to report their resignation on their account.

9. Where can I check if my package is active?

In order to obtain information about the activity of your package, send a text message to the following number: 661 000 556 with the following content "PACKAGE", or contact our helpline at the following phone number: 22 290 80 70.

Helpline working hours:

Monday – Friday 07:30 – 21:00

Saturday – Sunday 08:00 – 20:00

10. I do not have an account with a Polish bank, what should I do?

Payment for the package can be made with a card issued in your currency. Visa and Mastercard are the accepted cards.

11. Am I obliged to extend the validity of the pass after its duration expires?

After registration on the dedicated website, the validity of the pass is extended automatically until you resign.

12. How do I open an account at www.medicoversport.pl/pakiety?

Check the instructions here;

www.medicoversport.pl/pakiety/files/medicoverfiles/instrukcja_MedicoverSport_uzytkownik_ZAPISY_REZYGNACJE_EN

13. Where are Men's Health, Women's Health and Runners magazines available?

If you have an account at www.medicoversport.pl/pakiety, your FIT&more package is active and special issues of such magazines as Men's Health, Women's Health and Runners are available in the offer for your company, you can download them in pdf version after logging into your account at www.medicoversport.pl/pakiety/login

14. Where can I order tickets to the cinema and how? What is the validity date of the tickets?

Tickets to the cinema are available after logging into the user account at www.medicoversport.pl/pakiety. References to the purchase of tickets for such chains as Helios, Cinema City and Multikino will be visible in the "Benefits" tag. Select the cinema, check the price and then buy the ticket. Each time, at the moment of purchase, the validity date of the tickets will be visible.

www.medicoversport.pl/pakiety/files/medicoverfiles/instrukcja_MedicoverSport_uzytkownik_Benefity_Kina_EN

*Points 15-17 refer to periodical payments made directly by the User; they will not apply to persons whose wages are subject to deduction by the employer.

15. When are periodical payments made?

A periodical payment is made a maximum of 2 days after completion of the registration. In the case of a failed attempt at cash collection, it is possible for you to force the payment (manual payment); in order to do this, you need to log into your account at www.medicoversport.pl/pakiety/login and select the button: "Change card data and pay". The payment may be forced during cash collections. An unpaid pass will be deactivated for the next settlement month.

16. How can I change my card number?

Changing the payment card number is possible after logging into your own account at www.medicoversport.pl/pakiety/login in the Payment form section. In order to make the change, use the "Change card data" button during the open registration.

17. Can I still pay for my pass after a failed attempt at cash collection?

- a) In the case of a failed attempt at collection of cash from the payment card during registration in the system or during the interruption of the transaction, a link which allows for the completion of the payment is sent to the e-mail address provided during the registration. This operation is possible only on the dedicated website during the registration period.
- b) In the case of an unsuccessful attempt at periodical collection of cash from the payment card during the registration period and up to two days after it comes to an end, it is possible for you to change the payment card and force the payment.