

FAQ

1. How do I pay for the medical package?

An invoice for the medical package is issued by the 5th day of each month. You will receive it either by email or by post, depending on the terms agreed in your contract. You have at least 10 days from the date of delivery to settle the invoice. Payments can be made via bank transfer or at a post office.

2. Who should I contact regarding payments or changes to the contract?

For any matters regarding payments or changes to the contract, please contact the Fortum Customer Service Team. Call 122 100 000 or email infopolska@fortum.com.

3. How do I book an appointment?

You can book an appointment:

- via the EnelMed Helpline - 22 23 07 007
- via the Patient Portal available at <https://online.enel.pl/lp/> (after registering and activating your account),
- in person at a facility,
- by any other means indicated by EnelMed.

4. How do the availability standards work?

Appointment dates are arranged individually with the EnelMed facility. The operator does not guarantee a maximum waiting time and does not provide for refunds should this be exceeded.

5. I do not appear in the EnelMed system - what should I do?

Please check that the details in your contract are correct. If everything is accurate, contact Fortum Customer Service Team.

Call 122 100 000 or email infopolska@fortum.com.

6. How do I register on the Patient Portal?

Go to <https://online.enel.pl> and create an account.

To gain full access, all registration formalities must be completed.

7. Can I change my medical package?

Yes, you can change your medical package.

- * Upgrading to a higher package is possible at any time - it takes effect from the 1st day of the following month, provided the request is made by the 25th day of the month.
- * Downgrading to a lower package is possible 12 months after activation or the last change.

To request a change, please contact the Fortum Customer Service Team.

Call 122 100 000 or email infopolska@fortum.com.

8. Is it possible to book an appointment with a doctor who speaks English/Russian/Ukrainian?

Yes, Enel-Med employs doctors who speak these languages.

Please state this requirement when booking your appointment.

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9. Can I choose the doctor I wish to see?

Yes, you may specify a preferred doctor.

However, please note that in such cases availability standards may not apply, and the waiting time may be longer.

10. Can I use the services only in my city or throughout Poland?

You can use Enel-Med services throughout Poland - both at their own facilities and at partner locations.

11. When will my package become active?

The activation date of your Enel-Med medical package depends on the date your contract is signed.

*If the contract is signed by the 25th day of the month, the package will be active from the 1st day of the following month.

*If the contract is signed after the 25th day of the month, the package will be active from the 1st day of the second following month.

You will be informed of the exact activation date via SMS.

12. What is the difference between residence card insurance and a medical package?

The insurance required for a residence card covers medical costs only in emergencies and up to a specified amount.

The medical package provides access to private consultations and tests at EnelMed - without a referral and with no financial limit.

The medical package does not meet the legal requirements for obtaining a residence card.

13. How do I terminate the medical package contract?

You may terminate the contract with a 3-month notice period.

The notice of termination can be sent:

- by post to the Fortum address:
ul. Marynarki Polskiej 197
80-868 Gdańsk,
- as a scan or photograph of the handwritten signed document to infopolska@fortum.com,
- as an email message (provided you send it from the email address indicated in the contract).