



maple

Canada's best
solution for keeping
plan members
healthy and engaged.



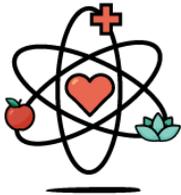
Offering virtual care drives significant benefits for plan sponsors.

Since COVID-19, plan sponsors have been seeking new ways to support plan members. We have seen plan members embrace digital tools to manage their health, and virtual care is one such digital experience which will be expected as the new normal.



✓ Reduce absenteeism

- The average plan member takes 8.5 sick days per year². It's often not possible to schedule a same-day doctor's appointment in person.
- With Maple, plan members can easily reduce their number of sick days taken for non-urgent medical issues.



✓ Increase engagement and satisfaction

- Sponsors who invest in Maple signal that they prioritize health and wellness.
- 86 per cent of plan members at companies with health and wellness focused cultures are satisfied with their workplace³.
- 72 per cent of Canadians would view their plan sponsor more positively if they were offered telemedicine benefits⁴.



✓ Enhance productivity

- Studies show teams enjoy a healthy boost in productivity from workplace virtual care.
- Virtual care lets plan members see a physician faster and with fewer barriers, so plan members can get back to their jobs quicker and feel better.

82%

82 per cent of plan members said their plan sponsor should provide access to virtual care¹.

Maple is Canada's leading virtual care platform, offering instant access to physicians for industry leading ROI.

Plan members value instant connection to a doctor, the seamless user experience, and true continuity of care.



Doctor-first model to feel better, faster.

Canada's only virtual care solution providing a direct connection to a doctor, every time, with no steps in between.



On-demand and round-the-clock care.

Health concerns don't always arise during business hours – Maple offers access to doctors 24/7/365, in under 5 minutes.



Seamless and intuitive patient experience.

Maple allows patients to receive care on their terms – text, phone, or video, whatever is most comfortable for them.



Continuity of care, via record-sharing.

Robust virtual care records to store, share, and manage personal health data, results in reliable continuity of care.

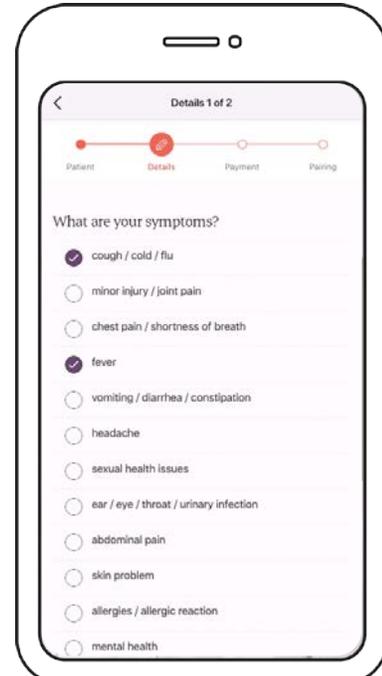
Maple and GSC have partnered to offer a seamless and intuitive plan member experience.

With streamlined eligibility management and integrated access via GSC's portal, plan members can seamlessly register and access services anytime, anywhere.

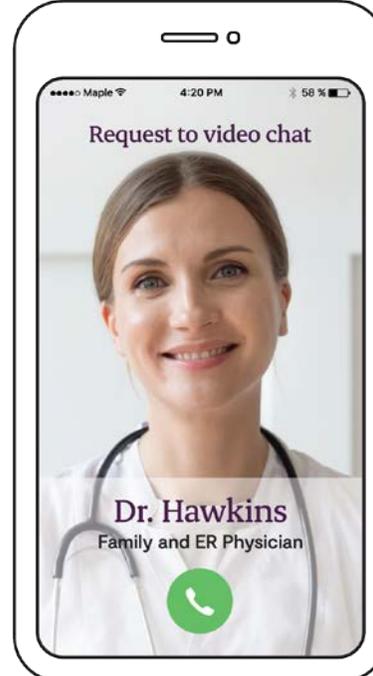
1 Register for Maple in less than 2 minutes



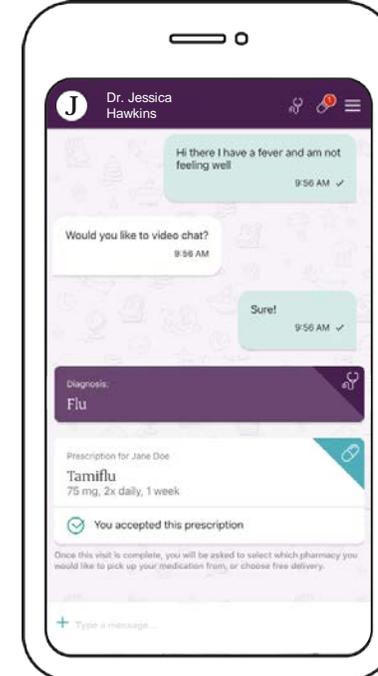
2 Log in and select your symptoms



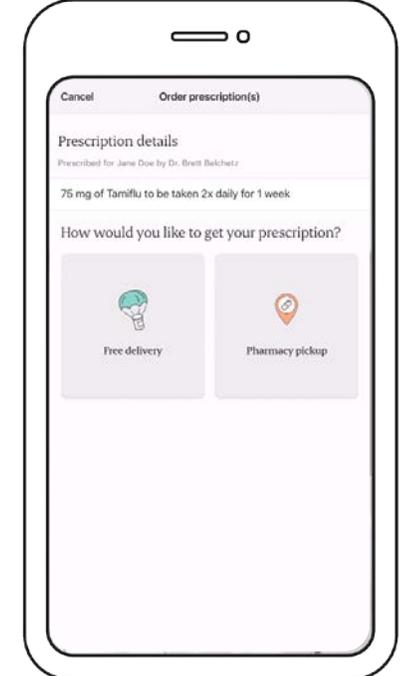
3 Get paired with a doctor in less than 5 minutes



4 Connect virtually with the doctor



5 Select preferred method for the prescription



Maple and GSC have seen strong results from programs to date, with positive responses from plan members.

<5

minutes

Average wait time to see a physician on Maple

15

minutes

Average duration of consultation with a doctor on Maple

4.9/5

stars

Average user satisfaction rating

91%

resolution rate

For first time issues on Maple

3.6

hours

3.6 hours saved per consult on average

+84

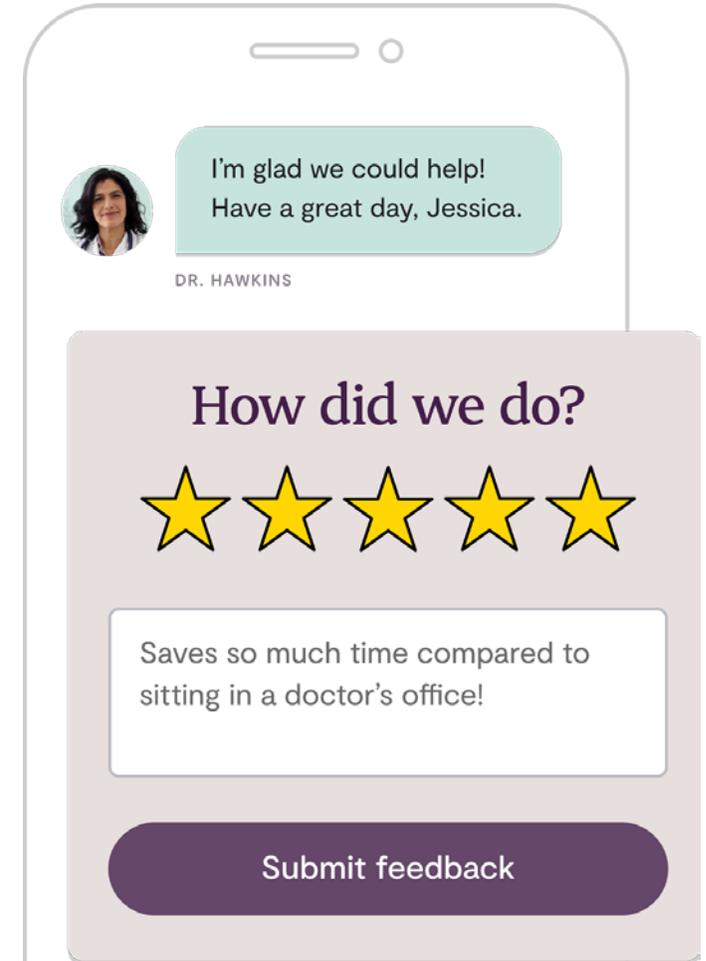
Patient net promoter score



GSC plan members love Maple!

Plan members highlight how Maple offers convenience, peace of mind, and a seamless user experience.

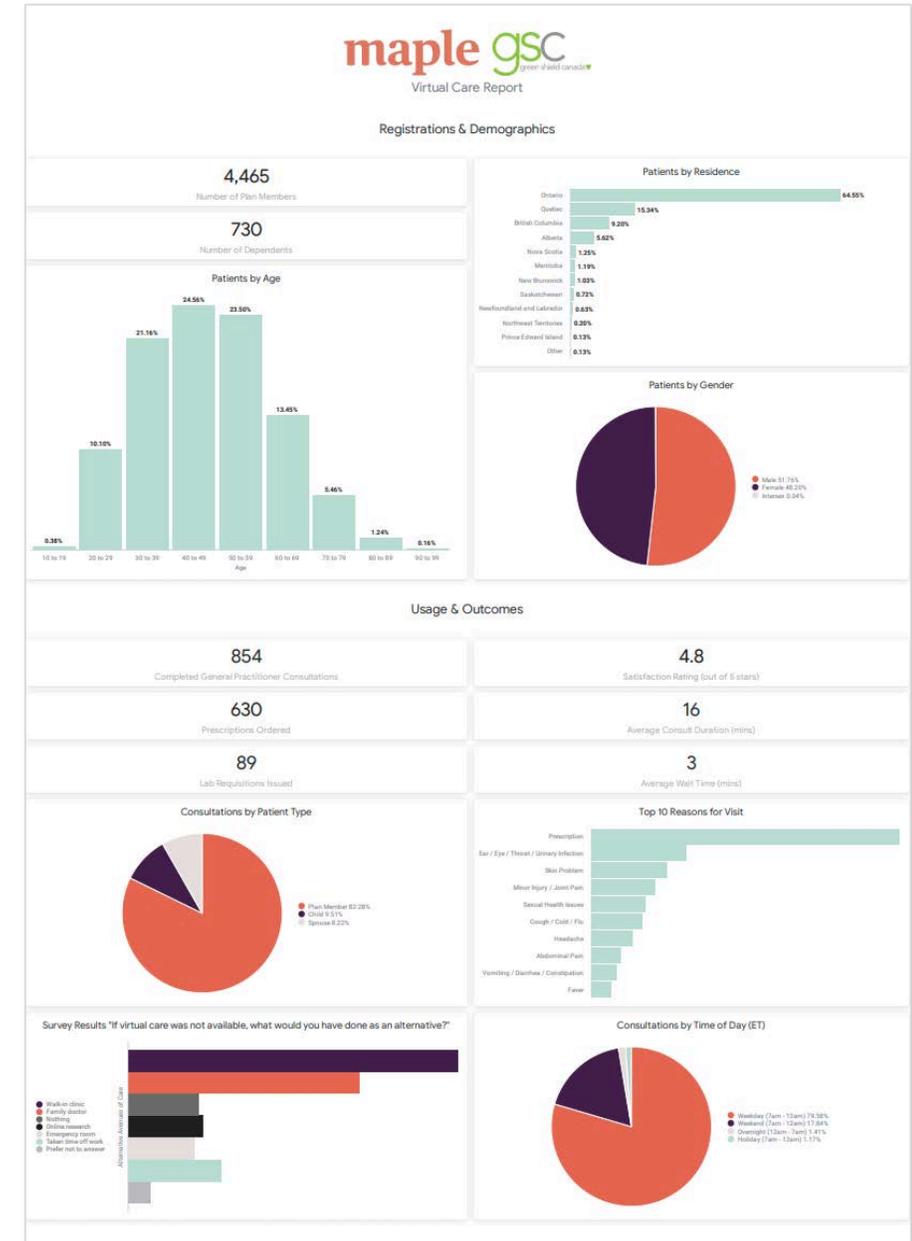
- “This was great -- usually involves a 2 hr walk-in visit (often with kids in tow) just for a prescription for a recurring issue that I already know the diagnosis. This was 10 min right at home! Can't get any better!”
- “A very professional and accurate diagnosis and prescription was a breeze to send to our local pharmacy. Lovely experience and the MD was friendly and wonderful.”
- “Doctor was absolutely amazing. Maple never disappoints with their physicians. She made great conversation with me even after the prescription, video chatted so that it was more comforting.”
- “Very impressed. Saved me waiting for hours and possibly picking up something while waiting.”
- “Quick and professional response from the convenience of your phone. Very effective during this pandemic.”



Our offering includes robust reporting, tracking, and program management.

- Dedicated account manager to support you throughout the program
- Reporting allows us to track and measure a variety of metrics around engagement, utilization, and satisfaction
 - Number of registrations
 - Number of consultations completed
 - Average wait time and consultation duration
 - Prescriptions ordered and lab requisitions issued
 - Average satisfaction rating and verbatim member feedback

GSC and Maple are committed to providing plan sponsors and plan members a valuable offering and a seamless experience. We are your partners and will support you in improving plan members' health and wellbeing.



The GSC and Maple Advantage.

Easy to implement.

Maple is simple to implement with a seamless eligibility management process through GSC and integrated invoicing with your existing GSC bill. We have also developed tried and tested communications to support launch and ongoing engagement.

Dedicated account management and support.

GSC and Maple support plan sponsors every step of the way with dedicated account managers, robust reporting, as well as technical support for members. This unique level of support ensures a strong return on investment for plan sponsors.

Strong return on investment.

Plan sponsors see high usage rates on Maple, with an average between 60-80 per cent annually. Maple reduces the average annual time away from work for illness, saving time and generating a positive ROI on program fees.

“The team at Maple created a seamless implementation experience for our team and all of our employees! Registration for our employees was easy and the positive employee feedback we are still receiving on the overall benefit has been fantastic.”

– SENIOR MANAGER OF BENEFITS, PLAN SPONSOR

