

## ChatRx & ChatMD Consumer Rights Statement

### Your Rights as a ChatRx Consumer

At ChatRx, we are committed to transparency, fairness, and compliance with all consumer protection laws, including those enforced by the **Federal Trade Commission (FTC)**. As a consumer, you have important rights regarding your privacy, financial transactions, and the quality of service you receive.

#### 1. Right to Clear and Honest Information

- You have the right to receive accurate, clear, and complete information about ChatRx's services, pricing, and policies.
- We do not engage in deceptive marketing practices or misrepresent the nature of our services.

#### 2. Right to Privacy and Data Protection

- Your health information is protected under **HIPAA**, and we follow strict data security measures to safeguard your personal and medical data.
- Our **Privacy Policy** details how we collect, store, and use your information.

#### 3. Right to Cancel or Request a Refund

- You may cancel eligible services in accordance with our **ChatRx Cancellation Policy**.
- Refunds are available in specific cases outlined in our **Refund Policy for ChatMD-ChatRx Services**.
- We comply with **FTC rules on fair consumer practices**, ensuring that refund and cancellation policies are easy to access and understand.

#### 4. Right to File a Complaint or Dispute

- If you believe your rights as a consumer have been violated, you can file a complaint through our **Consumer Complaint Resolution Process** (detailed below).
- You may also report concerns to the **FTC** ([www.ftc.gov/complaint](http://www.ftc.gov/complaint)) or your **state's Attorney General Office**.

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## 5. Right to Fair and Non-Discriminatory Service

- ChatRx does not discriminate based on **race, age, gender, disability, religion, or other protected characteristics** in the provision of our services.

For further questions or concerns, contact our customer support team at [trust@chatrx.md](mailto:trust@chatrx.md)