



CORTICO Health Technologies

3 March 2022

Memorandum To: Whom it may concern

Subject: Apology for Mistreatment of FB Group Admins

On February 23rd, 2022, Cortico held a webinar for healthcare providers, intended to address a knowledge gap we identified among our customers in the use of Oscar-based EMRs.

It recently came to our attention that one of Cortico's team members, tasked to distribute invitations to the webinar, had posted in a *Doctors-only* Facebook group. Further, when the post was removed for violation of the guidelines of the group, and subsequently used offensive language directed to the group admins.

We are taking this incident very seriously.

I want to publicly apologise for the inexcusable behaviour of our staff. I completely understand how upsetting this disrespectful response could be, when the group admin was enforcing the established rules of this community group.

The actions taken by our staff in no way reflect the intent or opinions of Cortico. The individual has been reprimanded and made aware that based on the severity of the issue, recurrence would be grounds for dismissal.

In addition, Cortico has implemented a policy that any social media promotion to an external group must have prior approval from the group's administrative team.

While this incident was a setback to Cortico's vision of supporting the healthcare community, we remain committed to ethically engage with healthcare professionals. We welcome any feedback on ways that Cortico can improve further.

/Clark Van Oyen

CEO

Cortico Health Technologies

www.cortico.health