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# MOTIVA® IMPLANT REGISTRATION PROCESS

The Motivalmagine<sup>®</sup> App was created to help patients register their implants and buy extended warranties, which are both important steps in patients' breast surgery journeys with Motiva<sup>®</sup>. Through this process they are able to verify the authenticity of their implants and gain more confidence and peace of mind for many years to come.

# **Benefits of Registering Implants**

- 1. Patients can own, manage and review their implant and surgery information digitally at any moment after registering through the app
- 2. Quick and easy way to verify the authenticity of their Motiva Implants<sup>®</sup>
- 3. Enables the possibility to purchase an Extended Warranty (restrictions apply) for years of confidence and peace of mind

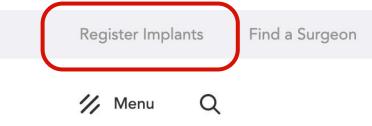
# REGISTRATION PROCESS

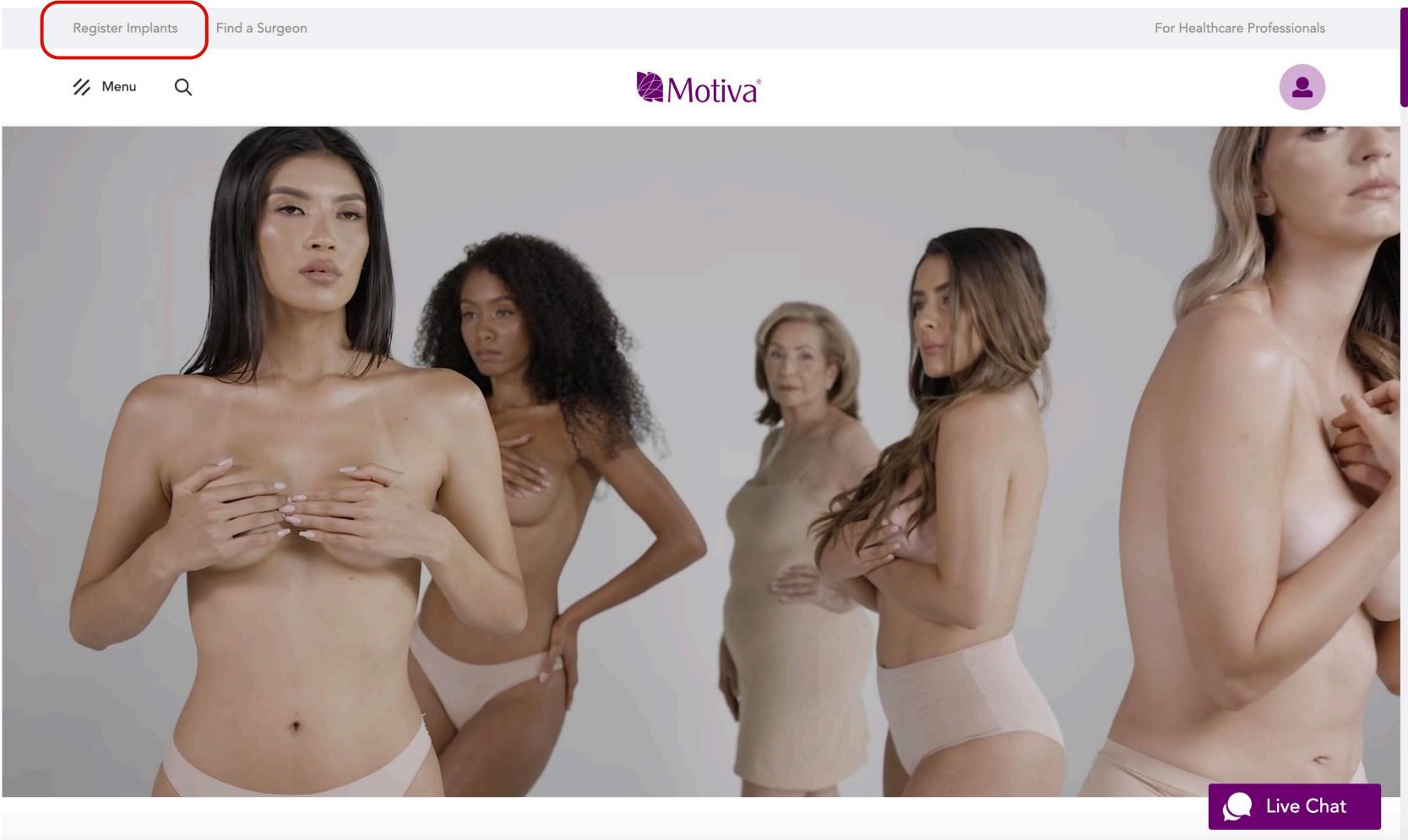
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## **Points of access**

To access the implant registration app, users can look for the **Register Implants** button on the motiva.health website, or type motiva.health/motivalmagine directly in the browser.







### Language selection

From the very beginning of the experience (and throughout), users can choose from the list of languages to navigate.



### Motiva

# Welcome!

Build your Motiva® profile by registering and managing your implant information for years of confidence and peace of mind.

Sign up as Patient

Sign up as Doctor

<u>Already have a profile?</u>

Log in



# **Creating a profile**

On first entry, users can either create a new profile (as a patient or surgeon)

### OR

Log in if they have already created a profile. The same profile for the motiva.health website applies.



### Motiva

# Welcome!

Build your Motiva® profile by registering and managing your implant information for years of confidence and peace of mind.

Sign up as Patient

Sign up as Doctor

<u>Already have a profile?</u>

Log in

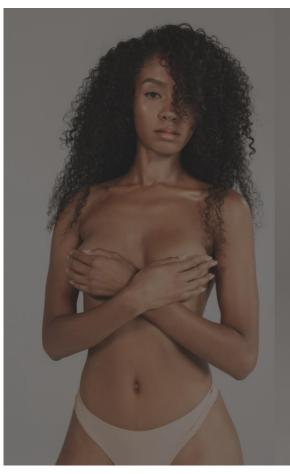


# **Creating a profile**

- 1. The default option is to register an account with email and password, but users can choose to register through a social network listed on the left.
- 2. More information regarding country and date of birth will be required to complete the profile information.
- 3. The patient can then check the statements she consents to in order to complete the profile registration.

\*Note: The Motivalmagine<sup>®</sup> web app uses the same sign in database as the motiva.health website, so if the user has already created a profile and logged into the website, they will continue to be signed in to Motivalmagine<sup>®</sup> when they enter.

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•	uickly register with your social network:		Last name Password *		
			Confirm password *		
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	Sign in with Twitter		available <b>here</b> and acknowledge that you have read and understood the Privacy Policy for available <b>here</b> , in		
		/	particular the collection, processing, use and disclosure of your personal data by Establishment Labs®*	1	
			Submit		
4			Have an account already?		
			Log in		



Motiva	
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<u>Already have a profile?</u>	
Log in	

### 2.



#### Patient Data Conser

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n accordance with the EU General Data Protection Regulation (GDPR), effective on May 25, 2018, we, Establishment Labs® S.A., having its registered address at Coyol Free Zone, B15, Alajuela, Costa Rica, ("Establishment Labs"), together with European Distribution Center Motiva BVBA, having its registered address at Sint-Jansveld 11 bus A, 2160 Wommelgem, Belgium, VAT BE 0881.512.541 RPM/RPR Antwerp ("EDC"), which processes data with ESLA as data controller if you are located in the EU and acts as ESLA's representative in the EU, would like to ask you for your explicit consent regarding the processing of your personal data in the manner and for the purposes described in our Privacy Policy available . You are asked to consent separately to the processing for 3 relevant group of purposes mentioned in the Privacy Policy, in relation to which your consent may be required.Providing these consents is optional and you can withdraw them at any time. If you do not give your agreement or consent for the lines (1) and (2) below, this will mean that you may not register your implant(s) and that we will not be able to provide you the related customers services and, as the case may arise, to allow your participation in the warranty or insurance programs to which you ribe. You may choose to consent to lines 1 and 2 and refuse to give your

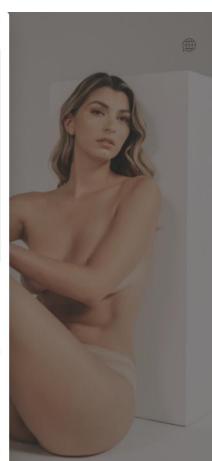
B Accepting this consent, you acknowledge that you have read and you agree to the Terms and dit ons available <u>here</u> and acknowledge that you have read and understood the Privacy Policy for ab <u>a here</u>, in particular the collection, processing, use and disclosure of your personal data by blin ment Labs® for the purposes and in the manner described therein (line①)\*

By accepting the relevant items below, you explicitly consent to the processing of your personal data, including health-related data by Establishment Labs® in the manner described in the Privacy Policy for the following respective purpose:

I allow you to register your implant(s) via your account, which includes internal record keeping and rision of related customers services by Establishment Labs® and, as the case may arise, to allow ricipation in the warranty or insurance to which your subscribe (line ②);\*

to improve our products and services, including to customize this website according to your interests o ontact you by email, phone, fax, or mail for market research or medical research purposes (line ③).

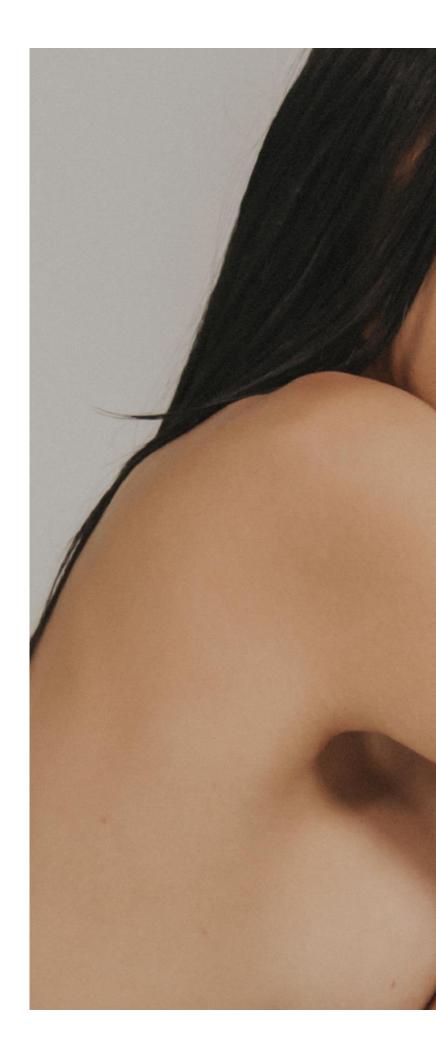
end you emails about new products, special offers, or other information which we think you may



### Home page

After logging in, the users will open to the Home page.

From here they can begin the implant registration process or see their profile information.



Logout 🌐



### My Implants

Review and manage your implant information!

Register New Implants

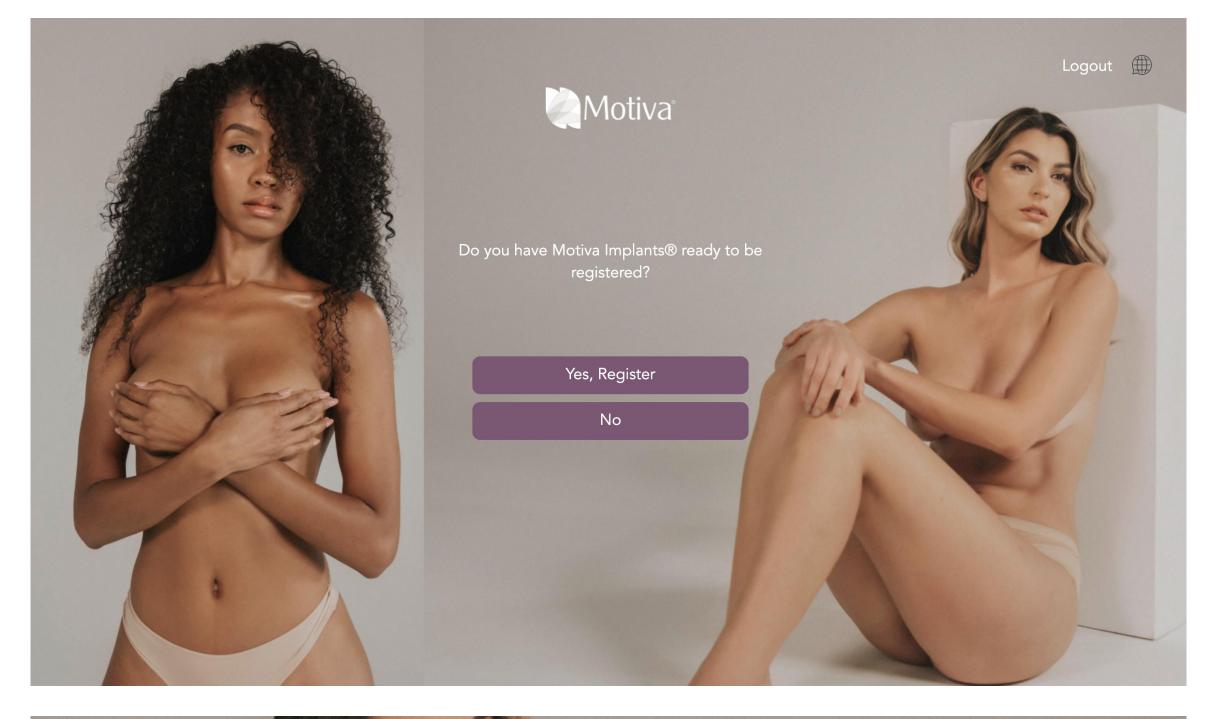
See My Profile Information



## **Getting started**

To make sure **only** Motiva<sup>®</sup> patients with implants ready to register are going through the process, the first step poses a question to help determine this.

If they aren't in this category, there are options to go back to Home or keep navigating in motiva.health.





Logout 🌐 🕶



### Thank you for visiting!

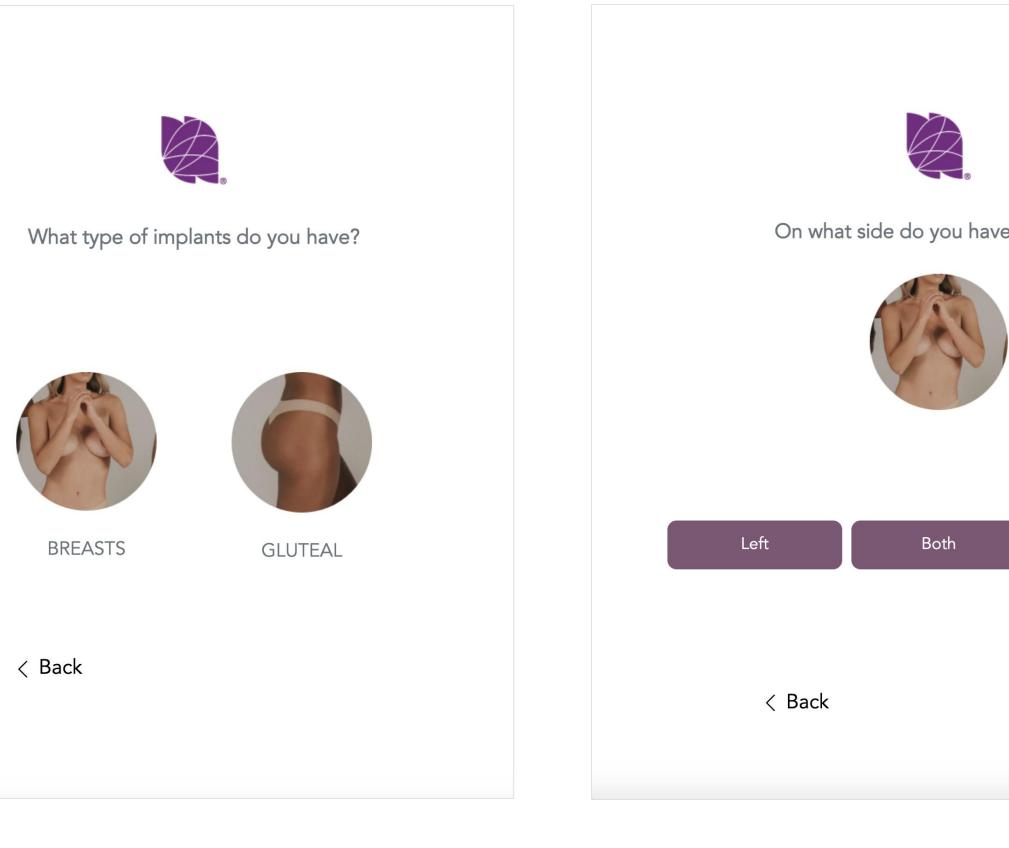
Come back to complete the process when you are ready to register your new Motiva Implants® or to extend your warranty!

Keep learning about the Motiva® solutions

Go to Home page

Go to motiva.health

Patients begin the registration process by selecting the type of implants they have and on which side(s).



#### On what side do you have implants?

Left	Both	Right
< Back		

Then users are asked to select the country in which their surgery took place, as well as the Motiva<sup>®</sup> ID card guide that matches their own (this will determine the guide images the user will continue to see throughout the process).

Next, they must decide whether they want to register using their SN or ESN (the latter is only for implants with Qid<sup>®</sup> safety technology).

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### which country was your surgery performed

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#### ch of these looks like your ID **Registration Card?**



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How would you like to register your implants?

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#### With my Serial Number (SN)

Scan or upload your implant labels, or manually fill out the number sequence for each SN and their validation codes.

#### With my Electronic Serial Number (ESN)

Manually fill out only the number sequence at the top of each implant label.

< Back



## Implant Registration - SN

If the patient chooses to register with their **Serial Numbers,** they have the option to

- Upload an image of their implant labels from files (desktop user)
- Scan an image of their implant labels with their camera (mobile user)

The SN and VC are calculated and filled automatically

### OR

- Manually type in the SN and validation code on their implant labels



#### Start your implant registration

Keep your Motiva® ID card at hand to register your implants. Scan or upload a picture of the labels on the back of your card, or manually type in the serial number (SN) and validation code for each.



∴ Upload Label

#### Left implant

Serial Number	Validation code
	X

#### **Right implant**



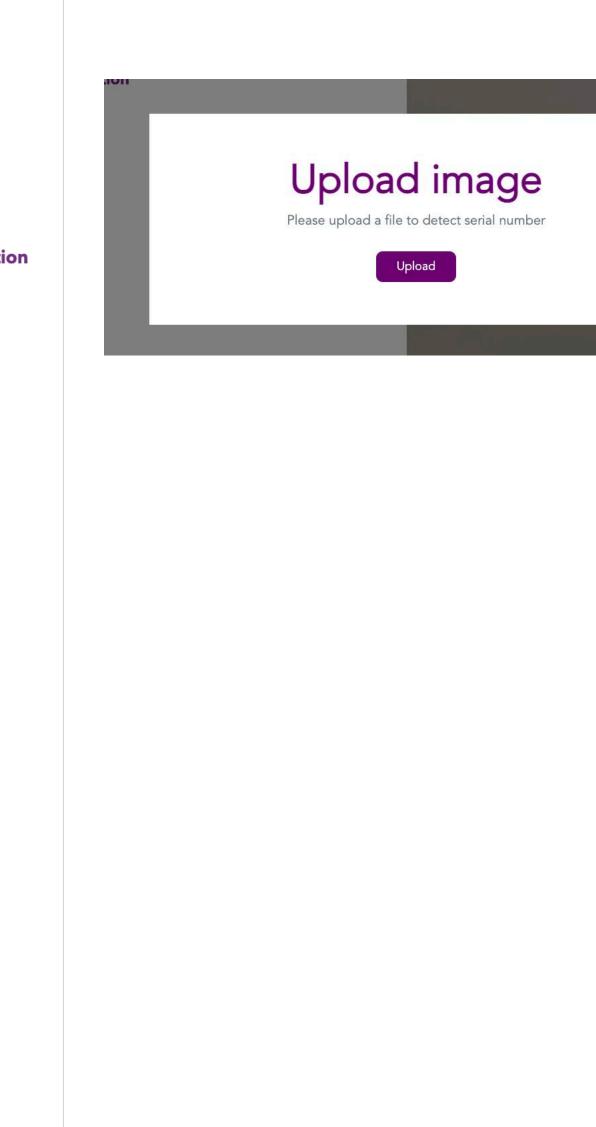
🔀 Switch Sides

\*Make sure the SN matches the correct side

Having Trouble? Send a Support Request

< Back

Verify

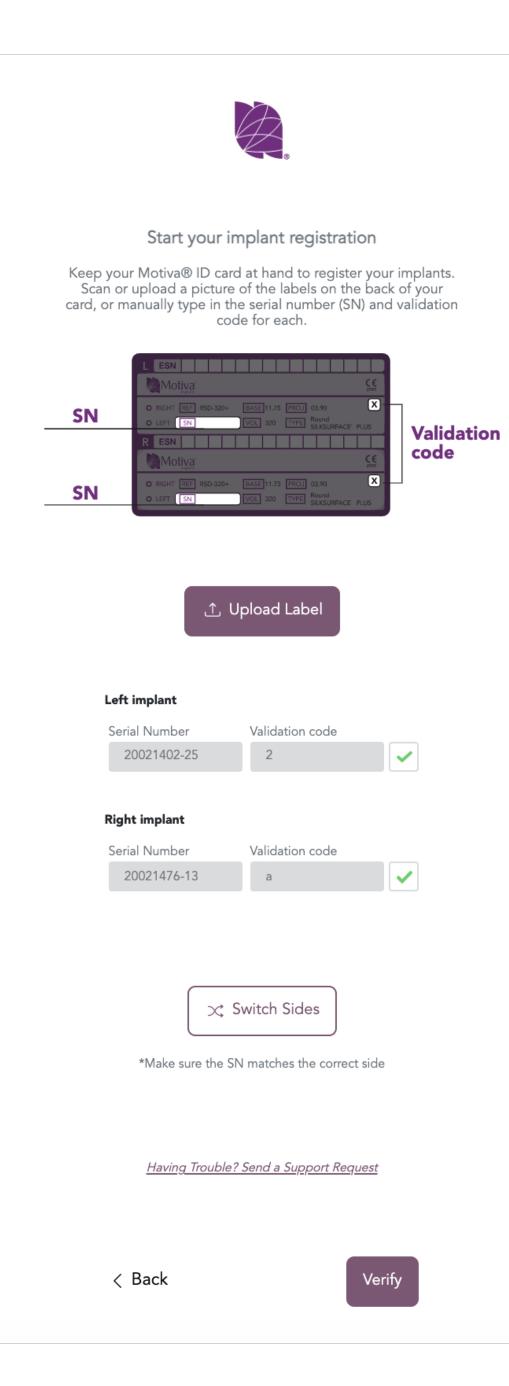




### Implant Registration - SN

When the SN and Validation code spaces have been filled, the system immediately validates them and if they exist and haven't been used yet, a green check will appear to show they are correct, and the Verify button will unlock to continue.

The switch sides button interchanges the information filled for the Left and Right implants, in case they patient has accidentally mistaken them.

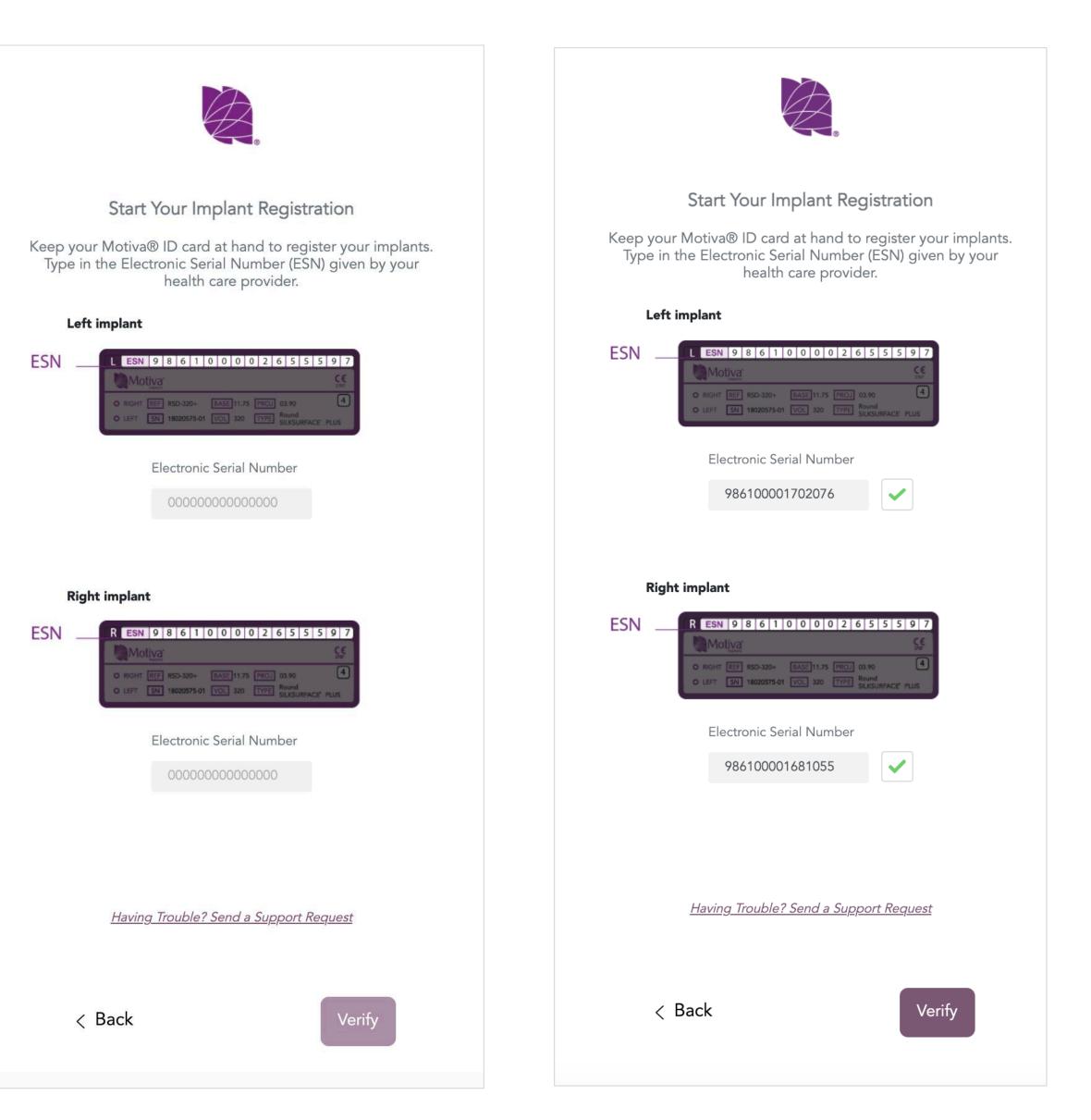


### Implant Registration - ESN

If the patient chooses to register their implants with their **Electronic Serial Numbers** (only for implants with Qid<sup>®</sup>), they must fill out the information manually.

There is no validation code needed.

When the ESN spaces have been filled, the system immediately validates them and if they exist and haven't been used yet, a green check will appear to show they are correct, and the Verify button will unlock to continue.

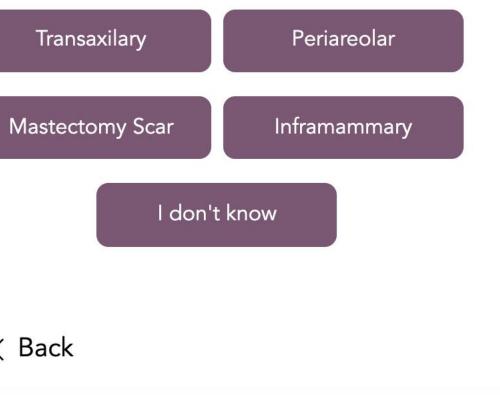


For breast implant registrations, the following steps help determine the patient's incision site and placement, which is saved in her patient file.

There is a *I don't know* option for those who are uncertain.

This refers to the place on your body where your implant was inserted.





< Back



### What kind of incision do you have?





### Select your implant placement

This refers to where your implant is positioned



#### <u>Sub-glandular</u>

When the implant is under the mammary gland and over the muscle.



#### Dual-Plane

When the implant is only partially covered by the muscle.



#### Sub-fascial

When the implant is over the muscle, but covered by the fascia (a fibrous layer above the muscle).



#### <u>Sub-muscular</u>

When the implant is completely under the pectoral muscle.

### <u>I don't know</u>

If you're uncertain about your placement, don't sweat it!

< Back

The patient will then select the type of surgery she has undergone- Primary Augmentation, Revision Augmentation, Primary Reconstruction or Revision Reconstruction.

This, along with the type of implant and country of distribution will help determine the patient's options for an extended warranty.

### Primary Augmentation

First time surgery, indicated to increase breast size as an aesthetic procedure for patients age 18 and over.

#### **Revision Augmentation**

Secondary surgery removal or replacement of breast implants to correct or improve the results of the first-time breast augmentation for aesthetic reasons.

< Back



#### Select your type of surgery

Augmentation

Reconstruction



### Select your type of surgery

Augmentation

Reconstruction

#### Primary Reconstruction

First time surgery to replace breast tissue that has been removed due to cancer, prophylactic mastectomy, breast trauma, or that has failed to develop properly due to a severe breast anomaly.

#### **Revision Reconstruction**

Secondary surgery removal or replacement of breast implants to correct or improve the results of the first-time breast reconstruction surgery due to cancer, prophylactic mastectomy, breast trauma, or that has failed to develop properly due to a severe breast anomaly.

< Back

To complete the registration, the patient will fill her surgeon name and date of surgery.

The option to send a support request can also be accessed at this point.



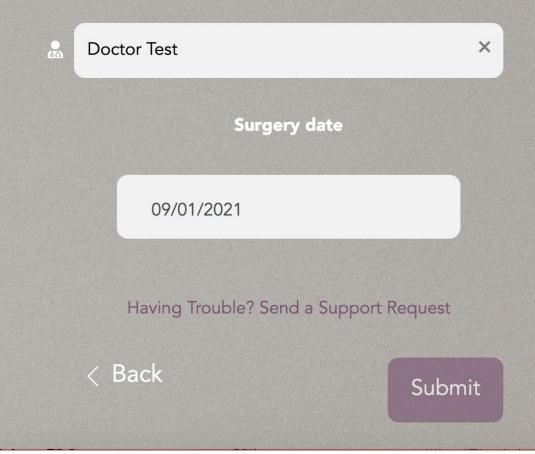
Logout 🌐 🕶



### **Surgery Information**

Fill in each section with the respective information about your procedure.

#### Surgeon





When the registration is completed successfully, and the patient doesn't qualify for an extended warranty, she will receive this notice.

From here she can go back to Home.





### **Registration successful**

### You made a smart, beautiful choice!

Go to Home page



### **Implant Registration - Support Request**

During the registration process we offer the users the chance to request support if they are facing troubles registering their implants.

By clicking on <u>Having trouble? Send a</u> Support Request, a pop-up modal will open, which can be edited, completed and submitted to create and send a support ticket in Zendesk.

Кеер уо Туре

Rig **ESN** 



		Х	
	Ask for help		Logout (##)
	Create and send a support request for further assistance in completing your registration by filling the following information. Make sure to include a		
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	email*		77
ht impl	right ESN*		
O RX O LE	🛱 surgery date*		
	surgery country*		
	country of residence*		
	Leave a comment so we know what to help you with		
<u>Hav</u>	Send		

### **Extended Warranty**

If the patient does qualify for an extended warranty, after she has completed the implant registration, she will have the option to buy one.

She will be able to see the extended warranty she's eligible for and what it entails.

Once decided to move forward with the purchase, the patient can see the Purchase details of what she's paying for.

After purchasing successfully, she will see a confirmation message, the transaction ID and the purchase details of the warranty.

By clicking See full terms and conditions on any of the screens, the user can read and download the complete document.



### Take the next step

Left implant is elegible for **5Y Warranty Program** 

Against implant rupture and capsular contracture, Baker grades III and IV

What it covers

See full terms and conditions Do you want to buy and extend your warranty to **five years**?

Purchase An Extended Warranty

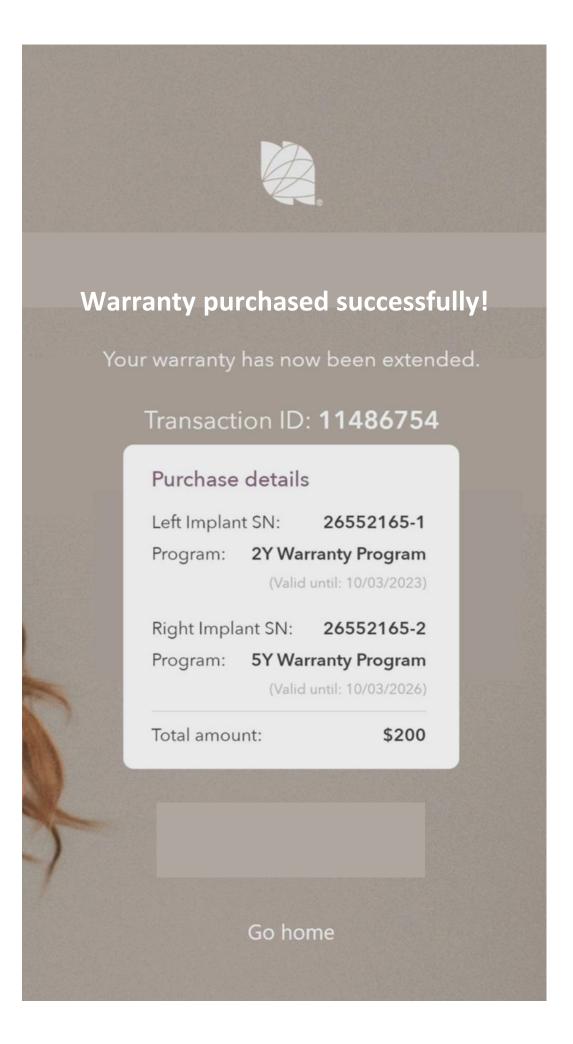
Skip for now

**Financial Support** Up to 2500 USD towards revision surgery in the event of the previously mentioned complications

#### Take the next step

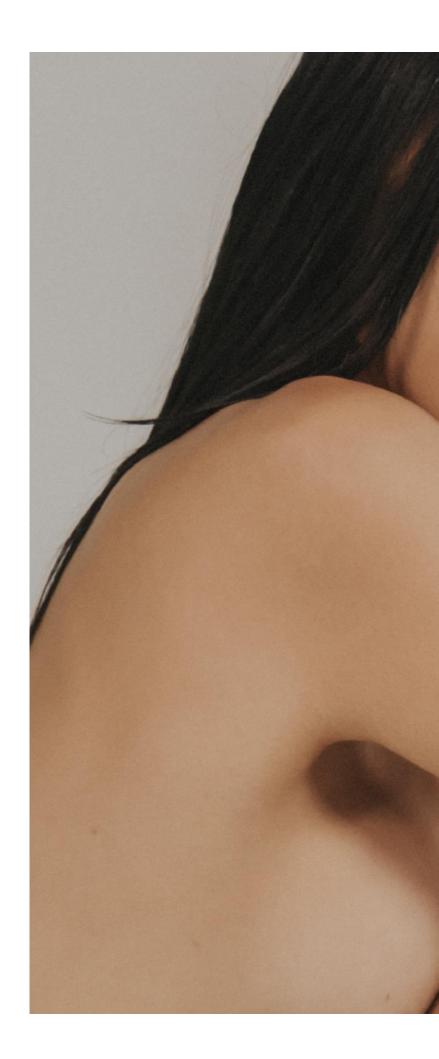
Please enter your payment details in order to purchase an extended warranty

	Purchase	e Details		
	Left Implant SN Program	5Y Warranty	<b>21484-31</b> <b>Program</b> :1 April 2022	
		Total amour	nt: <b>2 USD</b>	
Name on ca	ard		Month 🖌 Year	~
Card numb	er		CVV	
	Your total is:	2 USD		
	I accept terms the	e Terms & Cor	nditions	
	<u>See full terms </u>	and conditions	<u>s</u>	
	Purchase An Ext	ended War	ranty	
	Car	ncel		



### Home page - Post Registration

After completing an implant registration, the Home buttons will then update to give them access to their registered implants information, profile information, and an Extended Warranty purchase (this option only appears to those who qualify for one and haven't yet bought it).



Logout 🌐



### My Implants

Review and manage your implant information!

See my implant information

See my profile information

Extend your warranty

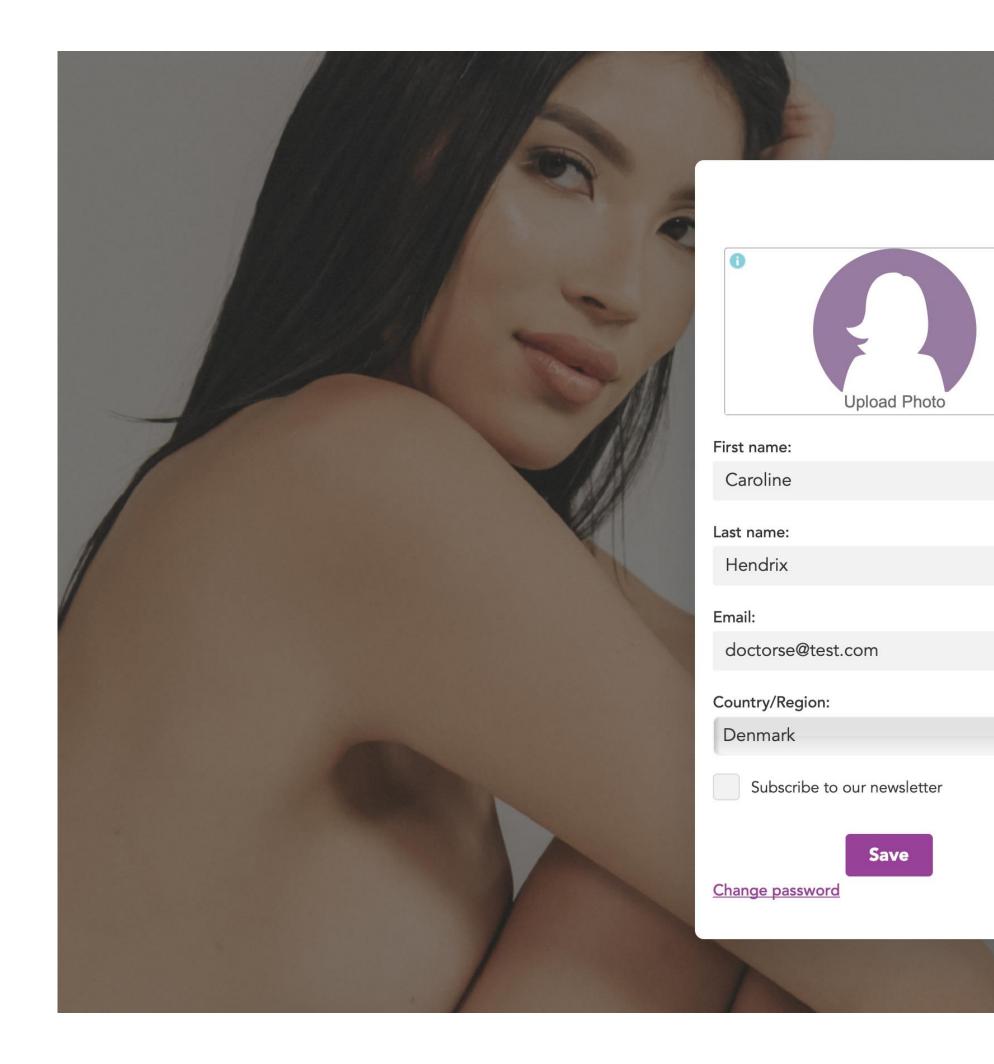


# **Profile information**

Opening up their profile information will show their first and last name, country of residence and email they have registered and saved.

This information, except for their email, is manageable, meaning they can edit and save.

From here they can also change their password.





X

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### My Implants

nd manage your implant information!

See my implant information

See my profile information

Extend your warranty

Logout

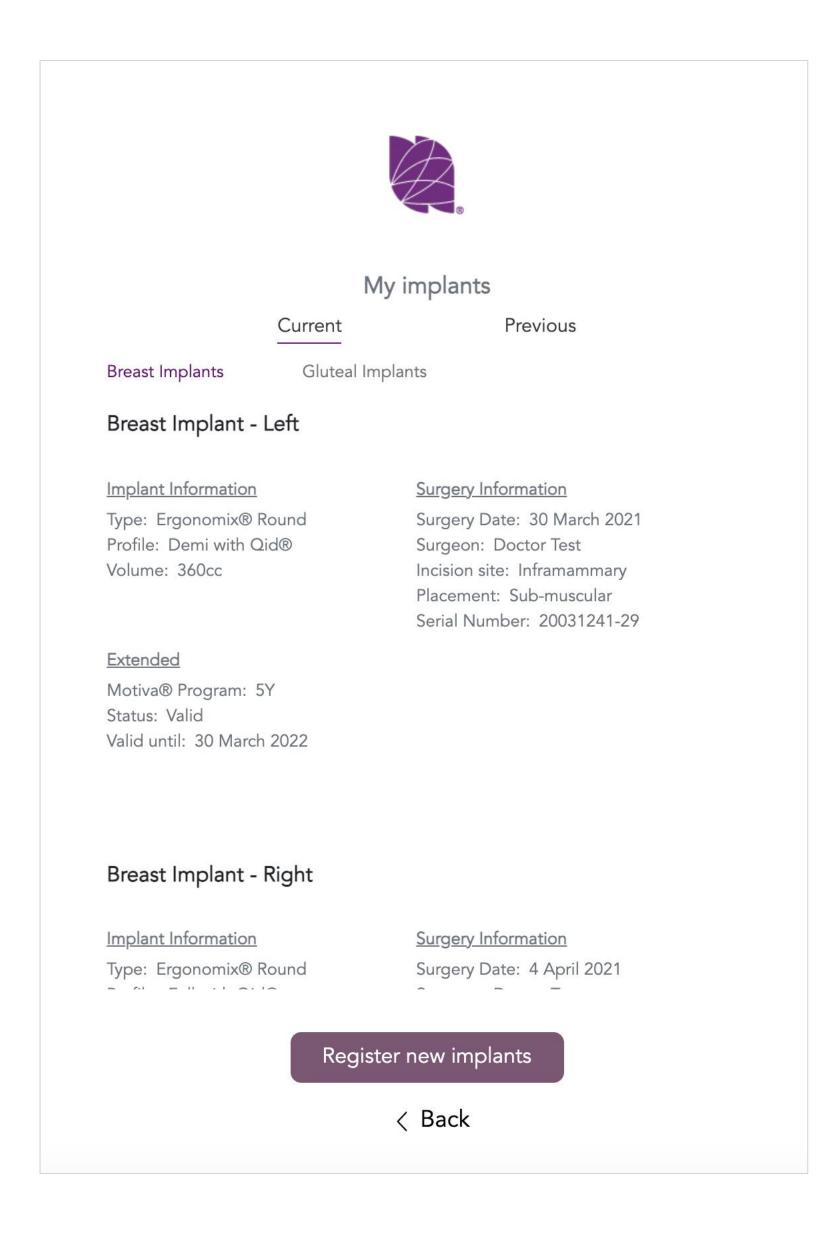


# Implant information

Opening up their implant information will show all the implants they have registered to their profile, with specified data regarding the implants, the surgery and the extended warranty (if it applies).

By scrolling down, the patient can review both implants.

From here she can register more implants or return to her home page.



# **Implant information**

There are different sections for Current and Previous implants, for revision patients to look back at.

As well as sections for breast and gluteal implants in case the patient has both types.

If the patient has only one set of implants, or one type, that is the only section that will appear.

Current

#### Breast Implant - Left

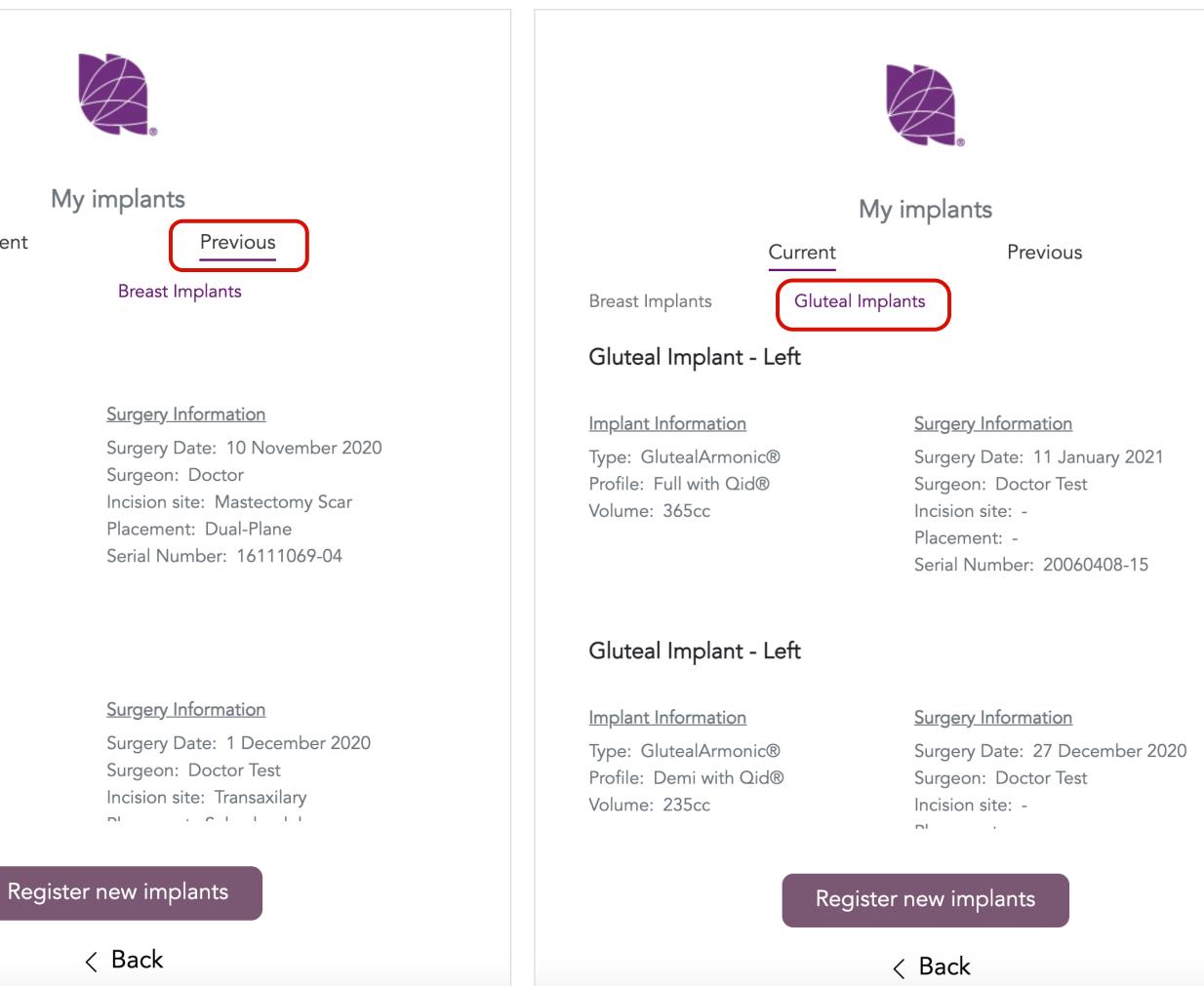
Implant Information

Type: Round Profile: Full with Qid® Volume: 355cc

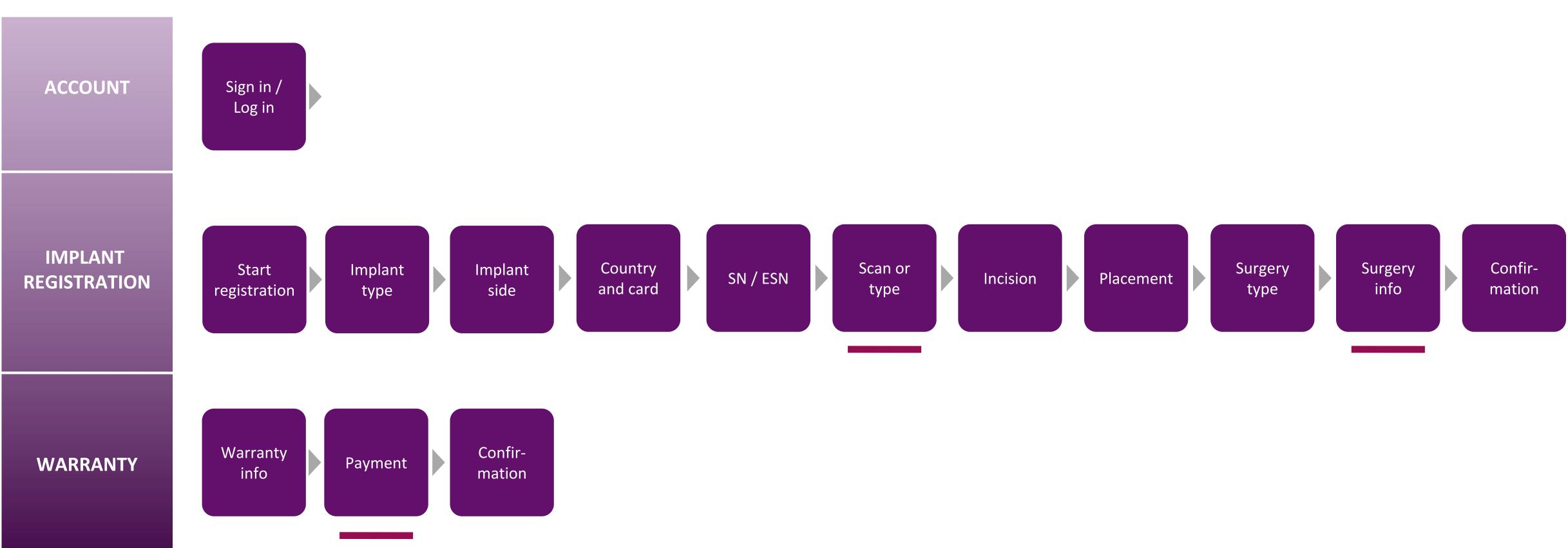
#### Breast Implant - Left

Implant Information Type: Ergonomix® Round

Profile: Full with Qid® Volume: 375cc



### **Process Overview**



The end of each row represents a possible stopping point, or the users can start with creating an account and carry on through the entire process (implant registration), ending with the purchase of an extended warranty in one same visit to the app.

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