



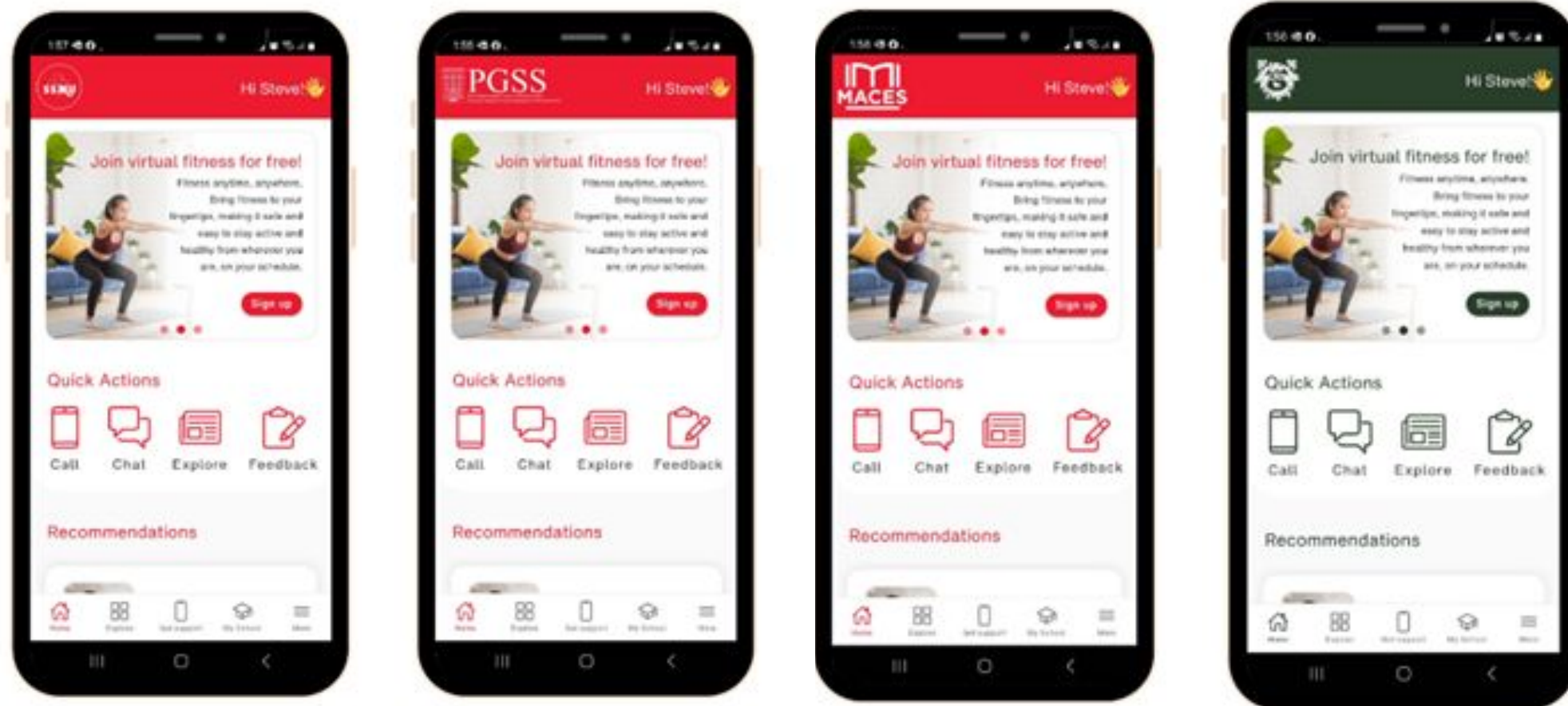
GuardMe™

STUDENT SUPPORT PROGRAM

McGill University
Program Overview



SSP At A Glance



Non-Clinical Supports

- Customizable mobile app
- 100+ self-directed resources
- Peer-to-peer support community
- Mental health assessments for anxiety, depression, alcohol and drug use
- Help identifying long-term community and university programs and resources

Clinical Supports

1-844-451-9700

Real-time Support

- Available by chat and telephone 24/7
- Accessible from anywhere in the world
- Guaranteed languages include English, French, Spanish, Mandarin and Cantonese
- Counsellor matching based on language, culture, identity, gender, lived experience, and more



Telephone



Chat

Scheduled Appointments

- Available by telephone, video, and in-person
- No specific limits on sessions
- Accessible from anywhere in the world
- In-person support is subject to availability by location



Telephone



In-person



Video



Highly Qualified Support



TELUS Health
Student Support

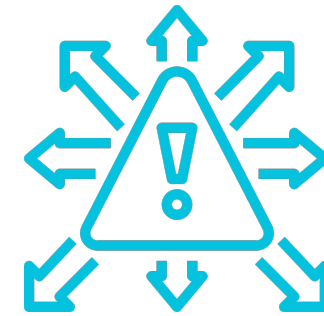
Multicultural, multilingual expertise and experience working with students.

Minimum of Master's Degree in counselling related field, licensed and with a minimum of five years' experience.

Participation in ongoing professional development, including digital methods of counselling and emerging student issues.



Top Reasons Students Are Seeking Support



Stress



Anxiety



Depression

50%

McGill University Insights

2024-25

1,190
real-time
scheduled
activities

691
students
accessing
support

2,432
clinical hours

Real-time support

70%

Scheduled Appts

30%

0 10 20 30 40 50 60 70



63%
of support was
provided on
evenings and
weekends



101
self reported
risk cases

6,171
new and returning
app/web users

276
assessments
completed

86
indicating
high risk



GuardMe™
DIGITAL DOCTOR

McGill University
Program Preview



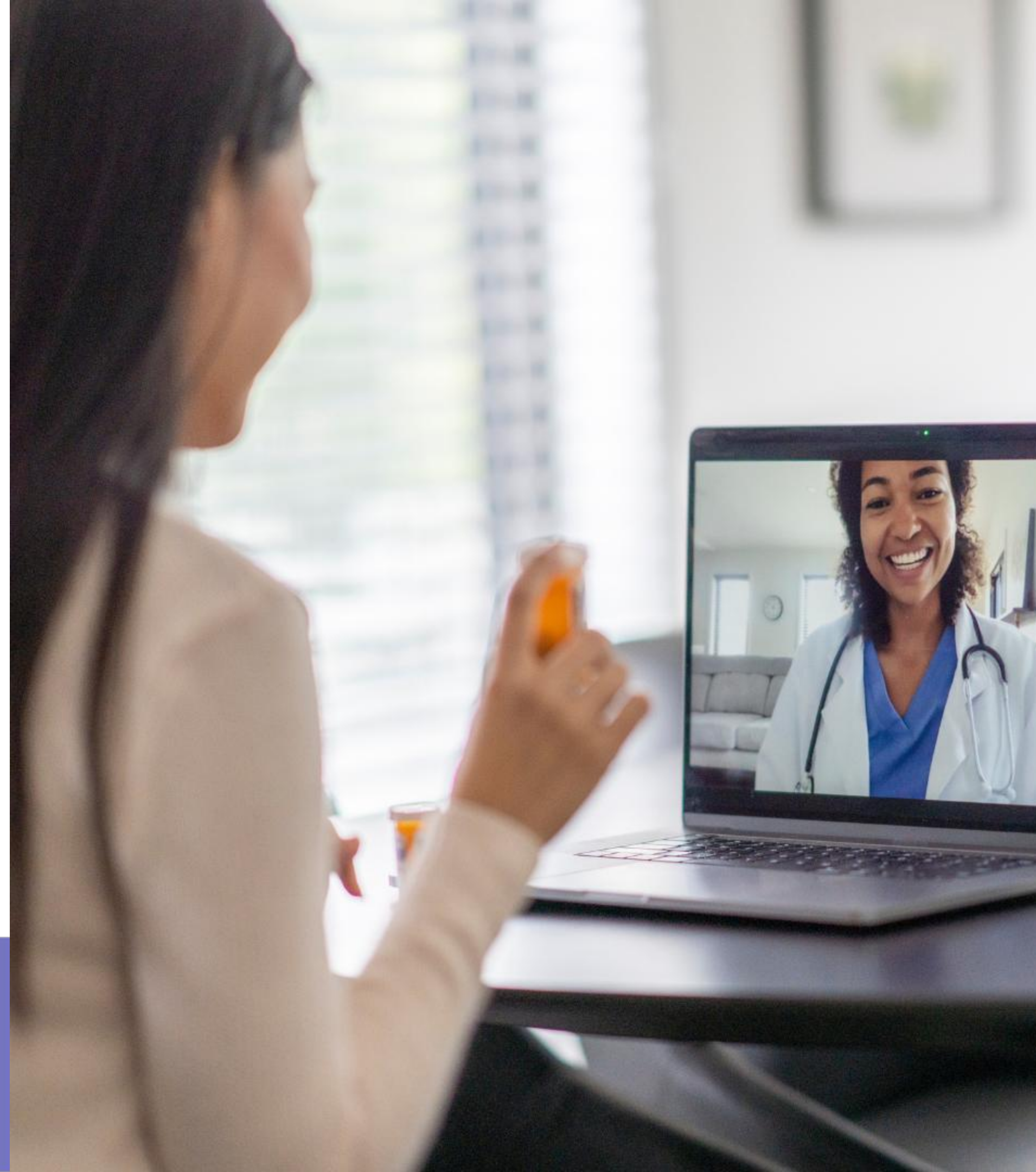
Digital Doctor Primary Virtual Care

- ✔ Quick & convenient access to doctors and nurses
- ✔ Unlimited consultations
- ✔ Available 24/7 from anywhere
- ✔ Broad scope of treatment
- ✔ Specialist referrals
- ✔ Lab and imaging requisitions
- ✔ Digital prescriptions
- ✔ Medical Notes
- ✔ Follow-up care
- ✔ Manage personal healthcare data



Mental Health Physician add-on

- Physicians who focus on mental, emotional, and behaviour health that can diagnose and help manage complex mental health conditions.
- ADHD assessments for individuals 6 years+.
- *Pay-per-use model*



Achieving clinical excellence

Our process has a comprehensive screening and onboarding process to onboard doctors including review of:

- Medical training
 - Clinical experience
 - Credential checks
 - Medical license verification
 - Proprietary virtual training program
- We medical best practices through:
 - Feedback collection through Quality of Care Committee
 - Oversight through Medical Advisory Committee

Thousands of physicians are providing care across Canada, representing a wide range of cultural backgrounds



Why Digital Doctor Stands Out

Student-Centric Focus

- Tailored specifically for the needs of the student population.

Comprehensive Healthcare Ownership

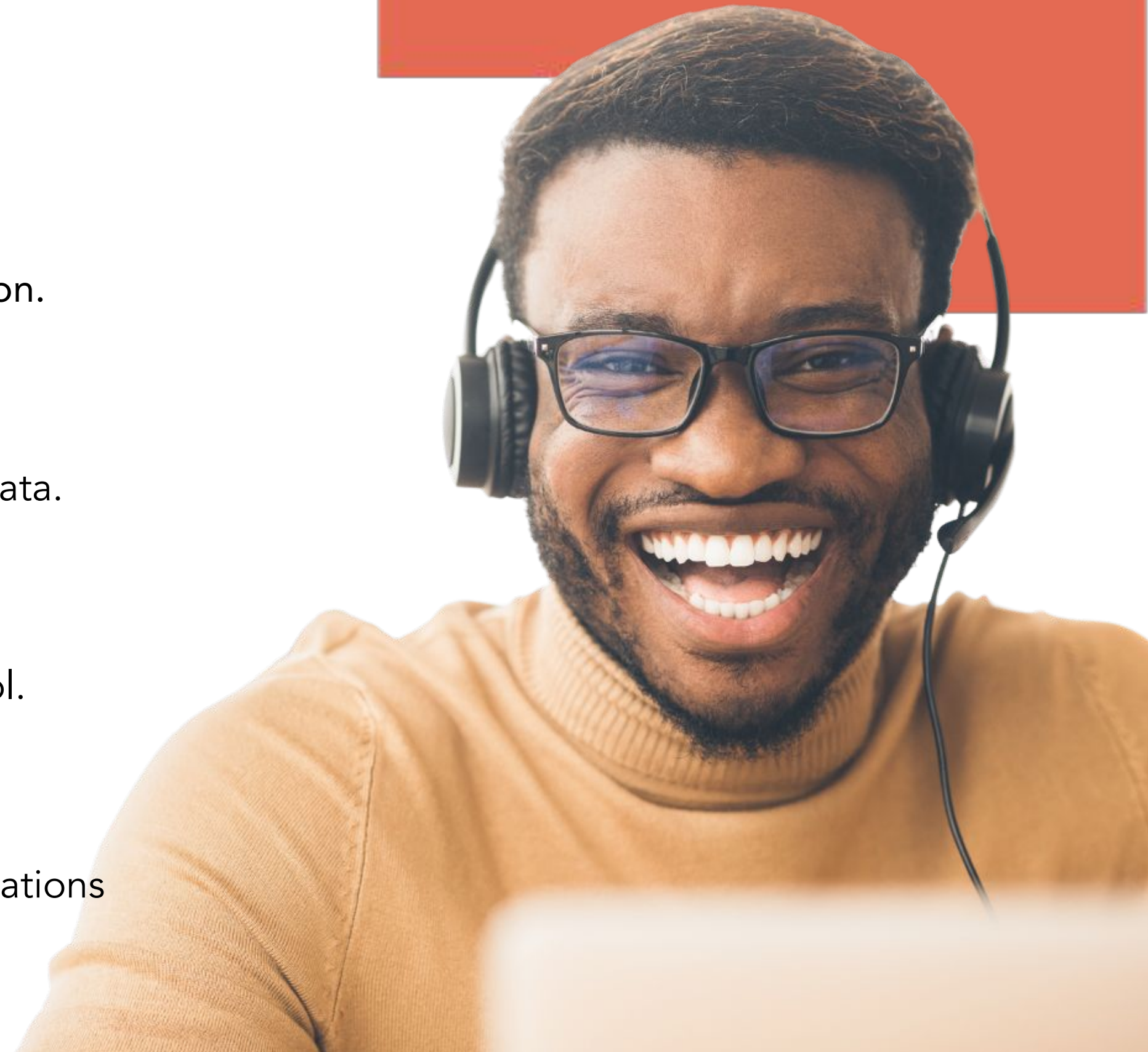
- Students have full control over their personal healthcare data.

Continued Access Post-Graduation

- Students can keep using the platform after finishing school.

No Time Restrictions for Care

- Unlimited 24/7 access to healthcare anytime, without limitations on availability.



Side-by-side

Comparison

Features	Digital Doctor	Dialogue
Comprehensive healthcare ownership	✓	
Continued access post-graduation	✓	
No time restrictions for primary care	✓	
Access to mental health physicians	✓	
Access to ADHD assessments	✓	
Coverage sharing	✓	✓
Dedicated Account Management	✓	
On-site support and student engagement	✓	
Wellness Workshops and Seminars	✓	✓
Comprehensive Data Reporting	✓	✓
Digital and Print Promotional Material	✓	✓
Mobile app	✓	✓



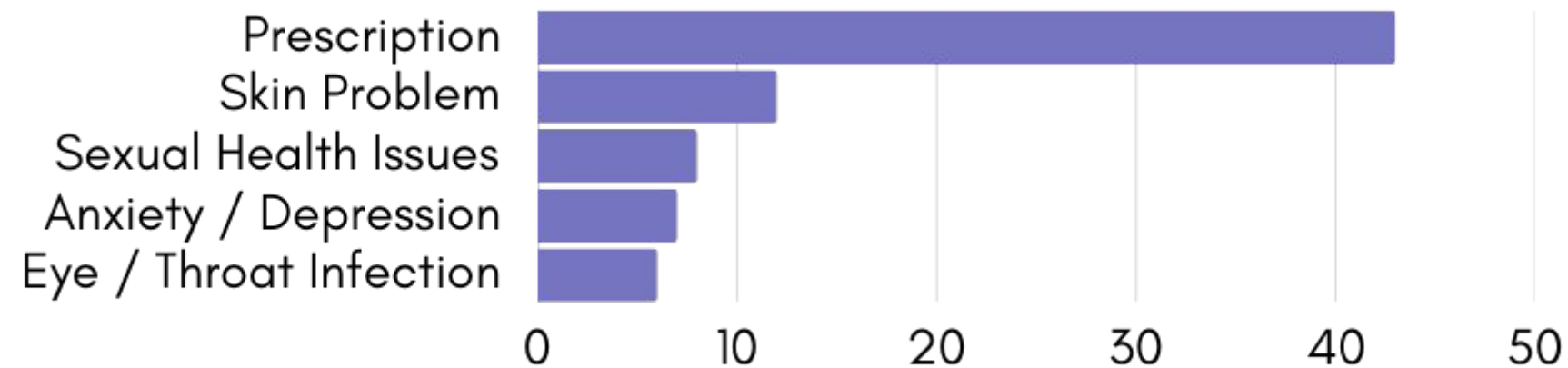
McGill University Insights

PGSS 2025-2026

1,046
completed GP
consultations

9 min
average wait
time

691
prescriptions
ordered



74%
of support was provided
weekdays between 7am and
12am

713
new student
registrations

15 min
average consult
duration

185
lab requisitions
ordered

4.67
Satisfaction rating
(out of 5 stars)

Real Feedback From McGill Students



McGill University Student
"10/10 experience. Dr. was very helpful and rapid in his treatment of my issue!"



McGill University Student
"Everything was great thank you so much"



McGill University Student
"Great..amazing for what I needed. I felt like I was actually respected and in charge of my health decisions. Thanks!"



McGill University Student
"Excellent service de la part du médecin.
Merci!"



McGill University Student
"Très efficace. Le médecin m'a mise en confiance et a répondu à toutes mes questions."



Pricing

Digital Doctor = \$25 PSPY



Unlimited access to general practitioners.

Unlimited access for dependents

Care concierge to help students navigate the services.

Optional pay-per-use add-on



\$ Access to mental health physicians at discounted rates.

- 30-minute Mental Health Visit – \$315
- 15-minute follow-up – \$230

\$ Access to ADHD assessments at discounted rates.

- 20-minute ADHD Evaluation visit - \$155
- 60-minute ADHD Assessment – \$370 (QC only)

Note: Rates may change and are always posted on the Maple app

GuardMe SSP

\$11.50 PSPY

Students pay approximately \$6.50 each academic year as part of their student fees

The University supplements the

What Sets GuardMe

Canadian owned and operated for nearly 30 years

Apart

Specialized Health & Travel Insurance: Offering customized health, travel, or accident policies for students.

Innovative & Digital-First Solutions: leveraging our tech-driven, direct-to-consumer models that simplify enrollment and claims processing.

Strong Risk Assessment & Claims Handling: Experience in underwriting and managing international student insurance can be adapted to serve domestic clients efficiently.

Established Relationships: Partnerships with educational institutions with support from a dedicated account management team and 24/7 customer care for students.

Scalable Systems: Existing technology platforms and digital claims



You Partner for Campus Wellness

We go beyond addressing mental health challenges—we empower institutions to build healthier, more connected communities where students and staff can truly thrive.

