

ADGM CLAIMS PROCESS – NON-FINANCIAL CREDITORS FAQ

CALCULATION OF THE CLAIM

Q: How do I calculate my claim?

A: The total you are claiming should include the base sum you claim to be owed to you, any outstanding uncapitalised interest (see below for more detail on interest) and any applicable taxes.

You are required to deduct from your claim all trade and other discounts which would have been available to the Company in the ordinary course but for the fact that it is in administration. You are, however, permitted to include in your claim any discounts you have given in return for immediate or early settlement of the debt by the Company. You should also deduct any payment made in relation to your claim or any set off that has been applied by the Company after 27 September 2020.

Please calculate your claim based on the total amount owed to you by the relevant Company(ies) as at the date of administration which is **27 September 2020**.

Q: What if my claim is for payments of a periodical nature?

A: In the case of rent and other payments of a periodical nature, you may claim for any amounts due and unpaid up to 27 September 2020.

Q: What currency should I submit my claim in?

A: Please submit your claim in United States Dollars (**USD**). If the amount outstanding is not due in USD please convert it to USD at the “official exchange rate”. For these purposes the “official exchange rate” is the middle market exchange rate of the Central Bank of the United Arab Emirates at the close of business on 27 September 2020. We can confirm that the relevant rate to use for claims that require translating from United Arab Emirates Dirhams (**AED**) to USD is 3.6725. **If your claim is submitted in any currency other than USD, please note that it may be rejected.** Therefore, please submit all claims only in USD.

Q: What exchange rate should I use?

A: Please convert your claim amount into USD at the official exchange rate prevailing on 27 September 2020. As noted above, the “official exchange rate” for these purposes is the middle market exchange rate of the Central Bank of the United Arab Emirates at the close of business on 27 September 2020.

If the currency of your claim is in AED, we can confirm that the exchange rate for AED to USD of the Central Bank of the United Arab Emirates at the close of business on 27 September 2020 is 3.6725.

Q: Do I include penalties / fees or charges?

A: You may only include any penalties, fees or other charges to the extent they have accrued on 27 September 2020 and only if such charges are stipulated by your supporting documentation.

ENTITIES AGAINST WHICH THE CLAIM(S) MUST BE SUBMITTED

Q: What do I do if I do not know what company to lodge my claim against?

A: It is necessary that you lodge your claim to a specific entity listed in Appendix 1. Please review your supporting documentation to identify to which entity your claim(s) relate(s). For example, suppliers should lodge their claim in the entity that is included on their purchase order.

The companies listed at Appendix 1 all in administration

Joint Administrators: Richard Fleming and Ben Cairns

The Companies' affairs, business and property are being managed by the Joint Administrators who act without personal liability
Registered Office: 16th Floor, WeWork Hub71, Al Khatem Tower, ADGM Square, Al Maryah Island, UAE

<http://www.nmc.ae>



In some cases, the claim may relate to more than one entity in which case you are required to submit a separate claim against each entity which owes you money.

Q: Which NMC Group entities can we lodge a claim against?

A: Creditors may only lodge a claim against NMC Group companies that are in administration in the ADGM. Please refer to Appendix 1 for a list of those entities. Claims made against any other entities will not be accepted.

Q: Can I lodge a claim in multiple companies for the same debt?

A: Please only lodge a claim against the entity(ies) that you have dealings with. Creditors may lodge the same claim against multiple companies if they are co-borrowers/guarantors.

Q: When can I lodge a claim in the NMC Health Plc (“Plc”) estate?

A: The Administrators of Plc have not yet requested creditors submit their claims. The Administrators will contact creditors separately in this regard.

Q: I only know the name of the facility I supply, not the name of the entity, what do I do?

A: Please refer to the below table which clarifies which facilities are in each entity.

| ADGM Filing Entity | Facility | Portal Login ID |
|--|---|-----------------|
| Al Zahra Pvt. Hospital Company Ltd | Al Zahra Hospital | NMC01-AADMP |
| Bait Al Shifa Pharmacy Ltd | New Medical Center Deira | NMC02-AADMP |
| Eve Fertility Center Ltd | Eve Fertility | NMC03-AADMP |
| Fakih IVF Fertility Centre Ltd | Fakih IVF Abu Dhabi | NMC04-AADMP |
| | Fakih IVF Al Ain | NMC04-AADMP |
| | Fakih-IVF Western Region | NMC04-AADMP |
| Fakih IVF Ltd | Fakih IVF Dubai | NMC05-AADMP |
| Grand Hamad Pharmacy Ltd | Sunny Al Nadha Medical Center, Al Nadha | NMC06-AADMP |
| Hamad Pharmacy Ltd | Dr Sunny Medical Center , Shahaba | NMC07-AADMP |
| New Medical Centre Ltd | New Medical Center Sharjah | NMC16-AADMP |
| | New Medical Center Deira | NMC15-AADMP |
| New Medical Centre Specialty Hospital Ltd | NMC Specialty Hospital Al Ain | NMC19-AADMP |
| New Medical Centre Trading Ltd | NMC Trading | NMC20-AADMP |
| New Pharmacy Company WLL Ltd | NPCL | NMC21-AADMP |
| New Sunny Medical Centre Ltd | New Dr Sunny Medical Center , Rolla | NMC22-AADMP |
| NMC Provita International Medical Centre Ltd | PIMC AUH | NMC08-AADMP |
| | PIMC AAN | NMC08-AADMP |
| | NMCRH LTCU | NMC08-AADMP |
| | Al Zahra LTCU | NMC08-AADMP |
| | Al Wadi Rehab | NMC08-AADMP |
| | NMCRH Rehab | NMC08-AADMP |
| NMC Royal Family Medical Centre Ltd | NMC Royal Family Medical Centre | NMC24-AADMP |
| NMC Royal Hospital Ltd | NMC Royal Hospital Khalifa City Abu Dhabi | NMC10-AADMP |
| | NMC Royal Hospital Dubai Investments Park | NMC09-AADMP |
| NMC Royal Medical Centre Ltd | NMC Royal Medical Center Abu Dhabi | NMC11-AADMP |
| | NMC Royal Karama | NMC11-AADMP |
| | NMC Royal Sahama | NMC11-AADMP |
| NMC Royal Womens Hospital Ltd | Cooper J3 Mall | NMC25-AADMP |
| | NMC Royal Women's Hospital | NMC25-AADMP |
| NMC Specialty Hospital Ltd | NMC Specialty Hospital Abu Dhabi | NMC12-AADMP |
| | NMC Specialty Hospital Dubai | NMC14-AADMP |
| Sharjah Pharmacy Ltd | New Dr Sunny Medical Center , Rolla | NMC28-AADMP |
| Sunny Al Buhairah Medical Centre Ltd | Sunny Al Buhaira Medical Center, Buhaira | NMC29-AADMP |
| | NMC Majaz Medical Centre | NMC29-AADMP |
| Sunny Al Nahda Medical Centre Ltd | Sunny Al Nadha Medical Center, Al Nadha | NMC30-AADMP |
| Sunny Dental Centre Ltd | Sunny Dental Center, Buhaira | NMC31-AADMP |
| Sunny Halwan Speciality Medical centre Ltd | Sunny Halwan Specialty medical centre | NMC32-AADMP |
| Sunny Maysloon Speciality Medical Centre Ltd | Sunny Maysloon Specialty Medical Centre LLC | NMC33-AADMP |
| Sunny Medical Centre Ltd | Dr Sunny Medical Center , Shahaba | NMC34-AADMP |
| Sunny Sharqan Medical Centre Ltd | Sunny Sharqan Medical Centre, Sharqan | NMC35-AADMP |
| Sunny Speciality Medical Centre Ltd | Sunny Speciality Medical Center, Rolla | NMC36-AADMP |



If the facility related to your claim is not shown above, please email INS_NMCADGM@alvarezandmarsal.com

COMPLETING YOUR CLAIM

- Q: If I have claims against multiple entity(ies) can I just submit one claim?**
A: No, you are required to submit a claim into each entity which owes you money. You will need to login into the relevant company's Portal to submit each claim.
- Q: Do I need to provide a statement as well as invoices?**
A: Please make every effort to provide a statement with supporting invoices.
- Q: What if I do not currently have all the information to support my claim / Can I provide more information later?**
A: Once you have submitted the claim details on the Portal, you will not be able to alter these details except with the agreement of the Administrators. (Please note that once you have submitted the claim details, you will not be able to amend your proof by submitting a fresh claim).

Please make every effort to lodge your claim with full supporting documentation at one time. However, it is possible to upload additional documents in support of your claim following the submission of your claim and, in some cases, the Administrators may expressly ask that you do so. **However, please note that any information not provided by 15 November 2020, will not be considered.**

The Administrators may call for any document or other evidence to be produced by you if it is considered necessary for the purpose of substantiating the whole or any part of your claim.

- Q: Can you tell me how much the company thinks it owes me?**
A: No – creditors are required to substantiate their claim. The Administrators will review the company books and records as part of the adjudication process.

GENERAL

- Q: When will I get my claim paid out?**
A: The Joint Administrators and their staff will review all claims provided to them. Creditors will be contacted in due course with further information regarding outstanding claims.
- Q: Does lodging of a claim impact ongoing supply to NMC?**
A: If you are an ongoing supplier of one of the NMC entities that is in administration you should have received a letter from the Joint Administrators. This letter includes details in respect of ongoing supply. Submitting a claim does not impact any of the newly issued purchase orders.

Should you have any further queries regarding the submission of claims, please email INS_NMCADGM@alvarezandmarsal.com



Appendix 1

1. **NMC Healthcare LTD** (with company number 000004210), including its Dubai branch with license no. 610400 (in administration)

(formerly known as N.M.C Health Care (L.L.C), with license no. 610400)
2. **Al Zahra Pvt. Hospital Company LTD** (with company number 000004237), including its branch Al Zahra Pvt. Hospital Company LTD – SHJ.BR, with license no. 16506 (in administration)

(formerly known as Al Zahra Pvt. Hospital Company Limited, with license no. 16506)
3. **Bait Al Shifaa Pharmacy LTD** (with company number 000004236), including its branches Bait Al Shifaa Pharmacy LLC Dubai Branch- Jafza, with commercial license no. 164999 and Bait Al Shifaa Pharmacy – Dubai Branch, with license no. 224351 (in administration)

(formerly known as Bait Al Shifaa Pharmacy (L L C), with license no. 224351)
4. **Eve Fertility Center LTD** (with company number 000004206), including its branch Eve Fertility Center LTD – SHJ.BR, with license no. 539107 (in administration)

(formerly known as Eve Fertility Center L.L.C, with license no. 539107)
5. **Fakih IVF Fertility Center LTD** (with company number 000004224), including its branches Fakih IVF Fertility Center LLC – Branch 3, with license no. CN-1360709-3, and Fakih IVF Fertility Center LLC – Branch 4 with license no. CN-1360709-4 (in administration)

(formerly known as Fakih IVF Fertility Center L.L.C., with license no. CN-1360709)
6. **Fakih IVF LTD** (with company number 000004220), including its Dubai branch with license no. 666849 (in administration)

(formerly known as Fakih IVF L.L.C, with license no. 666849)
7. **Grand Hamad Pharmacy LTD** (with company number 000004238), including its branch Grand Hamad Pharmacy LTD, with license no. 607766 (in administration)

(formerly known as Grand Hamad Pharmacy LLC, with license no. 607766)
8. **Hamad Pharmacy LTD** (with company number 000004209), including its branch Hamad Pharmacy LTD, with license no. 118795 (in administration)

(formerly known as Hamad Pharmacy L.L.C, with license no. 118795)
9. **N M C Provita International Medical Center LTD** (with company number 000004240), including its branches N M C Provita International Medical Centre L.L.C. – Branch 1, with license no. CN-1194307-1, Provita International Medical Centre L.L.C. – Branch 2, with license no. CN-1194307-2, and N M C Provita International Medical Centre L.L.C. – Branch 3, with license no. CN-1194307-3 (in administration)

(formerly known as N M C Provita International Medical Center L.L.C., with license no. CN-1194307)
10. **N M C Royal Hospital LTD** (with company number 000004225), including its branches NMC Clinic (BR of NMC Royal Hospital LLC), with license no. 814785, NMC Polyclinic Branch of NMC Hospital LLC, with license no. 163880, NMC DIC Clinic and Pharmacy (BR of NMC Royal Hospital LLC),



with license no. 860025, NMC Hospital (BR of NMC Royal Hospital LLC), with license no. 878386, and its Dubai branch with license no. 710432 (in administration)

(formerly known as N M C Royal Hospital L.L.C, with license no. 710432)

11. **N M C Royal Hospital LTD** (with company number 000004245) (in administration)

(formerly known as N M C Royal Hospital L.L.C., with license no. CN-2015786)
12. **N M C Royal Medical Centre LTD** (with company number 000004197), including its branches NMC Royal Medical Centre LLC – Branch (Shahama), with license no. CN-2912685, and NMC Royal Medical Centre LLC –Branch (Karama), with license no. CN-2895125, and NMC Royal Medical Centre LLC –Branch 1 (Abu Dhabi), with license no. CN-2150457-1 (in administration)

(formerly known as N M C Royal Medical Centre L.L.C., with license no. CN-2150457)
13. **N M C Specialty Hospital LTD** (with company number 000004217) (in administration)

(formerly known as NMC Specialty Hospital- LLC, with license no. CN-1026386)
14. **N.M.C Specialty Hospital LTD** (with company number 000004241), including its Dubai branch with license no. 562359 (in administration)

(formerly known as N M C Specialty Hospital (LLC), with license no. 562359)
15. **New Medical Centre LTD** (with company number 000004214), including its Dubai branch with license no. 127562 (in administration)

(formerly known as New Medical Centre L.L.C, with license no. 127562)
16. **New Medical Centre LTD** (with company number 000004216), including trading in Ras Al Khaimah as NMC Royal Dental Centre under license no. 38678, NMC Royal Medical Centre, under license no. 21518 and NMC Royal Pharmacy, under license no. 21669 and including its branches New Medical Centre Ajman LLC-BR, with license no. 95454, New Medical Centre L.L.C – Branch of Abu Dhabi 2, with license no. CN-1831682, New Medical Centre L.L.C.-Branch, with license no. 185190 and New Medical Centre LTD – SHJ.BR, with license no. 25954 (in administration)

(formerly known as New Medical Centre L L C, with license no. 25954)
17. **New Medical Centre Pharmacy LTD** (with company number 000004253) , including its branch New Medical Centre Pharmacy – LLC – Al Ain – NMC – Branch 1, with license number CN-1135313-1 (in administration)

(formerly known as New Medical Centre Pharmacy - L.L.C – AlAin – NMC, with license no. CN-1135313)
18. **New Medical Centre Pharmacy LTD** (with company number 000004255), including its branches New Medical Centre Pharmacy/Branch, with license no. 96634, New Medical Centre Pharmacy LLC NMC Branch 1, with license no. 766270 and New Medical Centre Pharmacy LTD – SHJ.BR, with license no. 608411 (in administration)

(formerly known as New Medical Centre Pharmacy LLC– N.M.C, with license no. 608411)



19. **New Medical Centre Specialty Hospital LTD** (with company number 000004228) (in administration)

(formerly known as New Medical Centre Specialty Hospital LLC, with license no. CN-1135806)
20. **New Medical Centre Trading LTD** (with company number 000004218), including its branches New Medical Centre Trading LLC Branch 1, with license no. CN-1027356-1, New Medical Centre Trading LLC Branch 2, with license no. CN-1027356-2, and New Medical Centre Trading LLC Branch 3, with license no. CN-1027356-3 (in administration)

(formerly known as New Medical Centre Trading L.L.C, with license no. CN-1027356)
21. **New Pharmacy Company LTD** (with company number 000004230), including its branches New Pharmacy Company WLL – Branch 1, with license no. CN-1029364-1, New Pharmacy Company WLL – Branch 2, with license no. CN-1029364-2, New Pharmacy Company WLL – Branch 4, with license no. CN-1029364-4, New Pharmacy Company WLL – Branch 6, with license no. CN-1029364-6, New Pharmacy Company WLL – Branch 7, with license no. CN-2914258, New Pharmacy Company WLL – Branch – (Shahama), with license no. CN-2936047, and New Pharmacy Company WLL – Branch 9, with license no. CN-2832792 (in administration)

(formerly known as New Pharmacy Company W L L, with license no. CN-1029364)
22. **New Sunny Medical Centre LTD** (with company number 000004202), including its branch New Sunny Medical Centre LTD – SHJ.BR, with license no. 556959 (in administration)

(formerly known as New Sunny Medical Centre LLC; N.M.C Medical Center L.L.C Shj. BR 2, with license no. 556959)
23. **NMC Holding LTD** (with company number 000004211) (in administration)

(formerly known as NMC Holding L.L.C., with license no. CN-1210596)
24. **NMC Royal Family Medical Centre LTD** (with company number 000004243) (in administration)

(formerly known as NMC Royal Family Medical Centre L.L.C., with license no. CN-1491505)
25. **NMC Royal Women’s Hospital LTD** (with company number 000004235), including its branch Cooper Health Clinic 1 – Dubai Branch, with license no. 689748 (in administration)

(formerly known as NMC Royal Womens Hospital LL.C., with license no. CN-1532709)
26. **NMC Trading LTD** (with company number 000004233), including its branches NMC Trading LLC Branch-DXB, with license no. 637024, NMC Trading LLC (Branch) – DXB, with license no. 755519, NMC Trading LLC Branch-Ajman, with license no. 57474, NMC Trading LLC RAK Branch, with license no. 32957, NMC Trading LLC (Branch)-Fujairah, with license no. 14167, and its Dubai branch license no. 207104 (in administration)

(formerly known as NMC Trading L L C, with license no. 207104)
27. **Reliance Information Technology LTD** (with company number 000004234) (in administration)

(formerly known as Reliance Information Technology.LLC, with license no. CN-1031535)



28. **Sharjah Pharmacy LTD** (with company number 000004239), including its branch Sharjah Pharmacy LTD – SHJ.BR, with license no. 14966 (in administration)

(formerly known as Sharjah Pharmacy L.L.C, with license no. 14966)
29. **Sunny Al Buhairah Medical Centre LTD** (with company number 000004199), including its branch Sunny Al Buhairah Medical Centre LTD – SHJ.BR, with license no. 558052 (in administration)

(formerly known as N.M.C MEDICAL CENTER L.L.C SHJ.BR and Sunny Al Buhairah Medical Centre LLC, with license no. 558052)
30. **Sunny Al Nahda Medical Centre LTD** (with company number 000004232), including its branch Sunny Al Nahda Medical Centre LTD – SHJ.BR, with license no. 572409 (in administration)

(formerly known as N.M.C MEDICAL CENTER L.L.C SHJ.BR 4 and Sunny Al Nahda Medical Centre LLC, with license no. 572409)
31. **Sunny Dental Centre LTD** (with company number 000004198), including its branch Sunny Dental Centre LTD – SHJ.BR, with license no. 571311 (in administration)

(formerly known as N.M.C Dental Centre L.L.C and Sunny Dental Centre LLC, with license no. 571311)
32. **Sunny Halwan Speciality Medical Centre LTD** (with company number 000004204), including its branch Sunny Halwan Speciality Medical Centre LTD – SHJ.BR, with license no. 747560 (in administration)

(formerly known as Sunny Halwan Speciality Medical Centre LLC, with license no. 747560)
33. **Sunny Maysloon Speciality Medical Centre LTD** (with company number 000004205), including its branch Sunny Maysloon Speciality Medical Centre LTD – SHJ.BR, with license no. 751420 (in administration)

(formerly known as Sunny Maysloon Speciality Medical Centre L.L.C, with license no. 751420)
34. **Sunny Medical Centre LTD** (with company number 000004231), including its branch Sunny Medical Centre LTD – SHJ.BR, with license no. 212280 (in administration)

(formerly known as N.M.C MEDICAL CENTER L.L.C SHJ.BR 1 and Sunny Medical Centre LLC, with license no. 212280)
35. **Sunny Sharqan Medical Centre LTD** (with company number 000004203), including its branch Sunny Sharqan Medical Centre LTD – SHJ.BR, with license no. 744404 (in administration)

(formerly known as Sunny Sharqan Medical Centre L.L.C, with license no. 744404)
36. **Sunny Specialty Medical Centre LTD** (with company number 000004200), including its branch Sunny Specialty Medical Centre, with license no. 545893 (in administration)

(formerly known as N.M.C MEDICAL CENTER L.L.C SHJ.BR 3 and Sunny Specialty Medical Centre L.L.C., with license no. 545893)

