

Confirmation.com FEES & CREDIT POLICY

There is no fee to browse and register through www.confirmation.com. Fees for confirmations are detailed below.

Note — Fees are paid for the right to request and receive confirmations through www.confirmation.com. You do not purchase any exclusive rights to a web page on www.confirmation.com.

- **In-Network Confirmation Fee**

When you send standard In-Network confirmations through www.confirmation.com, for each entity you send confirmations you pay up to a twenty-six dollar (\$26.00) fee per account confirmed for the first twenty-five (25) accounts at that entity for the same balance request date per client. Per account fees are applicable to all available In-Network account types. From time to time some of those fees may be shared with our business partners.

The following is a schedule showing examples of the fee structure:

# of Accounts Confirmed at the Entity*	Approximate Fee
1	\$26.00
10	\$260.00
25	\$650.00
100	\$650.00

* For the same client with the same balance request date.

- **In-Network Consolidated Form Confirmation Fee**

Consolidated Forms are a service offering provided by a certain responders with operations typically in Europe, Middle East, and Asia. These forms request a search for all related accounts/products based on the client information provided by the auditor. Because this search can span multiple departments and/or locations, it is important to note that these requests can take longer than a standard per account request. For each request you send you pay a ninety-nine dollar (\$99.00) fee per request confirmed for the first (5) requests at that entity for the same balance request date per client.

The following is a schedule showing examples of the fee structure:

# of Consolidated Requests Confirmed at the Entity*	Total Fee
1	\$99.00
3	\$297.00
5	\$495.00
10	\$495.00

* For the same client with the same balance request date.

- **In-Network AR/AP Confirmation Fee**

When you send In-Network AR or AP confirmations through www.confirmation.com, for each entity you send confirmations you pay up to a twenty-six dollar (\$26.00) fee per request. From time to time some of those fees may be shared with our business partners. Note that a single In-Network AR and AP Invoice confirmation can contain multiple invoices for the same client & responder.

The following is a schedule showing examples of the fee structure:

# of Requests Confirmed	Total Fee
1	\$26.00
3	\$78.00
5	\$130.00

- **Legal Confirmation Fee**

When you send legal confirmations through www.confirmation.com, for each entity you send confirmations you pay a thirty dollar (\$30.00) per request fee. The following is a schedule showing examples of the fee structure:

# of Requests Confirmed	Total Fee
1	\$30.00
3	\$90.00
5	\$150.00

- **Credit Inquiry Fee**

When you send credit inquiries through www.confirmation.com you pay a fee per request. The fees charged for credit inquiries may vary between participating financial institutions. Each participating financial institution may individually determine the number of accounts permitted on a single credit inquiry request as well as any additional fee for expedited service. The following is a schedule showing examples of the fee structure:

# of Credit Inquiries	Financial Institution Fee	Total Fee
1	\$15.00 @ Bank X	\$15.00
2	\$15.00 @ Bank X	\$30.00
1	\$30.00 @ Bank Y	\$30.00
2	\$30.00 @ Bank Y	\$60.00
1	\$25.00 Expedited Request @ Bank Z	\$25.00

- **Out-of-Network Electronic Confirmation Fee**

All Out-of-Network electronic confirmations through www.confirmation.com are \$2.95. Confirmation.com may share these fees with our business partners.

- **Paper Fulfillment Confirmation Fees**

All Out-of-Network paper confirmations through www.confirmation.com are processed via our print fulfillment service offering. This offering includes the following services:

- Confirmation forms
- PDF version of all printed/shipped forms
- Address and zip code standardization (US addresses only)
- Complimentary Address Lookup
- Outgoing postage (US Domestic and International)
- Standard #9 remit envelope*
- Shipment Status (USPS shipment confirmation)

** # 9 Remit envelopes are included only if appropriate for the contents of the original shipment.*

Paper processing fees are based upon the recipients delivery address and are subject to change:

US Domestic Delivery	International Delivery
\$2.95	\$2.95

- **Address Lookup™ Fee**

All Address Lookups through www.confirmation.com are free (\$0.00). Confirmation.com reserves the right to charge for this service in the future and may share these fees with our business partners.

- **International Billing**

Confirmation.com service fees can be displayed and charged in a currency other than US dollars upon request. US rates will be converted to the requested currency using a third-party exchange rate application and adjusted periodically.

- **Credits**

Any and all credits must be requested within 90 days of the original purchase receipt date, and will be given at the lowest effective price. The following is a schedule showing examples of the credit structure for In-Network confirmations as well as the price for the next account confirmation for the same client, at the same bank, with the same balance request date, using In-Network confirmations:

# of Accounts Confirmed at the Entity	Total Fee	# of Accounts Credited at the Entity	Total Credit	*Next Account Confirmation Priced at:
1	\$26.00	1	\$26.00 (1 account at \$26.00)	\$26.00
3	\$78.00	1	\$26.00 (1 account at \$26.00)	\$26.00
5	\$130.00	2	\$52.00 (2 accounts at \$26.00 each)	\$26.00
10	\$260.00	2	\$52.00 (2 accounts at \$26.00 each)	\$26.00

* Next Account Confirmation must be for the same client at the same bank with the same balance request date.

Note: Credits for Consolidated Form confirmations and Paper confirmations will be given at the original purchase price unless noted. Credits for paper confirmations will not be given based on the responding party's failure to respond to the request in a timely manner or at all.

- **Response/Response Time Guarantee**

Confirmation.com provides a guarantee to the auditor that there will be a response to a confirmation request within specified period of time. If a response is not provided to a confirmation request within that specified time then Confirmation.com will refund the cost of that specific account confirmation to the requestor. Here are the Response/Response Time Guarantees:

Type of Confirmation	Response/Response Time Guarantee
In-Network	20 Business Days

Note: Certain responding entities may provide shorter guaranteed response/response times than those listed here in order to provide the requestor with even faster responses.

- **Response Time/Business Day Credits**

A single Business Day means anytime the next day through 11:59:59pm excluding weekends, United States Federal holidays, and Bank holidays. Here are examples:

Number of Business Days	Initiate Confirmation Anytime On:	Response Due Date Anytime On or Before 11:59:59PM:
1	Monday, March 1	Tuesday, March 2
3	Monday, March 1	Thursday, March 4
5	Monday, March 1	Monday, March 8
10	Monday, March 1	Monday, March 15

In the following examples, assume Friday, March 5 is either a United States Federal or Bank holiday:

Number of Business Days	Initiate Confirmation Anytime On:	Response Due Date Anytime On or Before 11:59:59PM:
1	Monday, March 1	Tuesday, March 2
3	Monday, March 1	Thursday, March 4
5	Monday, March 1	Tuesday, March 9
10	Monday, March 1	Tuesday, March 16

- **Invoicing Procedures and Payment**

At the time you send confirmations, before the confirmations are sent to the responders, you will be asked to pay for the confirmation service using a credit card through our credit card processor Verisign®. A copy of the invoice will be displayed for you to verify the accuracy of the information, and a copy will be emailed to you at the email address set up in your profile.

- **Tax**

Confirmation.com reserves the right to collect sales tax, use tax and/or value added tax (VAT) from its users where required by law.

- **Refund Request**

All refund requests should be emailed to customer.support@confirmation.com or should be submitted in writing to:

Capital Confirmation, Inc.
Customer Support
214 Centerview Drive, Suite 265
Brentwood, TN 37027