

Exhibit A - Professional Services Description

Professional Services - Broker Briefcase

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- **Overview.** This service agreement includes services for the Customer's initial implementation of the product. Additional components, not listed here, require additional services.
- **Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement shall consist of a Project Manager with overall responsibility for project success as well as other resources as needed, which may include Implementation Consultants, Product Trainers, and Database Analysts.
- **Duration.** 6-10 weeks from Project Start Date based on Customer responsiveness and availability.
- **Inclusions.** The following services will be provided as part of this agreement.
 - Project Management
 - Site activation and user setup
 - Logo setup
 - Activation and configuration of "Send on Behalf" functionality
 - Setup of one (1) dedicated IP address and the associated "Send on Behalf" utility
 - Webinar training or Remote Hands On Training
 - Post-implementation consulting services
- **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
 - On-site training at physical location
 - OSHA Log data imports (Broker Briefcase P&C – US only)
 - Additional dedicated IP addresses (applies only to "Send on Behalf" functionality)
- **Expiration.** All Professional Services are subject to the Zywave Cancellation Policy available at www.zywave.com. Any unused Professional Services Fees will expire 6 months from date of purchase. Any Professional Services performed following such expiration will require an additional Professional Services Fee at Zywave's then-current rates
- **Billing.** The Professional Services Fee is due upon execution of this Agreement.

Zywave will bill Customer for reasonable and actual travel, living expenses (if applicable) and related incidental expenses incurred by Zywave's personnel in rendering the Services.

Additional seats in Remote Hands-On Lab training may be added prior to initial training for a rate of \$500.00 USD/ \$500 CAD/£325 GBP each upon written notice to a Zywave representative.