

Exhibit A - Professional Services Description

Professional Services – Loss Insight

- I. **Overview.** This service agreement includes services for the Customer's initial implementation of Loss Insight. Additional components, not listed here, require additional services.
- II. **Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement will include an Implementation Consultant and Product Training.
- III. **Duration.** 4-6 weeks from Project Start Date based on Customer responsiveness and availability.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
 - a. Initial Setup:
 - i. SFTP portal activation and data import
 - ii. Setup of global user profile
 - b. Training:
 - i. Access to Zywave University via On Demand curriculum offerings
 - c. Consulting:
 - i. Implementation Consulting Services, including best practices and workflow documentation.
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
 - a. Initial Setup:
 - i. Setup/activation of individual user profiles
 - b. Training:
 - i. Instructor lead, Customized and One on One training
 - ii. On-site training or consulting at Customer or Zywave physical locations
 - c. Consulting:
 - i. Report customizations
- VI. **Expiration.** All Professional Services are subject to the Zywave Cancellation Policy available at <https://www.zywave.com/training-cancellation-policy>. 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.
- VII. **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.