

Exhibit A - Professional Services Description

Professional Services – MGA Hub

- I. Overview.** This service agreement includes services for the Customer's initial implementation of the Hosted Application. 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.
- III. Estimated Duration.** 12 weeks from Project Start Date dependent upon Customer engagement.
- IV. Inclusions.** The following services will be provided as part of this agreement.
- a. **Initial Setup**
 - i. Site activation and User setup
 - 1. Creation of number of offices or carriers based on Customer's Product Schedule
 - ii. Initial logo upload (jpg or png format)
 - b. **Consulting**
 - i. Remote site system configuration of Users and carrier credentials
 - ii. Validation of carrier credentials in development environment
 - iii. Deployment of credentials per carrier in production Hub environment
 - iv. Remote hands-on quoting training for Customer
 - v. Assistance in initial Customer log-in once Hub environment is live
- V. Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement and subsequent cost estimate:
- a. **Initial Setup:**
 - i. Ongoing maintenance of Users, offices, or carriers post go-live will require an amendment
 - ii. Setup of additional Users, offices, or carriers post go-live will require an amendment
 - b. **Consulting:**
 - i. Custom graphic design work
 - ii. On-site consulting at Customer or Zywave physical locations
- 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.