



API & Enterprise Plan Service Agreement

Prepared for

Codecentric

Summary

Pia,

On behalf of HelloSign, we are excited to work with Codecentric to help simplify your document signing experience.

As you explore the power of HelloSign, we are proud to offer free access to our Customer Success and API Support teams to maximize your user experience. If you're unsure who is the right team to contact reach out to Customer Success. They'll help you land in the right place to get help as quickly as possible.

Based on our conversations, I have put together this detailed quote outlining the start of our exciting business relationship together.

Please let me know if you have any questions.

Best regards,

Jack Dauer
Senior Account Executive

About HelloSign

HelloSign simplifies work for millions of individuals. Over 65,000 companies world-wide trust the HelloSign platform – which includes eSignature, digital workflow and electronic fax solutions with HelloSign, HelloWorks and HelloFax – to automate and manage their most important business transactions.



For more information visit <http://www.hellosign.com>

Quote Terms

DATE: 4/30/2018


ATTENTION: Pia Erbrath


COMPANY: Codecentric

ADDRESS: Please provide, and I will add.

PREPARED BY: Jack Dauer
jack.dauer@hellosign.com
(415) 697-2529

PROJECT DETAILS: API Gold Plan with 450 monthly signature requests & 80-seat enterprise web app plan

Description	Monthly Price (list)	Duration (months)
HelloSign API Gold Plan 	\$449.00	12
450 API Signature Requests/Month		
15-Templates		
Data Deletion		
OAuth		
Embedded Signing		
Embedded Requesting		
Advanced Signing Tools		
Terms:	Subtotal (Annual)	\$5,388
- Expiration: Pricing and conditions expires on 5/31/18.	Discount	20%
- Payment: Annual subscription requires payment in full for the first 12 months	Monthly Payment (After Discounts)	\$359
- Discount applicable for 12 months of service.	TOTAL (Annual Payment)	\$4,310
- Terms Of Service:	www.hellosign.com/legal/api-terms	

Description	Quantity (seats)	Cost (per seat)	Monthly Price (list)	Duration (months)
HelloSign Enterprise Plan 	80	\$24.00	\$1,920	12
Unlimited Documents				
Unlimited Support				
Unlimited Storage				
Audit Trail				
Data Validation				
Status Notifications	Salesforce Integration			
Integrate w/ Google Drive	HIPAA and SOC 2			
In-Person Signing	Advanced Features			
Branding	Adv. Admin Features			
Team Transaction Overview	User Reporting			
Signer Access Code				
Terms:			Subtotal (Annual)	\$23,040
- Expiration: Pricing and conditions expire on 5/31/18			Non-Profit Discount	20%
- Payment: Annual subscription requires payment in full for the first 12 months via credit card			Cost Per Seat (After Discount)	\$19
- Discount applicable for first 12 months of service.			Monthly Payment (After Discounts)	\$1,536
- Terms Of Service: www.hellosign.com/legal/tos			Total (Annual Payment)	\$18,432

Codecentric

NAME: Pia Erbrath

TITLE:

SIGNATURE:

HelloSign, Inc

NAME: Jack Dauer

TITLE: Senior Account Executive

SIGNATURE:

Support & Services

INCLUDED WITH SUBSCRIPTION	DETAILS	COST
Test Account	Free API Testing	Included
API Documentation	Unlimited	Included
Customer Support	Email, Chat, Forum	Included
Customer Success	Designated Success Manager	Included

Concierge Level Support That's Included

We understand that every deployment is unique and requires concierge-level support to be successful. You will be assigned a designated Customer Success Manager who will work closely with you to ensure that your implementation is successful. In addition to your Customer Success Manager, API customers will get access to the HelloSign API Support Team for technical questions and assistance.

Customer Success and API Support are available Monday - Friday from 9:00am - 5:00pm PST. HelloSign also offers Professional Services to help set up complex deployments. Contact your account representative for pricing and additional details.

API Support Team

- Developer Support - have your developers talk with a developer who specializes in the HelloSign API
- Technical, use case, and implementation questions directly related to the API
- Engaged and invested in working together to improve the developer experience as well as the business user experience with our API's
- Your point of contact for pressing needs and troubleshoot errors you or your customers receive
- Performs the App Approval for embedded workflows

Customer Success Manager

- Questions about your implementation
- Product feedback/feature requests
- Best practice recommendations for streamlining solutions to problems you want to solve using HelloSign
- Billing/upgrade-related questions
- Provide proactive outreach ranging from product updates to strategic suggestions based on your usage patterns

Awards & Recognition



10 Reasons Why Our Customers Love Us

1. World-class API documentation
2. Best-in-class end user experience & support
3. Built to be embedded (Embedded Templates for your customers)
4. Great UI and powerful platform
5. Fastest rate of innovation - New releases every three weeks
6. True White Labeling - No "Powered by HelloSign"
7. #1 e-signature for small businesses (2018 G2crowd report)
8. Competitive Pricing (DocuSign, where you at?)
9. Security-focused (SOC 2, HIPAA, Audit Trails, and more)
10. Mobile-first document workflow automation

Here's what our customer are saying:

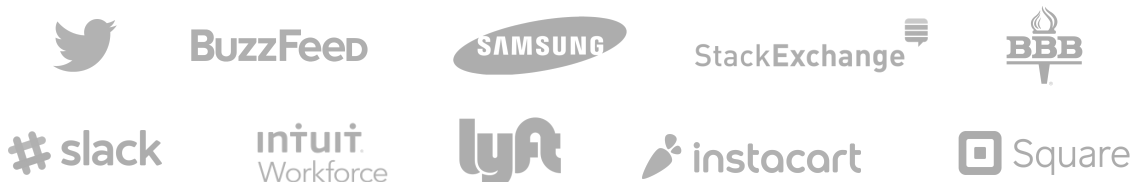
"We looked at all the top-tier providers and HelloSign had the cleanest API by far. With all the others it was too difficult to build what we wanted."

- Vivek Shah
CEO, Co-Founder of SimplyInsured

"We wanted an API built by a team that valued user experience as much as we do. At the end of the day we chose HelloSign because it was the best combination of features, price and user experience."

- Max Mullen
CEO, Co-Founder of Instacart

Trusted by:



Security

Our First Priority

Everything we do at HelloSign is done with security top of mind. We are proud to be a SkyHigh CloudTrust provider with the highest rating of “Enterprise-Ready” status and 99.9% uptime. We are compliant with all major eSignature laws including ESIGN, UETA, and European eIDAS. Our SSL encryption, world-class server infrastructure, and audit trails ensure that your documents are kept safe and secure. Finally, multiple layers of authentication verify every signer’s identity and documents are encrypted using AES 256-bit encryption.

Here are a few things we do to make sure your data is secure.

- SOC 2 Type I
- HIPAA
- All documents are encrypted at rest using AES 256-bit encryption
- For any document in transit to be signed, all communications are encrypted using SSL/TLS
- All backups are encrypted
- HSTS is enabled (HTTP Strict Transport Security)
- All passwords are hashed and salted
- HSTS is enabled (HTTP Strict Transport Security)
- All passwords are hashed and salted
- Penetration testing is done by an independent third party
- Hosting in a state-of-the-art SSAE 16 audited facility that is also ISO 27001
- Audit Trails
- Role-based security
- All transactions are legally binding (documents post-signing are non-editable)
- Private Bug Bounty program with HackerOne (same as US Pentagon)

