



SERVICE AGREEMENT

Part A: Parties

SPREEDLY		CUSTOMER	
Name:	Spreedly, Inc.	Name:	14 W Administrative Services, LLC
Address:	733 Foster Street, Suite 100	Address:	14 W Mt Vernon Pl
City/State:	Durham, NC 27701	City/Country:	Baltimore, MD 21201
PRIMARY SPREEDLY CONTACT		PRIMARY CUSTOMER CONTACT	
Name:	Daniel Scagnelli	Name:	Dave Demsky
Title:	Sr Enterprise Account Executive	Title:	Sr Director, FinTech
Phone:	888-727-7750	Phone:	
Email:	dscagnelli@spreedly.com	Email:	ddemsky@14west.us

Part B: Terms

- This Service Agreement (including its exhibits, the "**Agreement**") is effective as of the last date of signing below ("**Effective Date**") and is between Spreedly, Inc. ("**Spreedly**"), and the customer listed above (the "**Customer**"). Except as otherwise provided herein, this Agreement is subject to the Spreedly Privacy Policy ("**Privacy Policy**"), which is incorporated herein by reference, and which can be viewed at <https://spreedly.com/>. To the extent that any term in the Privacy Policy conflicts with the terms of this Agreement or any inconsistency between the Privacy Policy and this Agreement exists, the terms of this Agreement shall prevail.
- Provision and Use of Service.
 - Spreedly hereby grants the Customer a worldwide, limited, non-exclusive, non-transferable license, without the right to sublicense, during the Term, to electronically access and use the Spreedly API (the "**Service**") to validate, tokenize and vault credit cards (and other payment types) and then process charges against those payment methods against one or more of the payment gateways that are integrated to the Service and/or third-party payment method receivers that Spreedly supports, and, where applicable, automatically update expired or lost credit cards. Spreedly is not a payment gateway or merchant account provider and Spreedly does not assume any direct or indirect liability or responsibility for Customer's agreements with payment gateways or merchant account providers supported on our Service; provided that Spreedly shall give Customer thirty (30) days prior written notice of discontinuation if Spreedly knows that it is discontinuing the Service's compatibility with Customer's preferred payment gateway or merchant account provider at any time during the Term, whereupon Customer may at its option terminate this Agreement immediately upon written notice to Spreedly. The foregoing license includes Customer's right to access and use Spreedly's website and any software programs, documentation, tools, internet-based services, components, and any updates (including software maintenance, service information, help content, bug fixes or maintenance releases) provided to Customer by Spreedly in connection with the Service.
 - Each party shall comply with all governmental laws, directives, rules and regulations (collectively, "**Laws**") applicable the Service. Spreedly reserves the right to restrict access to the Service if it determines, in its sole discretion, that Customer is in violation of this requirement. Customer hereby grants Spreedly authorization to share information with law enforcement about Customer, Customer's transactions and Customer's Spreedly account, in each case to the extent (i) required by applicable Law, (ii) requested by applicable regulatory or government authority, or (iii) Spreedly reasonably determines in good faith that failure to report to an applicable regulatory or government authority is reasonably likely to result in liability to Spreedly; provided that Spreedly shall provide prior notice of such disclosure to Customer if notice is legally permitted.
 - Spreedly reserves the right to not store or submit any transaction Customer submits that Spreedly believes is in violation of this Agreement or applicable Law, any other Spreedly agreement, or otherwise constitutes fraud and/or other criminal acts.
- Intellectual Property Rights.
 - The Service is licensed and not sold. Spreedly reserves all rights not expressly granted to Customer in this Agreement. The Service is protected by copyright, trade secret and other intellectual property laws. Spreedly owns the title, copyright and other worldwide Intellectual Property Rights (as defined below) in the Service and all copies of the Service. This Agreement does not grant Customer any rights to our trademarks or service marks. For the purposes of this Agreement, "**Intellectual Property Rights**" means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, trademark, trade dress and service mark rights, goodwill, trade secret rights and other intellectual property rights as may now exist or hereafter come into existence, and all applications therefore and registrations, renewals and extensions thereof, under the Laws of any state, country, territory or other jurisdiction.

- b. Customer may submit comments or ideas about the Service, including without limitation, about how to improve the Service or other Spreadly products (“**Ideas**”). By submitting any Idea, Customer agrees that its disclosure is gratuitous, unsolicited and without restriction and will not place Spreadly under any fiduciary or other obligation, and that Spreadly is free to use the Idea without any additional compensation to Customer, and/or to disclose the Idea on a non-confidential basis or otherwise to anyone. Customer further acknowledges that, by acceptance of its submission, Spreadly does not waive any rights to use similar or related ideas previously known to Spreadly, or developed by its employees, or obtained from sources other than Customer. Notwithstanding the foregoing, no communications or materials which incorporates or references Customer’s Confidential Information (defined below) shall be considered “Ideas” hereunder.

4. Term and Termination.

- a. Unless otherwise terminated in accordance with this Agreement, the initial term of this Agreement shall be for a period of twenty five (25) months from the Effective Date (the “**Initial Term**”). Thereafter, this Agreement shall not automatically renew. The parties mutually agree to commence discussions regarding a possible renewal or extension of the Initial Term at least ninety (90) days prior to the expiration of the Initial Term.
- b. Either party may terminate this Agreement, by written notice to the other party effective as of the date specified in such notice, if the other party materially breaches this Agreement and such breach: (i) cannot be cured; or (ii) being capable of cure, remains uncured thirty (30) days after the breaching party receives written notice thereof. Without limiting the foregoing, in the event of a breach that gives rise to the right by Spreadly to terminate this Agreement, Spreadly may elect, as an interim measure, to suspend the Service upon written notice to Customer until the breach is cured and all fees shall continue to accrue during the period of such suspension. Spreadly’s exercise of its right to suspend performance shall be without prejudice to Spreadly’s right to terminate this Agreement upon written notice to Customer.
- c. Upon termination of this Agreement for any reason, (i) Spreadly will immediately discontinue Customer’s access to the Service; (ii) Customer shall complete all pending transactions and stop accepting new transactions through the Service; (iii) Customer will discontinue use of any Spreadly trademarks and immediately remove any Spreadly references and logos from Customer’s website; (iv) each party promptly returns to the other or, if so directed by the other party, destroys all originals and copies of any Confidential Information of the other party (including all notes, records and materials developed therefrom), and (v) Customer will promptly pay to Spreadly any outstanding, undisputed fees applicable to the Service up to the effective date of such termination.

5. Representations.

- a. Each party to this Agreement represents and warrants to the other that: (i) it possesses the legal right and corporate power and authority to enter into this Agreement and to fulfill its obligations hereunder; and (ii) its execution, delivery and performance of this Agreement will not violate the terms or provision of any other agreement, contract or other instrument, whether oral or written, to which it is a party.
- b. Customer represents and warrant to Spreadly that: (i) it will not use the Service, directly or indirectly, for any fraudulent undertaking or in any manner so as to materially interfere with the use or performance of the Service; (ii) it will comply, at its own expense, with all Laws applicable to Customer’s performance of its respective obligations hereunder, as well as: (A) the applicable terms of service of the payment gateways, merchant service providers and/or API endpoints Customer connects with on the Service; (B) the applicable operating rules, bylaws, schedules, supplements and addenda, manuals, instructions, releases, specifications and other requirements, as may be amended from time to time, of any of the payment networks including Visa, MasterCard, American Express, Discover Financial Services, and any affiliates thereof or any other payment network applicable to this Agreement; (C) PCI-DSS and PA-DSS, as applicable; and (D) the regulations promulgated by any regulatory or governmental authority having jurisdiction over the subject matter hereof.
- c. Spreadly represents and warrants that: (i) the Service will perform in material conformance with the technical documentation located at: <https://docs.spreadly.com/>; (ii) the Service will process transactions in compliance with all applicable Laws; and (iii) as of the Effective Date, to Spreadly’s knowledge after reasonable inquiry the Service does not contain or transmit any virus, malware, worm, Trojan horse, disabling device, or other harmful or malicious code, script, or tool, and has been scanned and/or tested with industry standard tools to verify same.

- 6. Pricing. Spreadly will charge Customer the fees outlined on Exhibit A for use of the Services, to be invoiced and paid according to the timeline set forth therein.

7. Confidential Information.

- a. For the purposes of this Agreement, “**Confidential Information**” means any and all technical and non-technical information, whether in graphic, electronic, written or oral form, disclosed by either Spreadly or the Customer (the “**Disclosing Party**” as applicable) to the other party (the “**Receiving Party**”), including the Spreadly API or any API owned or otherwise controlled by the Customer, any ideas, techniques, drawings, designs, descriptions, specifications, works of authorship, patent applications or other filings, models, inventions, know-how, processes, algorithms, software source documents, and formulae related to the current, future, and proposed technologies, products and services of each of the parties, and also any information concerning research, experimental work, development, engineering, financial information, purchasing, customer lists, pricing, investors, employees, business and contractual relationships, business forecasts, business plans, Personal Information, sales and merchandising, marketing plans of or related to Spreadly or the Customer and information either party provides to the other regarding or belonging to third parties, whether or not labeled or marked as “Confidential,” “Proprietary” or with a similar proprietary legend, and which may also be disclosed verbally. “Confidential Information” does not include

any information which: (i) now or hereafter enters the public domain through no breach of an obligation of confidentiality or other fault of the Receiving Party; (ii) the Receiving Party rightfully receives free of any obligation of confidentiality at the time of receiving such information; (iii) is rightfully received by the Receiving Party from a third party without restriction on disclosure and without breach of any confidentiality obligations; or (iv) employees or agents of the Receiving Party have independently developed without any use of or reference to any Confidential Information and without breaching this Agreement.

- b. The Receiving Party shall: (i) only disclose Confidential Information to any of its and/or its affiliates' employees, officers, directors, partners, consultants, contractors, agents and representatives (collectively, its "**Representatives**") that have a need to know such Confidential Information in connection with the subject matter of this Agreement and who have agreed to confidentiality obligations with respect thereto at least as restrictive as those stated in this Agreement; (ii) hold in strict confidence and not disclose any Confidential Information to any third party, except as permitted herein; (iii) protect and safeguard any and all Confidential Information using the same standard of care as it uses to protect and safeguard its own confidential and/or proprietary information, but in no event less than a reasonable standard of care; (iv) use such Confidential Information only to the extent required for the purposes of this Agreement; (v) not reproduce Confidential Information in any form except as required for the purposes of this Agreement; (vi) not reverse-engineer, decompile, or disassemble any software or devices disclosed by the other party as part of the Confidential Information; (vii) not directly or indirectly export or transmit any Confidential Information to any country to which such export or transmission is restricted by regulation or statute; and (viii) promptly provide the other party with notice upon discovery of any loss or unauthorized disclosure of the Confidential Information. Each party shall be liable for any failure of its Representatives to abide by the provisions of this Agreement as if such failure was the act or omission of such party.
 - c. Notwithstanding the foregoing, the Receiving Party may disclose Confidential Information (i) to the extent required by a court or other governmental authority of competent jurisdiction or otherwise as required by applicable Laws; (ii) on a "need-to-know" basis and under an obligation of confidentiality to its legal counsel, accountants, banks and other financing sources and their advisors who have agreed to be bound by confidentiality obligations at least as stringent as those set forth hereunder with respect thereto; or (iii) to a Qualified Security Assessor ("**QSA**") for the purpose of assessing compliance with the Payment Card Industry Data Security Standards ("**PCI-DSS**"); provided that, with respect to disclosure pursuant to clause (i) or (iii) above, the Receiving Party shall notify the Disclosing Party in advance of such disclosure (if notice is legally permitted) and reasonably cooperate with any effort by the Disclosing Party to contest the disclosure or secure a protective order or other confidential treatment for such disclosure.
 - d. All Confidential Information (including all copies thereof) shall remain the property of the Disclosing Party. Upon the request of the Disclosing Party, the Receiving Party shall either (a) return such materials to the Disclosing Party; or (b) certify in writing as to the destruction thereof.
 - e. The parties acknowledge that a Receiving Party's breach of its obligations under this Section could cause the Disclosing Party irreparable injury, the extent of which is not readily calculable as money damages. Accordingly, in the event of any actual or threatened breach by Receiving Party of such obligations, the Disclosing Party shall be entitled to seek preliminary and/or final injunctive relief as a remedy therefor, without the necessity of posting bond or other security, in addition and without prejudice to any other remedies available to the Disclosing Party at law or in equity.
8. Publicity. Neither party may use the other party's name or logo for any purpose without first obtaining the other party's prior written consent in each instance, which shall not be unreasonably withheld, conditioned, or delayed..
 9. PCI-DSS. Spreadly represents and warrants that, at all times during the Term of this Agreement, it shall be fully compliant with PCI-DSS and all other applicable standards and guidelines issued by the PCI Security Standards Council, LLC (the "**Council**") as modified from time to time, and shall, on request or on a periodic basis in accordance with the Card Rules (as defined below), provide written proof thereof. In addition:
 - a. Spreadly covenants, represents and warrants that, at all times during the duration of this Agreement, it complies with and will comply with all applicable rules and guidelines regarding service providers, third-party agents and processors, as issued by the Card Associations (the "**Card Rules**"), as updated from time to time, and including Card Rules applicable to U.S. and international credit card transactions. The term "**Card Associations**" means MasterCard, VISA, American Express, Discover, JCB or any other credit card brand or payment card network for or through which Spreadly Processes payment card transactions. "**Processes**," "**Processed**" or "**Processing**" shall mean any operation in relation to Personal Information irrespective of the purposes and means applied including, without limitation, access, collection, retention, storage, transfer, disclosure, use, erasure, destruction, and any other operation. "**Personal Information**" means any information that identifies or could reasonably be used to identify an individual person, whether alone or in combination with other information, including but not limited to names, cardholder data social security numbers, driver's license numbers, tax identification numbers, addresses and telephone numbers), or any information which is compiled or derived from any of the foregoing.
 - b. Spreadly represents and warrants that it validates its PCI-DSS compliance as required by the applicable Card Rules, and, as of the effective date of this Agreement, Spreadly has complied with all applicable requirements to be considered compliant with PCI-DSS, and has performed all necessary steps to validate its compliance with the PCI-DSS. Without limiting the foregoing, Spreadly represents and warrants: (i) that it undergoes an Annual On-Site PCI Data Security

Assessment ("**Annual Assessment**") by a QSA and pursuant to its most recent Assessment, it is currently certified as compliant with the current version of PCI-DSS by the QSA; (ii) that it undergoes a quarterly network scan ("**Scan**") by an approved scanning vendor ("**ASV**") and that it has passed its most recent scan.

- c. Spreedly will notify Customer within seven (7) days if it (i) receives a non-compliant Annual Assessment from a QSA; (ii) fails to undergo or complete any Annual Assessment prior to the expiration of the previous year's Annual Assessment; (iii) is unable to pass any of its Scans; or (iv) is no longer in compliance with PCI-DSS.
 - d. Spreedly agrees to supply Customer with evidence of its most recent Annual Assessment prior to or upon execution of this Agreement. Thereafter, Spreedly shall annually supply to Customer, or make available on www.spreedly.com, evidence of Spreedly's successful completion of its Annual Assessment and will, upon reasonable request, supply Customer with additional evidence of its overall PCI-DSS compliance status.
 - e. Spreedly shall, with respect to the Customer's data, use only validated third-party payment applications that have been certified as compliant with the Council's Payment Application Data Security Standards ("**PA-DSS**"), as updated from time to time.
 - f. Customer may elect at any time to perform an automatic export of any Card Data or other credit card or user information associated with Customer's account to a third party endpoint for which Spreedly supports third-party vaulting (a "**Supported TPV Endpoint**") as set forth at: <https://docs.spreedly.com/guides/third-party-vaulting/>. For any endpoint that is not a Supported TPV Endpoint, Customer may request that Spreedly perform one (1) free-of-charge manual export during the Term, of any Card Data or other credit card or user information associated with Customer's account to a recipient designated by Customer, provided the recipient has proven that it is PCI-DSS compliant and the transfer is not in violation of any applicable Laws. If Customer requires additional manual exports during the Term, each additional manual export shall incur a \$1,000 charge. Spreedly reserves the right to delete all of Customer's Card Data and any other account data stored on its servers 60 days after the effective date of termination of this Agreement (the "**Data Transfer Window**"). If Customer requires additional time to arrange the export of its Card Data to a PCI compliant third party, it may extend the Data Transfer Window for additional 60 day periods by paying the prorated Base Annual Fee as determined in accordance with Exhibit A of this Agreement.
10. Security. Without limiting the other confidentiality requirements of this Agreement, Spreedly agrees that all Customer Confidential Information (including Personal Information) will be secured from unauthorized access, use, disclosure, loss, theft and Processing using industry standard security practices and technologies. Without limiting the foregoing, Spreedly represents and warrants the following:
- a. Spreedly has in place a comprehensive, written information security program designed to protect the information under its custody, management or control, including all Customer Confidential Information. Spreedly's information security program satisfies the requirements of all Laws applicable to Spreedly's storage, handling, Processing, transmission, and receipt of such information, and includes the following safeguards: (i) secure business facilities, data centers, servers, back-up systems and computing equipment including, but not limited to, all mobile devices and other equipment with information storage capability; (ii) network, device application, database and platform security; (iii) secure transmission, storage and disposal; (iv) authentication and access controls within media, applications, operating systems and equipment; (v) encryption of Customer Confidential Information placed on any electronic notebook, portable hard drive or removable electronic media with information storage capability, such as compact discs, USB drives, flash drives, tapes; (vi) encryption of Personal Information in transit and at rest; (vii) Personal Information must not be Processed in test, development or non-production environments; and (viii) Personnel security and integrity including, but not limited to, background checks consistent with applicable Law and the requirements of this Agreement. "**Personnel**" means a party's officers, directors, employees and authorized agents who contribute to the performance of such party's obligations under this Agreement. For purposes of the foregoing, a party and its officers, directors, employees and authorized agents shall not be deemed Personnel of the other party.
 - b. Spreedly shall regularly, but in no event less than annually, evaluate, test and monitor the effectiveness of its information security program and shall promptly adjust and/or update such programs as reasonably warranted by the results of such evaluation, testing, and monitoring. Upon written request, Spreedly shall provide to Customer a summary report of any formal IT security audit conducted on the Service, provided that such report may be redacted as required pursuant to confidentiality obligations owed to third parties, and that the content of such report shall constitute Spreedly's Confidential Information.
 - c. All Spreedly Personnel with access to Customer Confidential Information are provided appropriate information security and privacy training to ensure their compliance with Spreedly's obligations and restrictions under this Agreement, with applicable Laws and with Spreedly's information security program.
11. Breaches of Security.
- a. "**Breach of Security**" means (i) any loss, misuse, compromise, or unauthorized access to Personal Information that Spreedly collects, generates, or obtains from or on behalf of Customer, or (ii) any other act or omission that compromises or undermines the physical, technical, or organizational safeguards put in place by Spreedly in Processing such information

or otherwise providing services under this Agreement.

- b. If there is a Breach of Security, Spreadly will (i) notify Customer within 24 hours of becoming aware of such occurrence and will provide such notice to Customer by contacting the primary Customer Contact set forth above, (ii) promptly investigate the Breach of Security to attempt to determine the root cause, (iii) consult with Customer in good faith about remediation and mitigation plans, and (iv) take all steps reasonably necessary to promptly remediate the effects of such occurrence, ensure the protection of those data subjects that are affected or likely to be affected by such occurrence, prevent the re-occurrence, and comply with applicable Laws.
 - c. Spreadly will, at its own cost, make all notifications, including to data subjects, regulatory authorities and credit reporting agencies, that are required by applicable Law or any Card Association. Spreadly shall not inform any third party of any Breach of Security, except other affected Spreadly customers or as may be required by applicable Law, without first obtaining Customer's prior written consent, which shall not be unreasonably withheld.
12. Insurance. At all times during the Term, Spreadly shall maintain (i) commercial general liability insurance with at least \$1,000,000 per occurrence and (ii) "errors and omission" (tech and cyber coverage) insurance in an amount not less than \$10,000,000. Upon Customer's request, Spreadly shall provide Customer with a copy of such policy or policies or a certificate of insurance evidencing the same.
13. Indemnification.
 - a. Spreadly shall indemnify, defend and hold harmless Customer against any loss or damage that Customer may sustain or incur (including attorneys' fees and costs), in relation to any claim or action by a third party (including, without limitation, any regulatory or government authority) (each a "**Claim**"), arising out of or related to any of the following: (i) any claim that the Service infringes, violates or misappropriates a patent, copyright, trademark, trade secret or other intellectual property right of any third party (collectively, "**Third-Party IP Rights**"); (ii) any breach by Spreadly of Section 7 (Confidential Information), Section 9 (PCI-DSS) or Section 10 (Security); (iii) any Breach of Security that is caused by Spreadly's material breach of its security obligations set forth in Section 10; or (iv) Spreadly's gross negligence, willful misconduct, or violation of applicable Law.
 - b. Customer shall indemnify, defend and hold harmless Spreadly against any loss or damage that Spreadly may sustain or incur (including attorneys' fees and costs), in relation to any Claim arising out of or related to any of the following: (i) any breach by Customer of Section 7 (Confidential Information); and/or (ii) Customer's material breach of the terms of this Agreement and/or violation of any applicable Law.
 - c. Each party shall promptly notify the other party in writing of any Claim for which such party believes it is entitled to be indemnified pursuant to Section 13.a or 13.b, provided that failure to so notify the indemnifying party shall not relieve said party of its indemnification obligations hereunder except to the extent said party is materially prejudiced by such failure. The party seeking indemnification (the "**Indemnitee**") shall cooperate with the other party (the "**Indemnitor**") at the Indemnitor's sole cost and expense. The Indemnitor shall promptly assume control of the defense and investigation of such Claim and shall employ counsel of its choice to handle and defend the same, at the Indemnitor's sole cost and expense. The Indemnitee's failure to perform any obligations under this Section 13.c will not relieve the Indemnitor of its obligations under this Section 13 except to the extent that the Indemnitor can demonstrate that it has been materially prejudiced as a result of such failure. The Indemnitee may participate in and observe the proceedings at its own cost and expense with counsel of its own choosing. The Indemnitor shall not enter into any settlement that imposes any liability or obligation on the Indemnitee without the Indemnitee's prior written consent.
14. Limitation of Liability.
 - a. IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY LOST PROFITS, OR ANY INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF BUSINESS PROFITS) ARISING OUT OF OR RELATING TO THIS AGREEMENT, HOWEVER CAUSED, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
 - b. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY'S LIABILITY TO THE OTHER PARTY UNDER THIS AGREEMENT FOR DIRECT DAMAGES EXCEED THE AMOUNT OF FEES PAID (AND, WITH RESPECT TO CUSTOMER'S LIABILITY, DUE AND PAYABLE) TO SPREADLY BY CUSTOMER UNDER THIS AGREEMENT DURING THE TWELVE AND HALF MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM (THE "**GENERAL LIABILITY CAP**").
 - c. NOTWITHSTANDING THE FOREGOING, EACH PARTY'S AGGREGATE LIABILITY FOR LIABILITIES RESULTING FROM: (1) A BREACH OF SECTION 7 (CONFIDENTIAL INFORMATION), (2) A BREACH OF SECURITY, AND/OR (3) INDEMNIFICATION (SECTION 13), SHALL NOT EXCEED \$2,000,000 (THE "**SUPER LIABILITY CAP**"). THE SUPER LIABILITY CAP SHALL BE IN LIEU OF, AND NOT IN ADDITION TO, THE GENERAL LIABILITY CAP AND SHALL APPLY SOLELY TO THE CLAIMS DESCRIBED UNDER THIS SECTION 14.c.
 - d. NOTWITHSTANDING THE FOREGOING, THE LIMITATIONS AND EXCLUSIONS OF LIABILITY IN SECTIONS 14.a AND 14.b DO NOT APPLY TO THE FRAUDULENT, CRIMINAL OR GROSSLY NEGLIGENT OR MORE CULPABLE ACTS OR OMISSIONS OF A PARTY.
15. Assignment. The parties' rights and obligations under this Agreement will bind and inure to the benefit of their respective successors and permitted assigns. Neither party shall assign or delegate its obligations under this Agreement either in whole or

in part without the prior written consent of the other party; provided, however, that either party may assign this Agreement in its entirety, without the other party's consent, to an entity that acquires all or substantially all of the business or assets of the assigning party relating to the subject matter of this Agreement, whether by merger, reorganization, acquisition, sale or otherwise.

16. Notices. Any notices required to be delivered in writing hereunder shall be sent to the party's address set forth in Part A and shall be deemed delivered when (i) by personal delivery (when actually delivered); (ii) by overnight courier (upon written verification of receipt); or (iii) by certified or registered mail, return receipt requested (upon verification of receipt). Either party may change its address at any time by giving written notice of the change to the other party.
17. Force Majeure. Neither party will be liable for failure or delay in performance due to causes beyond its reasonable control, including without limitation acts of God, terrorism, war, riots, fire, earthquake, pandemic, flood or failure of internet or communications infrastructure, provided that the party affected by such force majeure event shall notify the other party thereof, if notice is reasonably practicable under the circumstances. Notwithstanding the foregoing, if any such force majeure event lasts more than thirty (30) days, Customer will have the right to terminate the Agreement, whereupon Spreadly shall promptly provide a pro rata refund to Customer of any prepaid, unused fees applicable to the period of time following the effective date of such termination.
18. Survival. Sections 3.a (Ownership), 4.c (Effect of Termination), 7 (Confidential Information), 13 (Indemnification), 14 (Limitation of Liability), 18 (Survival) and 19 (Miscellaneous) will survive expiration or termination of this Agreement.
19. Miscellaneous. This Agreement shall be governed by the Laws of the State of Delaware (without regard to its choice of law provisions). The parties agree that the exclusive venue for any actions or claims arising under or related to this Agreement shall be in the appropriate state or Federal court located in the State of Delaware. Each party irrevocably waive any and all rights they may have to trial by jury in any judicial proceeding involving any claim relating to or arising under this Agreement. This Agreement contains the final, complete and exclusive agreement of the parties regarding the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements relating to its subject matter and may not be changed, modified, amended or supplemented except by a written instrument signed by both parties. If any provision of this Agreement is found by a court or government entity of competent jurisdiction to be unenforceable or invalid under applicable Law, such unenforceability or invalidity shall not render this Agreement unenforceable or invalid as a whole and in such event, such provision shall be changed and interpreted so as to best accomplish the objectives of such provision within the limits of applicable Law or court decisions. The parties are independent contractors and this Agreement does not create an agency, partnership, joint venture, employee/employer or other similar relationship between them. The failure to require performance of any provision shall not affect a party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

[SIGNATURES ON FOLLOWING PAGE]

IN WITNESS WHEREOF, authorized representatives of the parties have executed this Agreement as of the last date of signature below:

Spreedly, Inc.

DocuSigned by:
By: Justin Benson
C9132616B2F844A...
Name: Justin Benson
Title: CEO
Date: 3/31/2020

Customer: 14 W Administrative Services, LLC

DocuSigned by:
By: Dave Demsky
A2188DBAE2D44B5...
Name: Dave Demsky
Title: Sr Director, FinTech
Date: 3/31/2020

EXHIBIT A**PRICING**

The initial term of this agreement is 25 months. Customer shall pay Spreadly a “**Base Annual Fee**” of \$205,000 for each 12.5 months of Service rendered during the Term (as applicable) in quarterly installments, which shall entitle Customer to the following for the duration of the Term:

Enterprise Pricing Table	
Enterprise Platform Fee:	\$125,000
Enterprise Assurance Agreement & SLAs	Included
Existing Spreadly Endpoints	Unlimited
PCI Compliant Card Storage Limit	Unlimited
Add New Standard PMD Endpoints	Included
Enterprise Implementation & Account Management	Included
API Usage Fee:	\$80,000
Included Non-Partner API Calls	16,000,000
Cost per API Call	\$0.005
Total Base Annual Fee	\$205,000

The initial term of this agreement is 25 months. Customer shall pay Spreadly a “**Base Annual Fee**” of \$205,000 for each 12.5 months of Service rendered during the Term (as applicable) in quarterly installments, which shall entitle Customer to the following for the duration of the Term:

The API Usage Fee in the table above includes an initial allotment of 16,000,000 API calls. The following API calls made to partner gateways will not be counted against that allotment as long as partner remains in good standing in the Spreadly gateway partner program:

- A Purchase API call against the partner gateway
- A Capture API call against the partner gateway
- A Refund API call against the partner gateway
- A Void API call against the partner gateway
- An Authorization API call against the partner gateway

In the event Customer's actual API usage exceeds the included volumes used to determine the Base Annual Fee, Spreadly will bill Customer monthly in arrears at a rate determined by the contract month in which the Customer first exceeds the included API volume.

- If the overage first occurs in Months 1 through 10: billed at \$.01 per API call for the remainder of the contract term.
- If the overage first occurs in Month 11 through 12.5: billed at \$.0075 per API call for the remainder of the contract term.

Customer may also or instead elect to renegotiate the Agreement or purchase additional blocks of 1,000,000 API calls at the contract rate of \$0.005 per API call any time during the Initial Term. Each additional block of API calls purchased will conform with the current term and will be added to the API usage allotment and expire at the end of that term.

Enterprise Account Management

All enterprise accounts benefit from support prioritization and a named account manager.

Payment

Customer will pay the Base Annual Fee for the first year of the Initial Term quarterly with the first 25% installment of the Base Annual Fee to be paid in full within 30 days of the Effective Date. Each subsequent 25% installment shall be invoiced thirty (30) days prior the commencement of the next quarter (each quarter being defined as a continuous three and one-quarter (3.25) month prior of the Initial Term with the first such period commencing on the Effective Date) and shall be due and payable within thirty (30) days of Customer's receipt of the applicable invoice. Except as otherwise expressly set forth in the Agreement, all payment obligations hereunder are non-cancelable and all fees paid hereunder are non-refundable.

All payments to be made under this Agreement shall be made in cleared funds, without any deduction or set-off, and free and clear of, and without deduction for or on account of any taxes, levies, imports, duties, charges, fees and withholdings of any nature now or hereafter imposed by any government, fiscal or other authority, save as required by law. If Customer is compelled to make any such deduction, it will pay Spreadly such additional amounts as are necessary to ensure receipt by Spreadly of the full amount which Spreadly would have received but for the deduction.

Total fees owed under this contract:

- Year 1: \$205,000 (paid in quarterly installments of \$51,250)
- Year 2: \$205,000 (paid in quarterly installments of \$51,250)

Customer may elect to pay all amounts due under this Agreement either by:

- (a) ACH payment or wire transfer to the following account:

Receiver:	Silicon Valley Bank
ABA/Routing #:	121140399
SWIFT Code:	SVBKUS6S
Beneficiary:	3301451580
	Spreadly, Inc.
	733 Foster Street, Suite 100
	Durham, NC 27701
	USA

- (b) check delivered to the address specified in the relevant invoice.

EXHIBIT B**SERVICE LEVEL AGREEMENT****Service Level Agreement**

The Transaction Processing Service (as defined below) shall be available 99.95%, measured monthly, excluding scheduled maintenance. For purposes hereof, "**Transaction Processing Service**" means Spreadly's core API responsible for processing Customer's payment transaction requests, and does not include any beta features or non-payment transaction Spreadly services such as dashboard reporting. For purposes of calculations, the following shall apply:

- Availability means that the services are up and running, accessible by Customer and its end users, without interruption or undue delay.
- Any downtime resulting from outages of third party Internet connections, public utilities, or other reasons beyond Spreadly's reasonable control will be excluded from any such calculation.
- Any unavailability resulting from Spreadly's right to suspend the Service in accordance with Sections 2.b, 4.b, or 17 of the Agreement shall be excluded from any such calculation.
- Downtime shall begin to accrue as soon as the Transaction Processing Service is unavailable to Customer and/or its end users, and continues until the availability of the Transaction Processing Service is restored.
- Spreadly shall give no less than 5 business days prior written notice to Customer of all scheduled maintenance. Spreadly shall perform scheduled maintenance in such a way that any interruption of the Transaction Processing Service is kept to a minimum and will provide a maintenance window during which the scheduled maintenance will be carried out (which shall not exceed 60 minutes individually or 24 hours in the aggregate in any month).

In the event of a failure to comply with foregoing service level for a given calendar month (a "**Service Level Failure**"), Spreadly shall issue a credit to Customer (each, a "**Service Credit**") in the following amounts based on the availability for the applicable calendar month (as follows):

Monthly Availability Percentage	Credit Percentage
Less than 99.95% but greater than or equal to 99.90%	5% of 1/12 th of Base Annual Fee
Less than 99.90% but greater than or equal to 99.80%	10% of 1/12 th of Base Annual Fee
Less than 99.80% but greater than or equal to 99.70%	15% of 1/12 th of Base Annual Fee
Less than 99.70%	20% of 1/12 th of Base Annual Fee

Service Credits may not be redeemed for cash and shall be applied to Customer's next applicable payment of Base Annual Fee; provided that if there is no such applicable payment, the equivalent dollar amount of the Service Credit shall be promptly refunded to Customer at the expiration of the term of this Agreement. In the event that the Service is subject to a Service Level Failure (a) for two (2) consecutive months, (b) for three (3) months in any consecutive six (6) month period, or (c) where the monthly availability percentage is 95% or less in any given month, then Customer may terminate the Agreement immediately upon written notice to Spreadly, whereupon Spreadly shall promptly provide a pro rata refund to Customer of any prepaid, unused fees applicable to the period of time following the effective date of such termination, in addition to receiving the foregoing Service Credit based refund. The issuance of Service Credits and the termination and refund rights specified in this paragraph set forth Spreadly's sole obligation and liability and Customer's sole and exclusive remedy for any Service Level Failure(s).

Promptly upon Customer's written request within five (5) calendar days after the completion of an applicable calendar month, Spreadly shall furnish to Customer documentation regarding the availability of the Service in such calendar month (each, an "**Availability Report**"), in a format reasonably sufficient to establish the Availability percentage and duration of any Service Level Failure during such calendar month. Spreadly has no obligation to issue any Service Credit unless Customer requests such Service Credit in writing within ten (10) business days of its receipt of such Availability Report. Notwithstanding the foregoing, if Customer fails to make a written request for an Availability Report during the applicable 5 business day period following completion of the particular calendar month, Customer shall be deemed to have waived its right to receive an Availability Report for such calendar month.

EXHIBIT C

Support

Spreedly will provide email support between 8.30 am and 8.30 pm (US Eastern timezone). Customer and its employees and consultants can contact Spreedly at support@spreedly.com with questions about the Transaction Processing Service, to report errors or other problems with the Transaction Processing Service, or to otherwise request support or assistance with respect to the Transaction Processing Service. Spreedly will maintain a sufficient number of Spreedly Support Contacts to ensure timely responses to emails from Customer and to otherwise satisfy Spreedly's obligations under this Exhibit C.

Spreedly shall make updates to the Transaction Processing Service available to Customer on a regular basis. In addition, Spreedly shall troubleshoot and resolve errors related to the Transaction Processing Service in accordance with the following table:

Category	Definition	Spreedly Acknowledgement Time	Resolution
Low	End-user or Customer complaint that requires investigation by Spreedly (including bugs not impacting API uptime)	Up to 48 hours	Next update
Serious	Customer's use of Transaction Processing Service is severely impaired due to Spreedly-side issue	Up to 4 hours	Within 3 days
Critical	Transaction Processing Service is unavailable due to Spreedly-side issue	Up to 60 minutes	Within 1 day

Spreedly has (and will maintain for the life of the contract) internal systems and procedures in place to notify support personnel of critical issues with the Transaction Processing Service 24 hours a day, 7 days a week.

EXHIBIT D

SPREEDLY PARTNER GDPR ANNEX

COMPLIANCE WITH THE EU GENERAL DATA PROTECTION REGULATION

Recitals:

Spreedly, Inc. (the “Processor”) and the company to whom this GDPR Annex has been sent (the “Controller”) have one or more written agreements (collectively, “the Agreements”) pursuant to which the Processor provides services to the Controller (collectively, the “Services”) that may entail the Processing of Personal Data (as defined below).

The European General Data Protection Regulation (GDPR) imposes specific obligations on controllers and processors with regard to their vendor relationships. The GDPR requires companies to conduct appropriate due diligence and to have contracts containing specific provisions relating to data protection.

Each of the Agreements contains provisions requiring each party to comply with all applicable laws. This GDPR Annex documents the data protection requirements imposed upon the parties by the GDPR. To the extent applicable, this GDPR Annex is hereby incorporated by reference into each Agreement in order to demonstrate the parties’ compliance with the GDPR.

1. For purposes of this Annex, “GDPR” means Regulation (EU) 2016/679, the General Data Protection Regulation, together with any additional implementing legislation, rules or regulations that are issued by applicable supervisory authorities. Words and phrases in this Annex shall, to the greatest extent possible, have the meanings given to them in Article 4 of the GDPR. In particular:
 - (a) “Controller” has the meaning given to it in Article 4(7) of the GDPR: “means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.”
 - (b) “Personal Data” has the meaning given to it in Article 4(1) of the GDPR: “any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person,” but only to the extent such personal data pertains to residents of the European Economic Area (EEA) or are otherwise subject to the GDPR.
 - (c) “Personal Data Breach” has the meaning given to it in Article 4(12) of the GDPR: “[any] breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to,

personal data transmitted, stored or otherwise processed.”

- (d) “Processing” has the meaning given to it in Article 4(2) of the GDPR: “any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.”
 - (e) “Subprocessor” means any processor as defined in Article 4(8) of the GDPR: “[any] natural or legal person, public authority, agency or other body which processes personal data” on behalf of the Processor (including any affiliate of the Processor).
 - (f) “Transfer” means to disclose or otherwise make Personal Data available to a third party (including to any affiliate or Subprocessor), either by physical movement of the Personal Data to such third party or by enabling access to the Personal Data by other means. Transfer also includes moving the Personal Data within a single party from an EU member State to a country not within the EU, or otherwise making such data accessible outside the EU.
2. In accordance with GDPR Article 28(1), Processor represents that it has implemented appropriate technical and organizational measures in such a manner that its Processing of Personal Data will meet the requirements of the GDPR and ensure the protection of the rights of the data subjects.
3. The Processor will maintain a current list of Subprocessors used throughout the service, including the Subprocessor’s name and purpose of their processing. This list will be accessible via <http://www.spreadly.com/gdpr/subprocessors>. Controllers may receive notifications of new Subprocessors by emailing subprocessor@spreadly.com with the subject “Subscribe” and once subscribed in this manner that Controller will receive notification of new Subprocessors before those Subprocessors are authorized to process Personal Data on behalf of the Processor.

The controller may reasonably object to the Processor’s use of new a Subprocessor by notifying the Processor in writing within ten business days of receiving the notice of intent to authorize via the mechanism specified in Section 3 above. This notice shall explain the reasonable grounds for objection (e.g., if the use of this Subprocessor would violate applicable laws or weaken protections for the applicable Personal Data). The Processor will make commercially reasonable efforts to resolve the objection by the Controller. If the Processor is unable to resolve the objection within a reasonable period of time, not to exceed 30 days, then either party may terminate the agreements without penalty.

4. In accordance with GDPR Article 28(3), the following terms are incorporated by reference into the Agreements:
- (a) The Processor shall only process the Personal Data (i) as needed to provide the Services, (ii) in accordance with the specific instructions that it has received from the Controller, including with regard to any Transfers, and (iii) as needed to comply with law (in which case, the Processor shall provide prior notice to the Controller of such legal requirement, unless that law prohibits this disclosure);
 - (b) Processor shall ensure that persons authorized to process the Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

- (c) Processor shall take all security measures required by GDPR Article 32, namely:
 - i. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, the Processor shall implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk, including inter alia as appropriate: (a) the pseudonymisation and encryption of Personal Data; (b) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services; (c) the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; (d) a process for regularly testing, assessing and evaluating the effectiveness of technical and organizational measures for ensuring the security of the processing.
 - ii. In assessing the appropriate level of security account shall be taken in particular of the risks that are presented by processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data transmitted, stored or otherwise processed.
 - iii. The Processor shall take steps to ensure that any natural person acting under the authority of the Processor who has access to Personal Data does not process such Personal Data except upon instructions from the Controller, unless the Processor is required to do so by EEA Member State law.
 - (d) Taking into account the nature of the processing, Processor shall reasonably assist the Controller by appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of the Controller's obligation to respond to requests for exercising the data subject's rights;
 - (e) Taking into account the nature of processing and the information available to the Processor, Processor shall comply with (and shall reasonably assist the Controller to comply with) the obligations regarding Personal Data Breaches (as set forth in GDPR Articles 33 and 34), data protection impact assessments (as set forth in GDPR Article 35), and prior consultation (as set forth in GDPR Article 36);
 - (f) At the Controller's discretion, the Processor shall delete or return all the Personal Data to The Controller after the end of the provision of services relating to Processing, and delete existing copies unless applicable EEA member state law requires storage of the Personal Data;
 - (g) The Processor shall provide the Controller with all information necessary to demonstrate compliance with the obligations laid down in the GDPR, and allow for and contribute to audits, including inspections, conducted by the Controller or another auditor mandated by the Controller; and
 - (h) The Processor shall immediately inform The Controller if, in its opinion, an instruction infringes the GDPR or other Union or Member State data protection provisions.
5. The Processor shall not Transfer any Personal Data (and shall not permit its Subprocessors to Transfer any Personal Data) without the prior consent of the Controller. The Processor understands that the Controller must approve and document that adequate protection for the Personal Data will exist after the Transfer, using contracts that provide sufficient guarantees (such as standard contractual clauses) unless another legal basis for the Transfer exists.

6. The Processor will promptly and thoroughly investigate all allegations of unauthorized access to, use or disclosure of the Personal Data. Processor will notify The Controller without undue delay in the event of any Personal Data Breach.
7. The Processor shall maintain all records required by Article 30(2) of the GDPR, and (to the extent they are applicable to Processor's activities for the Controller) Processor shall make them available to the Controller upon request.
8. The Processor will allow the Controller, or a third-party appointed by the Controller, to conduct audits (including inspections) to verify the Processor's compliance with the Agreements described in this document.
 - (a) The Controller may request an audit by emailing success@spreadly.com.
 - (b) Following receipt of this request, the Processor and Controller will discuss and agree in advance on the reasonable scope, start date and duration of this audit, as well as any applicable security and confidentiality controls that may be required.
 - (c) The Processor may charge a fee (based on the Processor's reasonable costs) for any such audit. The Processor will provide the Controller with additional details of this fee including the basis of its calculation, in advance of the audit. Additionally, the Controller will be responsible for any fees charged by any third-party auditor appointed by the Controller for this audit.
9. In Accordance with GDPR Article 24(1), the following terms are incorporated by reference into the Agreements:

Controller and Processor acknowledge that the Controller may engage a third-party payment gateway service provider and/or a third-party payment processing service provider to facilitate payment transactions in connection with the Agreements ("Third Party Gateway or Payment Service"). Any such Third Party Gateway or Payment Service engaged by the Controller shall not be deemed a Subprocessor of the Processor for purposes of this DPA. Accordingly, nothing in this DPA obligates the Processor to enter into a data protection agreement with such Third Party Gateway or Payment Service or to be responsible or liable for such Third Party Gateway or Payment Provider's acts or omissions.