



## SERVICE AGREEMENT

### Part A: Parties

#### SPREEDLY

Name:	Spreadly, Inc.
Address:	300 Morris Street, Suite 400
City/State:	Durham, NC 27701

#### CUSTOMER

Name:	Hagerty Management, LLC
Address:	141 River's Edge Drive, Suite 200
City/Country:	Traverse City, MI 49684

#### PRIMARY SPREEDLY CONTACT

Name:	Dustin Bass
Title:	Enterprise Account Executive
Phone:	434-709-8648
Email:	dustin@spreadly.com

#### PRIMARY CUSTOMER CONTACT

Name:	Colleen Powers
Title:	VP, Software Engineering & Technical Operations
Phone:	231-929-6037
Email:	cpowers@hagerty.com

#### SPREEDLY FINANCE CONTACT

Name:	Spreadly Accounting Department
Phone:	888-727-7750
Email:	accounting@spreadly.com

#### CUSTOMER BILLING CONTACT

Name:	
Phone:	
Email:	invoices@hagerty.com

### 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 Spreadly, Inc. ("**Spreadly**"), and the customer listed above (the "**Customer**"). Except as otherwise provided herein, this Agreement is subject to the Spreadly Privacy Policy ("**Privacy Policy**"), which is incorporated herein by reference, and which can be viewed at <https://spreadly.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.
  - Spreadly 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 Spreadly 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 Spreadly supports, and, where applicable, automatically update expired or lost credit cards. Spreadly is not a payment gateway or merchant account provider and Spreadly 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. The foregoing license includes Customer's right to access and use Spreadly'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 Spreadly in connection with the Service.
  - Spreadly offers the Account Updater program as an optional offering within the Service. If Customer opts-in to the Account Updater program, Customer agrees to pay all applicable fees associated with the Account Updater program and to conform to the specific Account Updater program terms and requirements set forth in **Exhibit D**.

- a. Each party shall comply with all laws, directives, rules and regulations (collectively, "Laws") applicable to its use of the Service and Spreadly 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 Spreadly authorization to share information with law enforcement about Customer, Customer's transactions and Customer's Spreadly account, in each case if Spreadly reasonably suspects that Customer's use of the Service has been for an unauthorized, illegal, or criminal purpose. If Spreadly shares information with law enforcement about Customer's transactions and/or Customer's Spreadly account, unless otherwise prohibited by the applicable law enforcement agency and/or applicable law, Spreadly shall promptly (and in no event later than 48 hours) notify Customer of such sharing.
- c. To the extent Spreadly utilizes any subcontractors to provide the Service, Spreadly remains liable for the performance of such subcontractors and will ensure such subcontractors agree to comply with applicable Laws and terms of this Agreement.
- d. Spreadly reserves the right to not store or submit any transaction Customer submits that Spreadly believes is in violation of this Agreement or applicable Law, any other Spreadly agreement, or otherwise exposes Customer or other Spreadly users to harm, including but not limited to, fraud and other criminal acts.

### 3. Intellectual Property Rights.

- a. The Service is licensed and not sold. Spreadly reserves all rights not expressly granted to Customer in this Agreement. The Service is protected by copyright, trade secret and other intellectual property laws. Spreadly 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.

### 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 one (1) year from the Effective Date (the "**Initial Term**"). Thereafter, this Agreement shall automatically renew for successive one year periods (each, a "**Renewal Term**" and, together with the Initial Term, the "**Term**") unless either party has provided written notice of its intent to not renew this Agreement not less than sixty (60) days prior to the expiration of the then-current Initial or Renewal 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 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, (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; and (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). In the case of Customer, upon the effective date of termination, Spreadly must destroy any and all of Customer's Confidential Information in its possession or control, and certify in writing to Customer that it has done so.

### 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 interfere with the use of the Service; (ii) it will comply, at its own expense, with all Laws applicable to Customer, this Agreement, Customer's customer data and/or any card authorization, credit, ticket only, capture or settlement request, decline transaction, or other related transaction, completed or submitted under Customer's account, including without limitation: (A) the terms of service of the payment gateways, merchant service providers and/or API endpoints Customer connects with on the Service; (B) the 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) any regulatory body or agency having jurisdiction over the subject matter hereof, and further understands that Customer is using *commercially reasonable efforts* to be fully compliant with PCI-DSS and PA-DSS on or before June 21, 2021 as it relates to its use of the Service.

- c. Spreedly represents and warrants that throughout the Term of this Agreement, Spreedly will have in place and maintain a formalized business continuity and disaster recovery plan which will reasonably enable Spreedly to recover from an incident or event whether natural or manmade which prevents Spreedly from providing access to the Service, and from continuing to provide the Service as set forth in this Agreement.

6. Pricing. Spreedly will charge Customer the fees outlined on Exhibit A for use of the Services.

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 Spreedly or the Customer, including the Spreedly 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 Spreedly 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 a party; (ii) the receiving party independently knows free of any obligation of confidentiality at the time of receiving such information; (iii) a third party hereafter furnishes to the receiving party without restriction on disclosure and without breach of any confidentiality obligations; or (iv) employees or agents of a receiving party have independently developed without any use of or reference to any Confidential Information and without breaching this Agreement.
- b. Each 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 and who have agreed to terms 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; (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, either party may disclose Confidential Information (i) to the extent required by a court of competent jurisdiction or other governmental authority or otherwise as required by applicable Laws; or (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, or to a Qualified Security Assessor ("**QSA**") for the purpose of assessing compliance with the Payment Card Industry Data Security Standards ("**PCI-DSS**").
- 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. Without prejudice to any other rights or remedies both parties acknowledge that the disclosing party would be irreparably harmed by a breach of any provision of this Agreement which may not be adequately compensated by monetary damages. The receiving party therefore consents to the disclosing party seeking a decree of specific performance or injunctive relief against it, without the posting of a bond, to prevent breach of this Agreement.
- f. Spreedly certifies that it understands the rules, restrictions, requirements, and definitions set forth in the California Consumer Privacy Act (CCPA), including Section 1798.140(w)(2)(A) of the CCPA, and that it will refrain from taking any action that would cause any use, disclosure or retention of personal information that Spreedly creates, receives, maintains or transmits (collectively, "Processes") on behalf of Customer to qualify as a "sale" of personal information under the CCPA. Spreedly represents and warrants that it will not: (a) sell (as such term is defined under the CCPA) any personal information that Spreedly Processes on behalf of Customer; or (b) retain, use, or disclose personal information that Spreedly Processes on behalf of Customer for any purpose other than the specific purpose of performing the Services specified in the Agreement, including retaining, using, or disclosing such personal information for a commercial purpose, except as otherwise permitted

under the CCPA. Spreadly will assist Customer in complying with its obligations under the CCPA as it relates to the Services, including in response to individual requests to exercise their rights under the CCPA. Upon receiving a request from Customer for assistance in responding to an individual's request to exercise rights under CCPA, Spreadly will forward to Customer all information in Spreadly's possession or under Spreadly's control within ten (10) business days.

8. References to Relationship. Upon Customer's written consent, Spreadly may identify Customer as a customer of Spreadly and use Customer's logo on our customers page (<https://spreadly.com/customers>) for the Term of this Agreement.
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 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, 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. Spreadly 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. Spreadly agrees to supply Customer with evidence of its most recent Annual Assessment prior to or upon execution of this Agreement. Thereafter, Spreadly shall annually supply to Customer, or make available on [www.spreadly.com](http://www.spreadly.com), evidence of Spreadly'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. Spreadly 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 Spreadly supports third-party vaulting (a "**Supported TPV Endpoint**") as set forth at: <https://docs.spreadly.com/guides/third-party-vaulting/>. For any endpoint that is not a Supported TPV Endpoint, Customer may request that Spreadly 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. Spreadly reserves the right to delete all of Customer's Card Data and any other account data stored on its servers 30 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 30 day periods by paying the prorated Base Annual Fee as determined in accordance with Exhibit A of this Agreement.
10. Security. Without limiting the requirements of this Agreement, Spreadly 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, Spreadly represents and warrants the following:
  - a. Spreadly 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. Spreadly's information security program

satisfies the requirements of all data security Laws applicable to Spreadly, 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. Spreadly 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.
- c. All Spreadly Personnel with access to Customer Confidential Information are provided appropriate information security and privacy training to ensure their compliance with Spreadly's obligations and restrictions under this Agreement, with applicable Laws and with Spreadly'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 Spreadly 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 Spreadly 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 and sending notice to securityevent@hagerty.com, (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); or (iii) any Breach of Security that is caused by Spreadly's material breach of its security obligations set forth in Section 10.
- 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 of Section 7 (Confidential Information); and/or (ii) Customer's use of the Service in violation of the terms of this Agreement and/or any applicable Law; and/or (iii) Customer's non-compliance with PCI-DSS and all other applicable standards and guidelines issued by the Council (as defined in Section 9) as it pertains to its use of the Service.
- 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. The party seeking indemnification (the **"Indemnatee"**) 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 Indemnatee'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 Indemnatee 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 Indemnatee without the Indemnatee'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. THE FOREGOING DISCLAIMER WILL NOT APPLY TO THE EXTENT PROHIBITED BY LAW.
- 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 SPREEDLY BY CUSTOMER UNDER THIS AGREEMENT DURING THE TWELVE 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), AND/OR (2) INDEMNIFICATION (SECTION 13), SHALL NOT EXCEED THE GREATER OF: (X) \$250,000 OR (Y) FIVE TIMES (5X) THE FEES PAID BY CUSTOMER UNDER THIS AGREEMENT DURING THE TWELVE MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM (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. In the case of Customer, Spreedly will also send a copy of any notices to: Hagerty, 121 Drivers Edge, Traverse City, MI 49684, Attn: General Counsel.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, flood or failure of internet or communications infrastructure. Notwithstanding the foregoing, if any force majeure event lasts more than thirty (30) days, Customer will have the right to terminate the Agreement. Spreedly will use commercially reasonable efforts to provide prompt notice to Customer if it becomes affected by a force majeure event and, to the extent known to Spreedly, it will provide a good faith estimate on the period of time the force majeure event is expected to continue. Spreedly will make diligent efforts to end the failure or delay and minimize the effects of such force majeure event.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 Wake County, North Carolina. 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 relative to 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 proper authority to be unenforceable or invalid, 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.

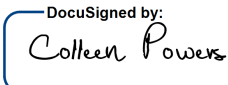
[SIGNATURES ON FOLLOWING PAGE]

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

**Spreedly, Inc.**

By:   
Name: Justin Benson  
Title: CEO  
Date: 9/30/2020

**Customer**

By:   
Name: Colleen Powers  
Title: VP of Digital Innovation and Technology  
Date: 9/30/2020

**EXHIBIT A****PRICING**

The initial term of this agreement is 12 months. Customer shall pay Spreadly a “**Base Annual Fee**” for each 12 months of service, which shall entitle Customer to the following for the duration of the Term:

<b>Enterprise Pricing Table</b>	<b>Year 1</b>
<b>Enterprise Platform Fee:</b>	<b>\$75,000</b>
Enterprise Assurance Agreement & SLAs	Included
Existing Spreadly Endpoints	Unlimited
PCI Compliant Card Storage Limit	Unlimited
Add New Standard PMD Endpoints	Included
<b>API Usage Fee:</b>	<b>\$20,000</b>
Included API Calls	4,000,000
Cost per API Call	\$0.005
<b>Total Base Annual Fee</b>	<b>\$95,000</b>

Spreadly will apply a one-time discount of \$5,000 to the Enterprise Platform fee if this Agreement is executed and becomes effective on or before September 30, 2020.

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 of \$0.01 per API call for the remainder of the contract year.

**Account Updater Service**

Customer has elected to participate in Spreadly's Account Updater program, at a cost of \$0.18 per successfully updated card. Customer shall prepay \$18,000 (equivalent to 100,000 successful card updates) for use of the service, and that fee shall be debited each time the account updater service is performed and fees are accrued. Customer shall be invoiced an additional \$18,000 only when the remaining balance falls below \$1,800. Customer may submit payment via ACH or wire transfer within 15 days of invoice receipt. Customer may cancel participation in the Account Updater program at any time via a written notification emailed to [enterprise@spreadly.com](mailto:enterprise@spreadly.com). Pricing for the Account Updater service may change at any time, based on the card networks and/or our third party service provider. Should a price change occur, Spreadly will give Customer ninety (90) days notification of the impending change.

<b>Account Updater Pricing Table</b>	
Cost per Successfully Updated Card	\$0.18
Prepurchased Card Updates	100,000
<b>Account Updater Fee</b>	<b>\$18,000</b>

**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 in full within 30 days of the Effective Date. Each subsequent annual payment shall be invoiced 30 days prior to the anniversary of the Effective Date (“**Annual Renewal Date**”) and shall be due and payable prior to the Annual Renewal Date. 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: \$113,000

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

- ACH payment or wire transfer to the following account:

Receiver: Silicon Valley Bank



DRAFT

ABA/Routing #: 121140399  
SWIFT Code: SVBKUS6S  
Beneficiary: 3301451580  
Spreadly, Inc.  
300 Morris Street, Suite 400  
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 connections or utilities or other reasons beyond Spreadly's control will be excluded from any such calculation.
- Any unavailability resulting from Spreadly's right to suspend the Service in accordance with the terms 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 <sup>th</sup> of Base Annual Fee
Less than 99.90% but greater than or equal to 99.80%	10% of 1/12 <sup>th</sup> of Base Annual Fee
Less than 99.80% but greater than or equal to 99.70%	15% of 1/12 <sup>th</sup> of Base Annual Fee
Less than 99.70%	20% of 1/12 <sup>th</sup> 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. The issuance of Service Credits sets forth Spreadly's sole obligation and liability and Spreadly's sole remedy for any Service Level Failure.

Notwithstanding the foregoing, Spreadly has no obligation to issue any Service Credit unless Customer requests such Service Credit in writing within ten (10) days of the Service Level Failure.

Notwithstanding the foregoing, if Transaction Processing Service is not available to Customer at least 99.5% of the time (except for scheduled maintenance) (i) in any two (2) consecutive months, or (ii) in more than two (2) months of any six (6) month period, Customer may on written notice delivered to Spreadly within thirty (30) days of the occurrence of the deficiency giving rise to such right, terminate this Agreement, effective immediately, and receive a refund of the unused, prepaid fees for the deficient Transaction Processing Service during the then-current Term.

**EXHIBIT C**

**Support**

Spreedly will provide email support between 8.30 am and 8.00 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 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****ACCOUNT UPDATER SERVICE REQUIREMENTS**

If Customer elects to participate in to Spreadly's Account Updater program, Customer agrees to conform to the following requirements:

**1. Merchant Qualification**

- Merchants designated by Visa as high-risk (High-Risk Acquirer Program with a condition of RED or higher) or on the MasterCard Alert to Control High-risk Merchants (MATCH) system may not participate in Account Updater.
- Third-party payment portfolios must not contain more than 20 percent High-Risk Merchant activity.
- Merchant must not be under any special conditions imposed by Visa Corporate Risk Management.
- Merchants must have been in business a minimum of six months.
- Over the course of six months, the merchant must have at least 1,000 transactions a month or an average of 5,000 transactions over three months.
- The merchant must maintain a chargeback ratio of less than 3 percent.
- Merchants must meet the following risk management criteria:
  - Must not be engaged in business categorized by the following merchant category codes: 5962, 5966, 5967, or 7995.
  - Must not have sales transactions that are predominantly Quasi-Cash, Account Funding, or any combination thereof.

**2. Customer Responsibilities.** Customer must:

- Protect the security of the information sent to or received from Account Updater.
- Use the same standard of care to protect and prevent misappropriation or improper disclosure of the confidential information as is used to protect its own confidential information, but in no event less than reasonable care.
- Be in compliance with the network operating regulations.
- Have a valid business need to receive updated account information, including but not limited to:
  - Subscription services
  - Express checkout services
  - Membership (club) services
  - Recurring payment services
- Restrict access to Account Updater data to business need-to-know.
- Request an Account Update for every participating cardholder account in merchant's customer database at least once every 180 calendar days for merchants that bill daily, weekly, monthly, quarterly or bi-annually or at least once every 365 calendar days for merchants that bill annually.
- Submit inquiries only for those customer accounts with which Customer has existing customer relationships and have their account information on file.
- Ensure that information received from Account Updater is properly, completely, and accurately incorporated

**3. Prohibited Activities.** Customer must not:

- Request authorization on accounts that have returned a response of "Closed Account".
- Submit inquiries to Account Updater on behalf of any other entity.

If Customer has fraudulently misused Account Updater to obtain account updates, Customer will be removed from the Account Updater service.

**4. Indemnification.** Customer agrees to indemnify and hold Spreadly and its respective directors, officers, agents, and employees, harmless against any and all liability, costs, damages, and actions arising in connection with (a) Customer's use of Account Updater, confidential information, and/or any associated written materials, and/or (b) any breach of its obligations as stated herein. Customer acknowledges and agrees with the following:

- Account Updater contains confidential information of Spreadly and others that has been disclosed to the merchant or to which the merchant has been provided access.
- The merchant will not misappropriate confidential information of Spreadly.
- Account Updater contains Personal Data disclosed to Spreadly by Customer.

Customer acknowledges and agrees that any and all Confidential Transaction Data (as defined in the Card Network rules) or other Personal Data that Customer provides to the Card Networks in connection with use of Account Updater may be used by them for the purposes described in their respective rules and for purposes of providing the program and other services as requested by Customer. For purposes of clarity, Customer represents and warrants that it will be solely responsible for providing notice to and obtaining any necessary consent from cardholders in connection with the processing of Personal Data by the Card Networks for the above purposes. Customer also represents and warrants that it will be solely responsible for handling requests from cardholders to access, correct, block or delete their Personal Data in connection with the Account Updater.

**5. Disclaimer.** SPREEDLY DOES NOT REPRESENT OR WARRANT THAT ACCOUNT UPDATER IS FREE OF DEFECT AND/OR MISTAKE; AND IS PROVIDED ON AN "AS IS" BASIS, "WITH ALL FAULTS". SPREEDLY AND ITS ACCOUNT UPDATER COMPONENT SUPPLIERS DISCLAIM ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO: ACCOUNT UPDATER, CONFIDENTIAL INFORMATION AND/OR ANY ASSOCIATED WRITTEN MATERIALS; THEIR USABILITY, CONDITION, OR OPERATION; THEIR MERCHANTABILITY; THEIR FITNESS FOR ANY PARTICULAR PURPOSE; OR NON-INFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS. IN NO EVENT WILL SPREEDLY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF INCOME, USE, OR INFORMATION, NOR ANY OTHER COST OR EXPENSE INCURRED BY A MERCHANT OR ANY THIRD PARTY ARISING FROM OR RELATED TO USE OR RECEIPT OF ACCOUNT UPDATER, WHETHER IN AN ACTION IN CONTRACT OR IN TORT, AND EVEN IF THE MERCHANT OR THIRD PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EACH MERCHANT ASSUMES THE ENTIRE RISK OF USE OR RECEIPT OF THE PROGRAM OR CONFIDENTIAL INFORMATION.

Only in the event the limitation of liability set forth in the immediately preceding paragraph is deemed by a court of competent jurisdiction to be contrary to applicable law, the total liability, in the aggregate, of Spreedly to Customer and anyone claiming by or through the Customer, for any claims, losses, costs, or damages, including attorneys' fees and costs and expert-witness fees and costs of any nature whatsoever or claims expenses resulting from or in any way related to Account Updater shall not exceed the total compensation received by Spreedly from the Customer for the use of Account Updater during the six months ending on the date that Spreedly was advised by the Customer of the Account Updater concern. It is intended that this limitation apply to any and all liability or cause of action however alleged or arising, to the fullest extent permitted by law, unless otherwise prohibited by law.