



Service Contract

Service 1: Supplements

Residential Fee:

12.5% of the increased RCV amount

Commercial Fee:

9% of the increased RCV amount

*Estimate and final invoice are included if supplementing is performed pre-build

Includes:

- Company-Branded Xactimate Estimates
- Inspection/Photo Checklist
- Supporting Photos Added to Estimate
- Confirm Estimate Received by Carrier
- Follow Up With Carrier Until Approved
- Final Invoice Sent to Carrier*
- Confirm Money Released to Homeowner

We will document the progress of the file in your CRM system. We will need 1 user login per 30 deals working. All notes made in our system will be copied into your CRM system.

Service 2: Reinspection

Partial or Full Denial Fee:

\$99 Fee + 5% of Increased RCV Amount

*5% only applies if approved

Includes:

- Company-Branded Xactimate Estimates
- Supporting Photos Added to Estimate
- Follow Up with Carrier Until Approved
- Documentation of Progress in Your CRM

If further supplementation is requested past job approval, additional increases will be billed at the Service 1 percentage.

Additional One-Time Services

Estimate Creation

*Before insurance estimate has been received

Estimate Fee:

\$199*

*up to 50 line items

*\$1.25 per additional line item.

Includes:

- Company-Branded Xactimate Estimates

Final Invoicing

*No prior supplementation- needs release of depreciation

Full Service Final Invoice Fee:

\$99 + 15% of Increased RCV Amount

Includes:

- Final Invoice Creation*
- Confirm Money Released to Homeowner
- Only Performed Once Build is Complete

***Client must confirm line items completed per insurance scope.**

INITIALS: _____

DATE: _____

Billing Procedures



Billing is on a monthly basis. All initial deposits and increases received during a one month period are billed the following month. RISE invoices are due on the 10th of each month.

Supplement Billing:

Initial Billing – Once RISE has been assigned to supplement a job a \$100 deposit will be charged

*This is refunded once the first increase has been received. It is taken out of the first increase billing.

Increase Billing – The first increase during the supplement process will incur a secondary billing, minus the \$100 deposit

*Only entered and processed once an updated insurance SOL has been received

Final Billing – Any remaining and additional increases will be billed at this point

*Only entered and processed once the final insurance SOL has been received

Example Residential Supplement:

1) RISE is assigned:

–\$100 deposit due

Original RCV: \$10,000

2) The first increase is received:

–\$500 due

Original RCV: \$10,000

Increased RCV: \$14,000

15% of \$14,000 = \$600 – \$100 deposit

3) The job is closed out:

–\$150 due

Final Approved RCV: \$15,000

Additional Increase: \$1,000

15% of \$1,000 = \$100

Total Billing for the job: \$750

INITIALS: _____

DATE: _____

Terms & Conditions

- INITIALS: _____ **1) Canceling a Job:** Must send an email to your custom email address or post in CRM. Must state "Canceling a job-customer's last name and address". Job will be billed for all work performed prior to RISE's receipt of cancellation. Confirmation of delivery of the cancellation is your responsibility.
- INITIALS: _____ **2) Disputes:** Must send an email to the RISE billing department. The subject line must state "Dispute- customer's last name and address". RISE, LLC (RISE) will respond to the dispute within 7 business days. Files in dispute will get an extra 7 days for billing. If the dispute is not resolved directly between the parties, it shall be submitted first to mediation, the cost of which shall be borne equally between the parties. If the dispute cannot be resolved by mediation it will be submitted to private arbitration in San Antonio, TX. Absent agreement on a mediator or arbitrator, RISE shall select the neutral to administer mediation and/or arbitration.
- INITIALS: _____ **3) Billing:** Any invoice that becomes 10 days past due will incur a 5% late fee of the balance. Any account 21 days past due will be suspended. This means all work on your jobs will be stopped until you are current on your invoices. Any account more than 30 days past due will be closed and sent to a lawyer for collections.
- INITIALS: _____ **4) Line of Credit:** Client will receive a line of credit of \$10,000. If the client's line of credit exceeds \$10,000, the client will have 5 days to pay the account down below \$10,000 or the account will be suspended. This means all work on all your jobs will be stopped until you bring the account below \$10,000. Clients can apply for an increase to the standard line of credit. The decision whether to grant an increase or decrease will be solely within RISE's discretion, based on a variety of factors.
- INITIALS: _____ **5) Personal Guarantee:** Each account must be personally guaranteed by a principal of the client.
- INITIALS: _____ **6) Credit Reporting:** RISE reserves the right to report information to credit reporting companies, TransUnion, Equifax, Experian, Dun & Bradstreet, etc. RISE reserves the right to pull a credit report on the client as well as the principal owner(s).
- INITIALS: _____ **7) Collections:** Client understands and agrees that all amounts more than 45 days past due will be sent to collections and accrue interest at the rate of 5% per month. Client acknowledges that it shall be responsible for any and all expenses incurred by RISE in collecting all past due amounts. These fees include, but are not limited to, all attorney fees, collection fees, expert fees, etc. Venue for all disputes shall be San Antonio, TX, unless otherwise determined in RISE's sole discretion.
- INITIALS: _____ **8) Responses and Performance:** Client acknowledges and agrees that the turn-around time for any work to be performed by RISE is subject to change according to the market conditions. RISE cannot guarantee that there will not be a delay in RISE's responses and/or the performance on any particular job(s).
- INITIALS: _____ **9) Second Adjuster Appointment:** RISE does not go to second adjuster appointments. RISE pricing does not change if client goes to the adjuster appointments to get other items approved on supplement. Client agrees and understands that the price will remain the same.
- INITIALS: _____ **10) Client Responsibility for Providing Updated SOL:** If client withholds any updated SOL, even if such withholding is due to customer's failure or refusal to release the estimate to client, RISE will use the last estimate sent to the insurance company upon which to base its billing. Client can provide an updated SOL if the client believes it has overpaid on any file. Upon confirmation of Overpayment, RISE will issue the appropriate credit or refund.
- INITIALS: _____ **11) Client's Work Still Needs to be Completed:** RISE does not wait for work to be completed for billing to take place. After 15 days of inactivity, RISE will bill client.
- INITIALS: _____ **12) Client has not Received Check from the Customer/Property Owner:** RISE is not responsible if the client's customer(s) doe(es) not pay on time and/or if there is a mortgage hold on the check that delays client's payments. Client understands that all invoices are due and payable net 15 days on all work performed by RISE. The failure of the client to collect the monies due from the property owner shall not excuse client's payment obligations to RISE.
- INITIALS: _____ **13) Homeowner Communication:** In some states RISE must communicate with the property owner directly and keep them informed on the progress of their claim. This communication will generally be made in conjunction with all major milestones (1- Initial Estimate sent to insurance carrier, 2- Any items approved on initial estimate by insurance company, 3- Any updated SOL, 4- Final SOL, 5- Any other pertinent information for which RISE believes property owner should be notified.) RISE must be provided with the property owner's email address which will be used by RISE to communicate with property owner, copying client.
- INITIALS: _____ **14) Bid Items and Contents:** Bid items and contents are included in the increase.
- INITIALS: _____ **15) Permits:** Must be submitted before the NOC. If permit is submitted to RISE after the NOC, there will be an additional NOC Fee.
- INITIALS: _____ **16) Partial NOC:** Partial NOC is still billed at the normal NOC billing price. If you would like us to issue NOC again on the same file, another NOC fee will be applied.
- INITIALS: _____ **17) Two Confirmations RISE will Need via Emails or CRM:** 1) For submission of Estimate to Insurance Carrier - Need approval of the Estimate, 2) For submission of NOC confirmation from what work is completed per updated SOL. Verbal communication or text will not work for these confirmation.
- INITIALS: _____ **18) No Public Adjuster Services:** RISE, LLC does not act as a public adjuster or provide public adjuster services to its client or client's property owner(s). RISE solely provides third party office support and claim supplementation as directed by its client.
- INITIALS: _____ **19) Confidentiality:** RISE agrees to keep all client information private subject to court order or request by a governmental agency duly authorized to compel disclosure. In the event of a demand for disclosure, RISE will advise client to enable client, as much as is reasonably possible, to dispute such order of disclosure.

Date Signed: _____

Please review the following items and initial each one acknowledging that you have read and understand each item:

INITIALS: ____ A job incurs billing when the approved estimate/scope of loss is received from the carrier regardless of payment from the homeowner.

INITIALS: ____ If RISE has confirmed that the approved estimate was sent to the homeowner, but the carrier will not release it to us, if it is not sent to RISE within 30 days, billing will be for the RISE estimate RCV amount. If the estimate is collected at a later date RISE will reimburse the difference from the insurance estimate.

INITIALS: ____ I understand that I have 7 days from the date RISE sends my invoice to initiate a dispute regarding my bill.

INITIALS: ____ Any invoice that is 10 days late will incur a 5% late fee of the balance. Any account 21 days past due will be suspended. This means all work on your jobs will be stopped until you are current on your invoices. Any account more than 30 days past due will be closed and sent to a lawyer for collections. To prevent this we recommend setting up automated billing.

INITIALS: ____ I have read all 19 Terms and Conditions from page 3, understand them, and agree to them.

INITIALS: ____ Do you want RISE to copy the homeowner on all communication with the homeowner?

INITIALS: ____ YES / NO

INITIALS: ____ Can RISE communicate with the homeowner to attempt to retrieve an updated scope of loss?

INITIALS: ____ YES / NO

Signature: _____

Date: _____



Service Contract

Agree to by and between:

Company Information:

Legal Name: _____
DBA Name: _____
Address: _____
EIN/Tax ID#: _____
City, State, Zip: _____
Phone: _____

Billing Contact:

First & Last Name: _____
Phone: _____
Address: _____
Email: _____
City, State, Zip: _____

Owners Information: Write "Same", if same as above.

Owner 1 Name: _____
Email: _____
Address: _____
Cell: _____

Title: _____
% of Ownership: _____
SSN#: _____
Date of Birth (mm/dd/yyyy): _____

Owner 2 Name: _____
Email: _____
Address: _____
Cell: _____

Title: _____
% of Ownership: _____
SSN#: _____
Date of Birth (mm/dd/yyyy): _____

Owner Name: _____ Title: _____

Owner Signature: _____ Date: _____

Bank Information for ACH Billing:

Account #: _____ Routing #: _____

INITIALS: _____

DATE: _____