**SWIFT will appoint an Onboarding manager to this project**.

He/she will be the central point of contact towards the <<[ACCOUNT\_NAME]>> to arrange all practical matters and agree on timing, milestones, and deliverables. For a successful execution of the project, a similar role is required at <<[ACCOUNT\_NAME]>>.

Charges for the venue, location and breaks/lunches are excluded. If <<[ACCOUNT\_NAME]>> cannot provide a suitable onsite location, SWIFT will be able to provide binding suggestions for alternative locations.

Unless otherwise stated, the services provided under this service proposal are fully delivered remotely. Should the gpi customer nevertheless request a service to be performed on premises (for instance for the kick-off meeting), then travel time and travel-related expenses will be charged on a cost-recovery basis in accordance with SWIFT Travel and Expenses Policy. Charges do not include travel time which will be charged at 950 EUR/day.

Unless otherwise provided in the contract, standard working day of a consultant consists of 7.5 hours, performed within 09:00 – 18:00, local time of the consultant.

Charges include preparation work, project administration and project management, desk work for recommendations, report and management summary, quality control and presentation to <<[ACCOUNT\_NAME]>>.

Based on experience, the typical syndicated onboarding effort for the SWIFT experts is between 5 and 7 days.

In case the time spent is likely to be higher than 7 days for reasons not attributable to the SWIFT consultant(s), for example due to additional training sessions required by the gpi customer, long test-cycles, change of project team members on the gpi customer’s side, then SWIFT will pro-actively inform the customer, and the parties will jointly agree on a new service proposal to cover the remaining work required to finalise the onboarding.

This service proposal and related pricing offer is valid for 3 months.

Items not documented in this service proposal will need to be ordered separately, and will be charged on a time and material basis.