

Professional Service Agreement

Professional Service Agreement (Summary)

[Summary of the original Professional Service Agreement omitted for brevity; assumed as known content in prior analysis.]

Exhibit A: Client Summary

Exhibit A: Client Summary What You're Getting with Potomac Outreach

1. What You're Getting By signing this agreement, you're entering a service partnership with Potomac Outreach not hiring employees.

Here's how it works: You get a dedicated team including two virtual assistants (VAs), a QA manager, and a project manager who will support your business daily. These professionals are fully employed and managed by Potomac Outreach.

While you'll have full visibility and control over the tasks they perform through secure tools like Google Workspace, Slack, and Hubstaff, you are not their employer. Potomac Outreach remains responsible for all employment, management, and payroll.

In simple terms: A reliable and well-managed team No HR or tax obligations on your part All the benefits of having staff without employment liabilities

2. About the W-8BEN-E Form The W-8BEN-E form is an IRS document that proves Potomac Outreach is a foreign company.

This form confirms that: - Potomac Outreach is a foreign entity, not a U.S. taxpayer. - You don't need to issue a 1099-NEC. - You're not responsible for withholding taxes. - You're protected in the event of an IRS audit.

Keep this form in your tax records. You only need to provide it to the IRS if requested.

3. E-Signatures & DocuSign This contract is signed via DocuSign for your convenience.

What you get: - Secure, legally binding e-signature - No printing or scanning - Signed PDF emailed to you automatically - Fully encrypted, court-admissible audit trail

4. Why We Use Payoneer We choose Payoneer for its: - U.S. business compatibility - Low fees and favorable exchange rates - International payment transparency - Strong buyer protections

5. What's Included in Your Package

Virtual Assistants: 1 Full-Time VA (8 hrs/day) 1 Part-Time VA (4 hrs/day)

Services: - Admin support, data entry - Cold calling, lead generation - Customer service - Social media management - Email & calendar management - Research & reporting - Basic Canva-based design work

Management & Oversight: - QA Manager supervision - Backup coverage - Ongoing training & development - Weekly reports and performance updates

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Tools Used: Hubstaff Time tracking Slack Daily communication Google Workspace File/email access Notion Task tracking & reports Loom Video communication Canva Pro Graphics Professional Dialer System Cloud Backup Zoho Books Invoicing

Pricing & Payment: \$4/hour Invoiced every 15 days via Payoneer W-8BEN-E provided for U.S. tax compliance