



SPV & Fund // Service Level Tiers

Having completed thousands of deals, we've seen every deal scenario and have solutions for taking your investments from set-up to exit. To best support your deal we have three service level tiers to tailor your level of service to your specific needs.

Our **Client Experience Managers (CEMs)** are dedicated to your deal to help you navigate a complex and time-sensitive process:

- + Provide a smooth onboarding experience and ensure successful adoption of Glassboard
- + Deliver SPV education, guidance and best practices from our experienced teams
- + Align expectations and communicate updates from start to finish
- + Facilitate your relationship with Assure

SPV/VC SERVICES - PER CLIENT		BRONZE	SILVER	GOLD
IN PLATFORM	Public Knowledge Base // Available 24/7	✓	✓	✓
	Live Chat // 9am-6pm MST, Monday through Friday	✓	✓	✓
	General phone support // 9am-6pm MST, Monday through Friday	✓	✓	✓
	Dedicated CEM for 60-day Onboarding	✓	✓	✓
	Virtual 1-hour onboarding with CEM and up to three 30-minute check-ins	✓	✓	✓
	Support Tickets	✓	✓	✓
DEDICATED SUPPORT	Live Chat // 7am-7pm MST, Monday through Friday		✓	✓
	General phone support // 7am-7pm MST, Monday through Friday		✓	✓
	Dedicated CEM with direct contact information		✓	✓
	Bookable weekly 30 minute meeting slots with CEM		✓	✓
	Personalized Virtual Webinar Trainings arranged by CEM			✓
	Live Chat // 7am-7pm MST, Monday through Friday, 9am-3pm MST Saturday			✓
	General phone support // 7am-7pm MST, Monday through Friday, 9am-3pm MST Saturday			✓
	Dedicated Slack Channel // Supported 9am-6pm MST, Monday through Friday			✓
	Dedicated Hours of Organizer Coordination // 9am-6pm MST, Monday through Friday			✓
	Dedicated Hours for Investor Relations // 7am-7pm MST, Mon. through Fri., 9am-3pm MST Sat.			✓
RESPONSE TIMES	Minor	24 HRS	6 HRS	3 HRS
	Escalated	6 HRS	3 HRS	1 HR
RESOLUTION TIMES	Minor	60 HRS	36 HRS	12 HRS
	Moderate	36 HRS	24 HRS	8 HRS
	Escalated	12 HRS	6 HRS	3 HRS
FEES	Monthly	Included	\$750/mo	Variable
	Annual Charge	Included	\$9,000/yr	Variable
ESCALATION LEVELS (NOTE: ASSURE DETERMINES ISSUE ESCALATION LEVELS, HRS = BUSINESS HOURS)				
MINOR	General Glassboard questions, deal-coordination items (non-time sensitive), or product feedback			
MODERATE	Technical problems/deal-coordination issues which cause moderately degraded service, but for which a workaround exists			
ESCALATED	Glassboard outages or business critical-problems where no current workaround exists			

Response Time = Time you could be waiting for a response from our team

Resolution Time = Time to resolve minor, moderate, escalated technical or process issues (Assure determines what are minor, moderate and escalated issues)