

LoanTec[®] Financial Software

Software Support Agreement

Contact Information:

- Voice : 830.401.0081 Development and Support
- Voice : 830.896.7107 Sales, Rules and Training
- Fax : 830.896.5545
- Email : support@loantec-software.com
- Hours of operation : Mon.-Fri, 9:00 AM-5:30 PM Central Time (USA)

Requirements:

- You **must have** an adequate technical support solution in place for items such as hardware problems, operating system problems or network problems. Our technical support covers issues directly arising from LoanTec[®] only.
- **Very important!!** If the computer running LoanTec[®] Software is connected in any way to the Internet (Browser and Email included), you should have a firewall in place. All programs, including LoanTec[®] can be seriously damaged if the computer is open to the Internet, which contain deadly viruses and “Hackers” who may decide to take over your computer and alter, steal, or destroy your data or operating system.
- We ask that there be a primary and secondary person at your office designated as the contact person. This helps avoid confusion.
- We ask that backups be done on a daily basis using at least a 1-week rotating schedule. If you are unfamiliar with rotation, please ask.
- A fax number and/or an email address must be available as an alternate means of contacting you.
- It is critical that the computer and all related components be in a stable and secure location. Setting computers or any peripheral under desks or on the floor where it may be bumped or subjected to any abuse may cause complete system failure or serious data corruption. All cables must be secure and not exposed to continual or general movement. Taping or laying cables on the floor in traffic areas is unacceptable and our technicians are not permitted to install or support LoanTec[®] Software under these conditions.

General Information:

When you call our telephone system, a real live person will usually answer. If no technicians are available to immediately take the call, you will be asked to leave a message. Please speak clearly and leave your assigned account number, name, business/office name, callback phone number, and a brief description of your question. Please also fax any supporting documentation that may be useful to expedite an answer to you in the most efficient manner. Such documentation may include print screens of error messages, reports, and step-by-step instructions as to how the problem occurred.

Software Technical Support:

Technical support is included at no charge during normal business hours and generally covers most day-to-day LoanTec[®] issues that arise. There may occasionally be items that are not included like, but not limited to, lack of diligence of user, non-LoanTec[®] software/hardware, or other event that, in the opinion of LoanTec[®], is beyond the scope of support. We will always tell you if support requests are beyond the regular support guidelines and before you incur any additional costs.

Time Frame for Answers:

We can usually answer your question or fix your problem when your call. If you leave a message, our “official” response time for contacting you is 2 business hours. (see LoanTec[®] hours of operation above). At times we may have to do research to obtain an answer for you.

If this is the case, we will work it in with our other priorities based upon the severity of the situation. As a courtesy to others waiting for technical support, we reserve the right to limit support to no more than 30 minutes per call so that our system technicians can properly respond to all calls. We will make every attempt to give you a timely and complete answer.

Design Requests:

We welcome your input regarding the design of LoanTec[®]. All design requests should be faxed or emailed to the attention of the technical support department. The request should include sketches, designed reports, and/or print screens with a detailed description of the feature and/or function and reason for the design request. Once we receive a request, we will evaluate it to see if universally applicable and if it is, the design request is then prioritized. We will contact you if we need further information about the request. Please note that we are not able to fulfill all design requests. If we determine we will not be able to fulfill a design request as a standard part of LoanTec[®], we may be able to fulfill the request as a custom programming job. Quotes will be made available to you.

Support Coverage and Charges:

Our technical assistance includes support for problems and questions with current accounts only. If your account is past due, no support will be provided until the account is current.

What is included in our support:

LoanTec[®] will provide support for workarounds and solutions to issues directly relating to our non-discontinued products only.

What is NOT included in our support (Support for these issues will incur an additional charge outside your normal monthly support if handled by us. It may be more efficient to have someone local or more knowledgeable with a separate support agreement in place to handle these types of issues.):

- Any problem due to equipment, hardware, or operating system.
- Viruses, or any file corruption in the operating system not part of LoanTec[®] program. Please note that LoanTec[®] uses many DLL files directly from your operating system. If your operating system has damaged files needed by LoanTec[®] for certain functions, LoanTec[®] may not run properly.
- Networks - LoanTec[®] is not responsible for networking issues. However, we may have configuration information that will help without additional charge.
- Training beyond occasional questions on the use of LoanTec[®]. We offer training upon installation and custom training sessions that are handled outside of this agreement.
- 3rd party software such as QuickBooks, Microsoft Word, or other non-LoanTec[®] programs.
- Any custom programming.

We Retain the Right to Refuse Support for:

- Abusive, rude, or profane language. Using this type of language will result in termination of the call.
- Refusal to give out information we determine is helpful in answering your question.
- Refusal to remove software installed on the computer that we feel is in conflict with our software.
- Refusal to configure or maintain the operating systems, network or computer equipment in a manner consistent with our minimum requirements.

I have read and agree to the LoanTec[™] Financial Software Support Agreement -

Signed: _____ Date: ____/____/____

Company: _____ City: _____