Your Personalized Progident Service Plan
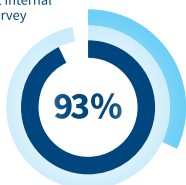
A Cost-Effective Strategic Investment!

PROGIDENT
COMPUTERIZED MANAGEMENT
ACDQ Affiliated Corporation

Customer satisfaction rate
in our last internal annual survey

32% RERSPOND RATE OF

97% PRECISION OF

93%

You invest time and money to computerize your clinic and ensure that your Progident management solution becomes your most effective development platform. Protect your initial investment and maximize its added value thanks to Progident's flexible and personalized after-sales service plan.

The Progident service plan gives you access to advanced technical improvements and allows you to benefit from the support of a team of experts who will assist you in your daily management tasks. Enrolling in a personalized Progident service plan is easy! Simply choose one of the two following options:

- The "**Hassle-Free**" plan, which offers complete worry-free coverage.
- The "**Software Update**" plan, which offers minimum technological coverage.

Characteristics and Services of Each Option	Option Software Update	Option Hassle-Free
Constant access (online or CD) to the software update service [*1]	Included	Included
Basic services & support for regular use of Progident software [*2]	Billed per service provided	Free of charge
Billing rate for a basic service [*2]	$110/h or on time bundle [*6]	Free of charge
Minimum period for billing a basic service [*2]	15 minutes	Free of charge
Additional services at a reduced rate for Progident software [*3]	With time bundle [*6]	With time bundle [*6]
Priority response for service assistance	Priority over customers without a plan	Priority over a "Software Update" plan
Access to online "Frequently Asked Questions" [*4]	Available with time bundle	Included
Discount on the purchase of software or for additional users	None	10 %
Discount on fees to register for training seminars [*5]	10 %	20 %
Discount following a software sale referral	5 %	5 %

Quality services with concrete benefits

The description of the services below is listed in the table above:

[*1] Software Update

The "**software update**" service allows your technological and business environments to evolve. It gives access, among other things, to fiscal updates and revised rate guides. It also gives access to the integration of new third-party payers and new functional features that can improve your productivity and the quality of your customer service. Updates can easily be found and installed on the "Download" page of our website and are also offered on demand on numerical mediums such as DVDs, flash drives, etc..

The cost of the "software update" service varies annually depending on the software configurations of each client (number of modules and number of users). In addition to providing access to updates, this option includes our customer service support when dealing with technical deficiencies with regard to your Progident solution. The other services[*2] are offered at a preferential rate, as indicated in the above table.

[*2] Basic Services and Software Support

Support for the use of Progident software. For example:

- To know how to enter an accounting transaction or correct information that has been entered incorrectly.
- To learn how to add a column to a work window.
- To learn how to secure or limit data access for a group of users.

Support to restore data in the event of a power outage or equipment failure. For example:

- To help you eliminate technical blockages and reboot systems as soon as possible.
- To help you recover and reinstall a backup copy to quickly restart your operations.

*3 Additional or Personalized Services (Management Assistance, Accounting, and more)

- Design of, or modifications made to personalized reports bearing your company's letterhead (letters, labels, forms) by one of our customer advisors.
- Bookkeeping and accounting support by one of our customer advisors to help you complete end-of-period financial audits.
- Online training sessions with one of our customer advisors to quickly train your staff (by appointment only).

*4 "Frequently Asked Questions" Service (FAQ)

The FAQ section, available on our website, consists of an evolutive knowledge bank that provides solutions to the most common questions asked by our customers. This information bank is constantly being improved by the customer comments that we receive and your team will benefit from it, allowing you to save your time bundle for your more important management assistance needs!

*5 Continuous Training Program

This service consists in offering training seminars to all our customers. In addition to their initial training, the users learn to exploit the full potential of their Progident solution and gain autonomy. The list of the various training seminars is available on our web site at http://www.progident.com/eng/for.aspx. A topic interests you? Let us know and we will quickly get back to you with a possible date!

*6 Reduced Rate Time Bundle Service

A 5-hour time bundle service at a cost of $450 allows you to save on your Progident service coverage, regardless of which plan you subscribe to:

- Customers with a "**Hassle-Free**" plan benefit from free basic services or supplementary services at reduced rates.
- Customers with a "**Software Update**" plan obtain their basic or supplementary services at reduced rates.

Terms of use of a time bundle are as follows:

- A billable service call is deducted from the time bundle at a minimum rate of fifteen (15) minutes per call. When a time bundle is about to expire, a renewal offer is automatically sent out to the customer.
- An unused time bundle is automatically transferred to the following year.
- Customers who have a time bundle can obtain the balance of their time bundle or a detailed list of the technical support requests they have made, simply by asking a customer service advisor.

Freedom to Choose!

Freedom of choice is a fundamental Progident value. We sincerely hope that you will choose to subscribe to our after-sales service offer for its high added value.

As a measure of fairness, here are the policies regarding membership or renewal to the Progident service plan:

- Call priority is granted to customers who have a valid service plan.
- Service calls for assistance on Progident software are billed at an hourly rate of $150, subject to a fifteen (15) minute minimum, for customers who do not have a valid service plan.
- A customer who wishes to renew an expired service plan is subject to a retroactive update policy. Application of this policy is indicated on the enrollment form. Fees for retroactive updates cannot exceed the maximum total buyback cost of the software, based on the price list in effect.

Minimum cost per call for a basic service, depending on the selected Service Plan

Coverage Selected	Applicable Rate	Minimum Cost
No annual plan, or time bundle	$150/h	$37.50 per call
"Software Update" plan Without time bundle	$110/h	$27.50 per call
"Software Update" plan With time bundle	$90/h	$22.50 per call
"Hassle-Free" plan	None	$0.00 per call

Service Schedule and Contact Information

Our team of customer service advisors is available Monday to Thursday from 8:00 a.m. to 5:30 p.m. and Friday from 8:00 a.m. to 5:00 p.m. We'll be pleased to answer all of your questions.