



## Fees and Credit Policy\*

### In-Network Confirmations

*Standard.* For each entity to which you send standard in-network confirmations, the fee is \$23.00 per account confirmed for each of the first fifteen (15) accounts at that entity for the same balance request date per client. After the first 15, additional accounts confirmed for the same entity and same balance request date are \$0 (free).

*Consolidated.* Consolidated forms can be used with certain in-network responders (primarily in Canada, Europe, Asia, South America, and the Middle East). These forms request a search for all related accounts/products based on the client information provided by the auditor. The fee for each request is \$99.00 for each of the first five (5) requests at that entity for the same balance request date per client. After the first 5 for the same entity and balance request date, additional requests are \$0 (free).

*AR/AP.* For each entity to which you send in-network AR/AP confirmations, the fee is \$23.00 per request. Please note that a single In-Network AR and AP Invoice confirmation may contain multiple invoices for the same client and responder.

*Legal.* For each entity to which you send in-network legal confirmations, the fee is \$30.00 per request.

### Out-of-Network Confirmations

*Electronic.* The fee for each out-of-network electronic confirmation is \$2.95 per request.

*Paper (Print Fulfillment).* The fee for mailing each out-of-network paper confirmation is \$2.95 per request.

*Paper (Self-Print PDF).* The fee to self-print out-of-network paper confirmation is \$0 (free).

### Credit Inquiries

*Credit Inquiries.* The fee for credit inquiry is paid on a per request basis and may vary, between \$15.00-\$25.00, by participating financial institution.

### Other Services

*Address Lookup™.* Address lookups through [www.confirmation.com](http://www.confirmation.com) are \$0 (free).

### International Billing

Confirmation fees can be displayed and charged in a currency other than U.S. dollars. If requested, U.S. rates will be converted to the requested currency based a third-party exchange rate and periodic adjustments.

### Response Time Guarantee

Confirmation guarantees a response to every electronic confirmation request. If a response is not provided within the first thirty (30) days, Confirmation will refund the cost of that specific account confirmation. Paper confirmations are not included.



## **Taxes**

Confirmation reserves the right to collect sales tax, use tax and/or value added tax (VAT) from its users where required by law.

## **Credits**

Credits must be requested within ninety (90) days of the original initiate and/or release date, and will be given at the lowest effective price. Credits for paper confirmations will not be given based on the responding party's failure to respond to the request in a timely manner or at all. All credit requests should be emailed to [customer.support@confirmation.com](mailto:customer.support@confirmation.com) or should be submitted in writing to:

*Capital Confirmation, Inc.  
Customer Support Department  
214 Centerview Drive, Suite 265  
Brentwood, TN 37027*

## **Customer Support**

For help or to submit a request, please write to [customer.support@confirmation.com](mailto:customer.support@confirmation.com).

*\* Fees outlined in this document are in US Dollars and are subject to change.*