

BILLING AND FEE ARRANGEMENTS

UNDERSTANDING

We are pleased to have the opportunity to serve you. Experience has shown that our relationship will be stronger if we proceed with a mutual understanding about our charges and their payment. This statement will explain our billing and fee arrangements, except as otherwise agreed in writing.

FEES

Our fees will be primarily based on the amount of time spent on your project by GCG, LLC professional, associate and support staff. There may be instances where we will be using prior GCG, LLC work product, or computer models, simulations or spreadsheets that have been developed specifically to perform services related to your project. Since it is to your benefit as well as ours that we use these tools in providing services to you, you will not be billed for the actual use of these tools – only for the time spent working with them. Total charges will therefore be less than if we had to perform these tasks without the benefit of these tools.

RATES

Our rates are based upon an individual's experience and expertise. Our rates are reviewed annually and you will be notified of any change in our rates within a reasonable amount of time preceding the effective date of change.

WORK ASSIGNMENTS

The consultant you will primarily deal with may assign portions of your work to other GCG, LLC staff and personnel. However, the assigned consultant will continue to be responsible to you for your entire project. It is our practice to assign tasks among GCG, LLC staff and others in such a manner as to produce the highest quality work in the most cost-effective arrangement for you. Any concerns that you have with respect to the staffing of your project should be discussed promptly with your assigned GCG, LLC consultant.

STATEMENTS AND PAYMENT

Except as otherwise agreed in writing, statements will generally be rendered monthly to reflect work performed in the previous month, as well as disbursements or expenses incurred on your behalf. Disbursements and other expenses incurred on your behalf may include long distance telephone charges, special postage and expedited mailing charges, delivery/messenger charges, facsimile charges, travel expenses, photocopying, computerized research, etc.

Payment is due upon receipt of our statement. If we do not receive questions about the statement within fifteen days of posting, it will be assumed you have reviewed the bill and find it in order. Payments should be made payable to “Gardin Consulting Group, LLC” unless otherwise indicated by agreement or on the statement.

DELINQUENT ACCOUNTS

If any statement remains unpaid for more than sixty days we may, consistent with our ethical obligations, cease performing services for you until arrangements satisfactory to GCG, LLC have been made for payment of the arrearage as well as future fees.

QUESTIONS

If from time to time you have any questions about any aspect of our arrangements, please do discuss your concerns with the consultant responsible for your project. Proceeding on a mutually clear and satisfactory basis in our work for you is important to us. We are open to questions regarding all of these matters and we encourage you to be frank about them.

THANK YOU

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