Jane Doe
Chief Executive Officer
Example Credit Union

October 9, 2017

Dear Jane:

Since your imaging strategy is such a critical component of your business, I'm excited that you are reaching out to engage me to assist you with reviewing and improving your imaging processes. I'm looking forward to working with you to improve your system and processes, leverage the tools to their full extent, and to better train your staff as needed.

This correspondence outlines the complete scope of work you requested, including objectives and estimated fees.

SCOPE OF SERVICES – SEE Appendix A

Onsite assistance will be performed to address the noted items in appendix A but is not limited to the items in the appendix. Time on site will be used at the discretion of credit union management in order to best accomplish their objectives. It will be our goal to accomplish the entire set of opportunities identified, as well as any others that may be identified while onsite. We will we make best efforts onsite, but should we not accomplish an item, we will continue to work with the credit union to drive to resolution any unfinished items once we return.

This working session will require time commitment from your team to work with us to examine and improve processes and procedures for your imaging operations at your credit union.

PROFESSIONAL FEES

This engagement covers an on-site visit of 1 day(s). Estimated cost is $1500.00 plus expenses. If while on site it is determined by credit union management additional time is required, they can request to extend the length of the engagement and best efforts will be made to accommodate the request but is not guaranteed. Each additional day is $1000.00 per day plus expenses. Alternatively, a second day can be reserved and scheduled at the credit union's discretion prior to arriving.

Sincerely,

John Beauchamp

VP of Imaging Solutions

RESPONSE

 This letter correctly sets forth the understanding of the tune up engagement.

_____   _____
          Accepted by   Date

The below are typical items addressed on site during such engagements. We will strive diligently to accomplish as many of these areas and items as possible.

Imaging Solution Server and System:

---

1. Review speeds overall, and identify any improvements available.
2. Investigate the status of the system.
   a. What is the age and condition of the hardware?
   b. Are there exceptions?
   c. Are log files acceptable both in terms of content and length of history?
   d. Scan archive for issues with data, missing, corrupt etc.
3. Does the credit union have a BC plan for their Imaging System?
   a. Is it up to date?
   b. Has it been tested recently?
   c. What was learned during the test?
4. Review other concerns, questions or miscellaneous server items.
5. Identify any action items for future consideration.

Retention schedule:

---

1. Review the credit union retention schedule. Is it well defined?
2. Is the retention schedule being followed?
3. Verify ArchView is in place and at the current version.
   a. a. Install it / Train on it as needed.
4. Verify data is in an acceptable format (necessary indexes) to leverage automated tools for purging aged data.
5. Address any concerns or questions.
6. Identify any action items for future consideration.

Lending

---

1. Verify appropriate packages are in place to create an efficient workflow.
   a. Packages training if needed.
2. Verify eSigning setup and utilization/training.
3. Verify appropriate forms are in place to create an efficient workflow.
   a. Forms training if needed.
4. Verify processes are efficient, i.e. avoiding double entry, keeping documents electronic etc.

5. Verify data validation is occurring.
6. **Verify scanning is occurring at proper settings.**
7. Reinforce best practices as applied to imaging for lending.
8. **Address any concerns or questions.**
9. Identify any action items for future consideration.

Tellering

---

1. Verify processes are efficient, i.e. avoiding double entry, keeping documents electronic etc.
2. Verify data validation is occurring.
3. Verify scanning is automated and occurring at proper settings.
4. Verify scanners are being maintained.
5. **Address any concerns or questions.**
6. Reinforce best practices as applied to imaging for Tellering.

Member Service

---

1. Verify appropriate packages are in place to create an efficient workflow.
   a. Packages training if needed.
2. Verify eSigning setup and utilization/training.
3. Verify appropriate forms are in place to create an efficient workflow.
   a. Forms training if needed.
4. Verify processes are efficient, i.e. avoiding double entry, keeping documents electronic etc.
5. Verify data validation is occurring.
6. **Verify scanning is occurring at proper settings.**
7. Reinforce best practices as applied to imaging for member services.
8. **Address any concerns or questions.**
9. Identify any action items for future consideration.

Administration

---

1. Discuss the corporate imaging culture, the credit union's objectives and who is driving it.
   a. Is there a dedicated team or roles?
   b. What are this year's initiatives and agenda?

  c. What are the longer-term objectives?

  d. Is upper management aware of current state of the system and its use within the credit union?

2. Is the administration utilizing the imaging system? Verify Administration is not left behind on as it pertains to imaging.

  a. Verify appropriate processes are in place to create an efficient workflow.

  b. Verify eSigning setup and utilization/training.

  c. Verify appropriate forms / packages are in place.

  d. Forms / packages training if needed.

  e. Verify processes are efficient, i.e. avoiding double entry, keeping documents electronic etc.

  f. Verify data validation is occurring.

  g. **Verify scanning is occurring at proper settings.**

  h. Reinforce best practices as applied to imaging.

3. **Address any concerns or questions.**

4. Identify any action items for future consideration.

Accounting

---

1. Is the accounting utilizing the imaging system?

  a. Verify appropriate processes are in place to create an efficient workflow.

  b. Verify eSigning setup and utilization/training.

  c. Verify appropriate forms / packages are in place.

  d. Forms / packages training if needed.

  e. Verify processes are efficient, i.e. avoiding double entry, keeping documents electronic etc.

  f. Verify data validation is occurring.

  g. **Verify scanning is occurring at proper settings.**

  h. Reinforce best practices as applied to imaging.

2. **Address any concerns or questions.**

3. Identify any action items for future consideration.