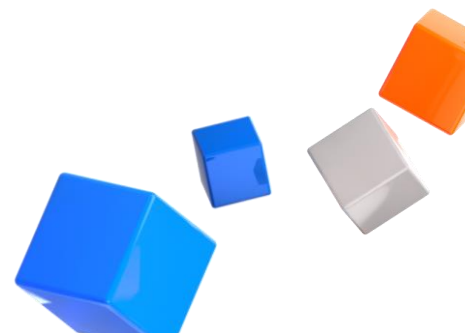


NOTICE

PREMIER SUPPORT FOR PARTNERS



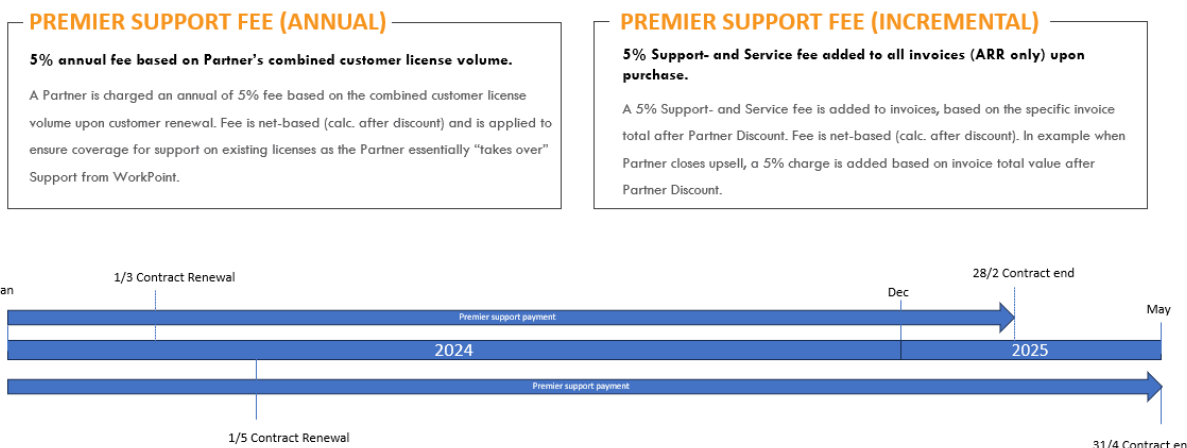
Notice

We are writing to inform you of an important update regarding WorkPoints' Support setup.

Effective by January 1st, 2024, we will no longer be providing 1st and 2nd line Support to Customers and Partners. As previously introduced, WorkPoint Premier Support for Partners; a mandatory agreement between WorkPoint and its Partners that covers 3rd line support, will officially be launched. All customers will be covered by Premier Support for Partners by January 1st, 2024.

Therefore, by January 1st, 2024, a mandatory fee of 5% for Premier Support for Partners, will be included in the annual customer renewal retroactively starting by January 1st, 2024. For additional purchased made onetime fee of 5% will be added to invoice. Both fees are net-based.

Invoice example



With the Premier Support for Partners initiative, our goal is:

1. To **empower** our Partners in managing customer(s) from end-to-end; taking on a 360-degree responsibility.
2. To help create and establish new opportunities for **monetization** and recurring business growth by letting Partners offer value-adding support services to customers.
3. To **focus** on what we do best while still providing the necessary cover for our Partners when **specialized** support is needed.

With Premier Support, you can provide your customers with the highest level of support, giving them peace of mind knowing that their issues will be resolved quickly and efficiently.

By January 1st, 2024, only technical certified consultants can submit support tickets in WorkPoint Support Desk. Login required.

In addition, we will be launching by January 1st, 2024, the following to support you at best:

- **New Learning Management System**
- **Updated Training material**
- **New and updated Product Documentation**

For more information

If you are interested in learning more about WorkPoint Premier Support for Partners, come and join us in the Roundtable discussions October 4th in Esbjerg as part of the annual WorkPoint Partner Day.

Please visit our [Partner Portal](#) for more on Premier Support for Partners and the annual Partner Day.

Best Regards
WorkPoint A/S