



Fees for Services Agreement

This Agreement for Service shall be between Language People, Inc. and Sylvan Union School District (hereinafter "CLIENT").

Service Contact

Company: Sylvan Union School District

Address: 605 Sylvan Ave
Modesto, CA 95350

Contact: Gloria Gianossa
Title: District Office Secretary – HR
Email: ggianossa@sylvan.k12.ca.us
Phone: 209-574-500 x200
Fax:

Billing Contact

Company: Sylvan Union School District

Address: 605 Sylvan Ave
Modesto, CA 95350

Contact:
Title:
Email:
Phone:
Fax:

Thank you for contacting Language People, Inc. regarding language services. The quote in this Fee for Services Agreement is valid for 30 days from the time of receipt. Once signed by both parties, this Agreement will become the contract between Language People, Inc. and CLIENT regarding such services for 12 (12) months from the date signed.

Please note that a signature on this document does not bind or obligate CLIENT to utilize every service listed, but rather simply provides a written understanding that in the event a representative of CLIENT requests any type of service documented here, that financial obligations associated with those requests are understood and agreed to.

Services Provided by Language People, Inc.

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Face-to-Face Interpretation

On-site Interpretation (Face-to-Face):

LP will send interpreters to appointments at the times and locations specified by CLIENT to interpret between staff and their clients. This type of service also includes interpretation of small group meetings where simultaneous or conference interpretation is not necessary.

Spoken Language Interpreters:

Spoken language interpreters assigned to appointments, conferences, etc. greater than two hours in length shall receive a fifteen minute break every two hours.

American Sign Language Interpreters (ASL):

ASL interpreters shall receive a fifteen-minute break after each hour of service. For all ASL appointments beyond one hour, team interpreters must be used (two interpreters). Any exceptions to Teamed Interpreting requirements will be evaluated on a case by case basis by LP dispatchers and consultants and shall only be at the discretion of Language People.

Minimum Appointment: Two Hours

Every appointment will be billed a minimum of two hours. Hours will be billed in hourly increments beyond two hours. A grace period of five minutes at the end of the hour is allowed to "wind up" your appointment. If the appointment continues beyond the grace period, the next billed increment will be charged.

Rates Per Interpreter:

Qualified Interpreter rates are as follows:

| | |
|--|---------------------------------------|
| 1 hour spoken language interpreting (Common): | \$75.00* |
| 1 hour spoken language interpreting (Rare): | \$85.00** |
| 1 hour ASL interpreting*: | \$90.00* |
| Cancellation Charge (less than 24 hour notice) | Full Charge for Scheduled Appointment |
| Unscheduled appt. (Less than 24 hour notice) | \$35.00 per hour additional* |
| Weekend or After Business Hours | \$35.00 per hour additional* |

**Rates are for Medically Tested and Qualified Interpreters. ASL Interpreters are RID/NAD/Qualified and tested in ASL and medical terminology.*

***Rare and/or certified interpreter rates may be higher and vary depending on assigned interpreter, their credentials, and date of availability. These rates will be provided at the time interpreter is scheduled.*

Services are available throughout the US.

Medical Interpreters:

LP Medical interpreters provided to CLIENT are SB853/JC compliant and HIPAA trained and tested interpreters. They are tested and trained Medical Interpreters, with proficiency in Medical Terminology and General Terminology in their languages of service. ASL Interpreters are RID/NAD/Qualified and tested in ASL and medical terminology.

Certified Legal Interpreting:

LP Legal interpreters are court-certified and court-qualified linguist professionals who are chosen for each assignment, not only on the basis of their proficiency in both source and target languages, but also in the specialized, field-specific knowledge they possess. Certifications for court appearances and depositions vary from state and federal/supreme court jurisdictions. Rates vary due to the unique situation of each assignment's requirements and must be quoted based on the individual project.

Mileage Charges:

Mileage will be charged for total miles at current IRS published rate for travel to and from your facility.

Customer Support

Our office is available to you 24-Hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.



Over-the-Phone Interpreting (OPI)

LP will provide telephone interpreters to CLIENT at the following rates:

Basic Telephone Interpreting:

| | |
|--|-------------------|
| Weekdays (M-F 8 AM – 6 PM) | \$1.50 per minute |
| Evening (6 PM to 8 AM) and Weekend Calls | \$2.00 per minute |
| Minimum time charge per call | 10 minutes |

Specialty Telephone Interpreting Services:

| | |
|-----------------------------|---------------------|
| Training on Phone System | 6 Hours - No Charge |
| Additional Training/Support | \$75.00 per hour |

For a complete list of languages available and more information regarding telephone interpreting, refer to the following page or contact your sales associate for more details and options.

Information/Language Identification Cards

LP will provide four copies of Language Identification Cards at no cost. Additional copies are \$1.00 each. These helpful cards are used to identify by written word which language an individual recognizes as the written version of the spoken language they wish to communicate in.

Operator Time/Customer Assistance

LP operators can assist in identifying language spoken, or in helping to conference third-parties into the phone system. They can also answer other questions. Time spent with the Operator is charged at the minute rate, and is considered part of the interpretation call. Some questions may be part of the no-cost training on use of the phone system.

Training and Technical Support

LP will provide to Customers up to six hours of introductory training in the use of the telephone system per year, and customers receive up to four hours per year. Additional time is charged at \$75.00 per hour.

Customer Support

Our office is available to you 24-Hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

Recording Conversations for Client Records

Interpreted phone calls may be recorded and saved upon request of the CLIENT. Call recording requests must be made in advance of the actual interpreted call, and extra fees apply.

Trained Customer Support Representatives

For an additional fee, LP interpreters will be trained in Customer's policies and businesses processes, and perform the task of Customer Support Representatives on behalf of Customer. In this level of service, we answer the telephone and field questions in language exactly as your own customer support representatives would do. Customer can train our staff in the use of their proprietary data collection and customer support tools, so that our staff seamlessly integrates with your own English-speaking customer support staff. This service frees up your personnel to do other tasks (they do not have to be on the line with our staff, the LP interpreter/CS rep does the work for them!). Please ask your salesperson to provide you with a custom quote for this level of service.



Partial Language List

| Language | Rare or Common |
|-------------------|----------------|
| Afghani | Common |
| Albanian | Common |
| Amharic | Common |
| Anar Dari | Common |
| Arabic | Common |
| Aramaic | Rare |
| Arbresh | Rare |
| Armenian | Common |
| ASL | Common |
| Assyrian | Common |
| Bahasa | Common |
| Bengali | Rare |
| Berber | Rare |
| Bosnian | Common |
| Bulgarian | Common |
| Burmese (Myanmar) | Rare |
| Cantonese | Common |
| Catalan | Rare |
| Chamorro | Rare |
| Croatian | Common |
| Czech | Common |
| Danish | Common |
| Dari | Common |
| Dutch | Common |
| Estonian | Common |
| Ethiopian | Common |
| Farsi | Common |
| Fijian Hindi | Rare |
| Finnish | Common |
| Flemish | Common |
| French | Common |
| French Canadian | Common |
| Fukienese | Common |

| Language | Rare or Common |
|-------------------|----------------|
| German | Common |
| Greek | Common |
| Gujarati | Common |
| Hakka | Common |
| Hausa | Common |
| Hebrew | Common |
| Hindi | Common |
| Hmong | Rare |
| Hungarian | Common |
| Iilcano | Common |
| Indonesian | Common |
| Italian | Common |
| Japanese | Common |
| Khmer (Cambodian) | Common |
| Kmhu | Common |
| Korean | Common |
| Kurdish | Common |
| Laotian | Common |
| Latvian | Rare |
| Lithuanian | Rare |
| Malay | Common |
| Maltese | Rare |
| Mandarin | Common |
| Marathi | Rare |
| Mien | Rare |
| Mongolian | Rare |
| Nepali | Rare |
| Nigerian | Common |
| Oromo | Rare |
| Pampangan | Rare |
| Pashto | Common |
| Polish | Common |
| Portuguese | Common |

| Language | Rare or Common |
|----------------|----------------|
| Romanian | Common |
| Russian | Common |
| Samoan | Rare |
| Scandinavian | Common |
| Serbo-Croatian | Common |
| Shanghai | Common |
| Sindhi | Common |
| Slavic | Common |
| Slovak | Common |
| Somali | Common |
| Spanish | Common |
| Swahili | Common |
| Swedish | Common |
| Sindhi | Rare |
| Tagalog | Common |
| Tahitian | Rare |
| Taiwanese | Common |
| Tamil | Common |
| Telugu | Rare |
| Thai | Common |
| Tibetan | Rare |
| Tigrinya | Common |
| Toishanese | Common |
| Tongan | Rare |
| Turkish | Common |
| Ukrainian | Common |
| Urdu | Common |
| Uzbek | Rare |
| Vietnamese | Common |
| Visayan | Common |
| Wu | Common |
| Yiddish | Common |
| Yogad | Rare |

If a language is not listed on this list, it is considered rare.



Document Translation Services

Translators

LP translators are tested, reviewed, and qualified to interpret in the languages in which they work. We match subject matter experts with the terminology requirement of your project and use third party linguists to proofread and ensure the most accurate translation product.

Documents

LP will provide document translation services according to the complete list of languages available (following page). For instance, Spanish is charged at \$0.16 cents per word. Other Roman languages (i.e., German, French) will be charged \$0.18 based on final word count in "target" language (language translated into). For character-based languages (i.e., Thai, Chinese) charges will be based on English or Roman language word count at \$0.20 per word.

LP will accept documents by fax, email or postal mail. Documents will be returned in Word format. It is the client's responsibility to take returned translation from Word into any other graphic product they desire (i.e., PowerPoint, PDF, etc.), or to agree to extra charges for LP to arrange graphics editing for them. Formatting, proofreading and rush deadlines all incur additional charges.

A minimum charge (per project/language) of \$75.00 applies for any document below that fee. A charge of \$25.00 applies to certificates of attestation and a \$10.00 fee for any documents needing notarization. Rush fees apply to all documents requiring less than five business day return time; rush fees are an additional 30% of the project total.

Transcription Services

CLIENT may request written transcription of telephone conversations by our Translation Department. Transcriptions can be provided at a rate of \$90.00 per hour of work, which would cover an estimated 10 minutes of (clear) recorded audio.

Formatting and Desktop Publishing

LP can provide additional formatting of documents for an additional \$0.04 per word. LP can also provide advanced desktop publishing (graphic design) for a fee of \$75.00 per hour. Document formats that LP supports include Microsoft Office® (Word, Excel, PowerPoint), PDF, EPS, Image files (jpeg, tiff), and Adobe® InDesign®. Total charges may vary depending on the length of the assignment.

Website Globalization

LP will provide website translation services according to the complete list of languages available (following page). LP will accept website text by URL, fax, email or postal mail. Text will be returned in Word format. It is the client's responsibility to take returned translation from Word into the actual website, or to agree to extra charges for LP to arrange text for them on the web.

A minimum charge per project of \$75.00 applies if word count does not equal this minimum charge. Rush fees apply to all website text projects requiring less than five business day return time; rush fees are an additional 30% of the project total. LP can provide services such as formatting and uploading for a fee of \$75.00 per hour; total charges may vary depending on the length of assignment.

Notice and Cancellation Policy

Any project for written translation given to LP will be charged in full as translation begins immediately upon receipt of documents unless document is submitted as a quote request.

Customer Support

Our office is available to you 24-hours a day, 7 days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

**We return all documents in Word 2013 format to support all clients' technology & file format needs, unless otherwise requested.*



Written Translation Language Price List

| Language | ¢ per word | Language | ¢ per word | Language | ¢ per word |
|-----------------------|------------|-------------------|------------|----------------|------------|
| Afghani | 22 | Georgian | 22 | Romanian | 22 |
| Albanian | 22 | German | 20 | Russian | 20 |
| Amharic | 22 | Greek | 24 | Samoan | 24 |
| Anar Dari | 22 | Gujarati | 22 | Scandinavian | 22 |
| Arabic | 24 | Hakka | 24 | Serbo-Croatian | 22 |
| Aramaic | 24 | Hausa | 24 | Shanghai | 22 |
| Arbresh | 24 | Hebrew | 22 | Sindhi | 22 |
| Armenian | 22 | Hindi | 20 | Slavic | 22 |
| ASL | N/A | Hmong | 22 | Slovak | 22 |
| Assyrian | 22 | Hungarian | 22 | Somali | 22 |
| Bahasa | 24 | Iilcano | 22 | Spanish | 18 |
| Bengali | 24 | Indonesian | 24 | Swahili | 25 |
| Berber | 24 | Italian | 20 | Swedish | 22 |
| Bosnian | 24 | Japanese | 22 | Swiss | 22 |
| Bulgarian | 22 | Khmer (Cambodian) | 24 | Tagalog | 20 |
| Burmese (Myanmar) | 24 | Kmhu | 24 | Tahitian | 24 |
| Catalan | 24 | Korean | 20 | Taiwanese | 22 |
| Chamorro | 24 | Kurdish | 22 | Tamil | 22 |
| Chinese (Simplified) | 20 | Laotian | 22 | Telugu | 24 |
| Chinese (Traditional) | 20 | Latvian | 24 | Thai | 20 |
| Croatian | 22 | Lithuanian | 24 | Tibetan | 24 |
| Czech | 22 | Malay | 24 | Tigrinya | 22 |
| Danish | 22 | Maltese | 24 | Toishanese | 22 |
| Dari | 22 | Marathi | 24 | Tongan | 24 |
| Dutch | 24 | Mien | 24 | Turkish | 22 |
| Estonian | 24 | Mongolian | 24 | Ukrainian | 22 |
| Ethiopian | 24 | Nepali | 24 | Urdu | 22 |
| Farsi | 20 | Nigerian | 22 | Uzbek | 24 |
| Fijian Hindi | 24 | Oromo | 24 | Vietnamese | 20 |
| Finnish | 22 | Pampangan | 24 | Visayan | 22 |
| Flemish | 22 | Pashto | 20 | Wu | 22 |
| French | 20 | Polish | 22 | Yiddish | 22 |
| French Canadian | 20 | Portuguese | 20 | Yogad | 24 |
| Fukienese | 22 | Punjabi | 20 | Yoruba | 24 |

If you don't see the language you need, please contact LP.

Prices effective Apr. 2019



Additional Terms & Conditions of Agreement

Payment Policy

Subject to credit approval, Language People, Inc. may extend COD or 30-Day credit terms to CLIENT. A deposit may be required, due prior to receipt of product for conference interpretation or legal interpretation services. Invoices will be billed on the date of service and must be paid within stated terms. A late fee equal to 1.5% per month will be charged on any outstanding balances. Language People, Inc. will also be entitled to recover its attorneys' fees expended in any action to collect the amounts owed it. All legal actions to enforce this agreement shall be in the jurisdiction of Riverside County, CA.

Termination of Agreement

Either party may terminate agreement upon a 30 day written notice. In the event of an early termination, Language People, Inc. shall be paid for all services rendered up to the cancellation date.

Business and Trade Secrets

Language People, Inc. interpreter and translator personal information and pricing information in this Agreement shall remain the business and trade secret property of Language People, Inc. except where legally authorized by subpoena or court order, CLIENT shall not contact Language People, Inc. interpreters or translators directly. CLIENT also agrees not to solicit any work directly from Language People, Inc. interpreters or translators without the written consent of Language People, Inc. Language People, Inc., translators and Language People, Inc. administrative staff agree to keep confidential the business and trade secrets of CLIENT. CLIENT shall mark any confidential information shared with the word "CONFIDENTIAL" on all copies of documents. All telephone conversations for CLIENT shall be deemed confidential.

Scope of Work

Where Language People, Inc. shall provide interpretation or translation services to CLIENT, interpreters and

translators will not be required to engage in any type of task other than interpreting and translating between CLIENT staff and client unless specifically described in an Addendum to this contract. In providing all other services, CLIENT agrees that Language People, Inc. and its agents are only acting as communication facilitators, and are not in any way providing advice, counsel, or professional help or opinions of any kind regarding the subject matter or meeting topic Language People, Inc. is facilitating.

Availability

Language People, Inc. does not guarantee that on any given date or time its resources will be available to CLIENT, but will always make a good faith effort to provide services that CLIENT requests.

Customer Support

Assistance is available to you 24 hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

Entire Agreement

This Agreement constitutes the entire agreement among the Parties regarding the subject matter of this Agreement, and no previous statement, promise, agreement, inducement or representation, whether oral or written, shall be of any further force or effect unless expressly set forth herein.

Governing Law

The interpretation and enforcement of this Agreement shall be governed by California law, without regard to the conflicts of law provisions thereof.

Signed: Michael Erickson
Authorized Signature

Print Name: Michael Erickson
Language People, Inc.

Dated: 10/17/2019

Signed: _____
Authorized Signature

Print Name: _____
Client Name

Dated: _____



LANGPEO-02

SLENARDO

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/24/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | | |
|---|---|--------------------------------------|---------------|
| PRODUCER George Petersen Insurance Agency, Inc. P.O. Box 3539 Santa Rosa, CA 95402 | CONTACT NAME: Shawn Lenardo | | |
| | PHONE (A/C, No, Ext): (707) 725-3313 | FAX (A/C, No): (707) 725-3317 | |
| | E-MAIL ADDRESS: slenardo@gpins.com | | |
| INSURED Language People, Inc. DBA: Bay Area Translations 41951 Remington Ave., Suite #150 Temecula, CA 92590 | INSURER(S) AFFORDING COVERAGE | | NAIC # |
| | INSURER A: Sentinel Insurance Company Ltd | | 11000 |
| | INSURER B: Preferred Employers Insurance Company | | 10900 |
| | INSURER C: | | |
| | INSURER D: | | |
| | INSURER E: | | |
| | | INSURER F: | |

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|---|-----------|----------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Hired & Non-owned Au GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | X | | 57SBAAT4777 | 10/31/2018 | 10/31/2019 | EACH OCCURRENCE \$ 2,000,000 |
| | | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 |
| | | | | | | | MED EXP (Any one person) \$ 10,000 |
| | | | | | | | PERSONAL & ADV INJURY \$ 2,000,000 |
| | | | | | | | GENERAL AGGREGATE \$ 4,000,000 |
| | | | | | | | PRODUCTS - COMP/OP AGG \$ 4,000,000 |
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| | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY | | | | | | COMBINED SINGLE LIMIT (Ea accident) \$ |
| | | | | | | | BODILY INJURY (Per person) \$ |
| | | | | | | | BODILY INJURY (Per accident) \$ |
| | | | | | | | PROPERTY DAMAGE (Per accident) \$ |
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| | UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE \$ |
| | | | | | | | AGGREGATE \$ |
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| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below | N / A | | WKN104111-19 | 11/01/2018 | 11/01/2019 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER |
| | | | | | | | E.L. EACH ACCIDENT \$ 1,000,000 |
| | | | | | | | E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 |
| | | | | | | | E.L. DISEASE - POLICY LIMIT \$ 1,000,000 |
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| A | Professional Liabili | | | 57SBAAT4777 | 10/31/2018 | 10/31/2019 | Occurrence/Aggregate 2,000,000 |
| | | | | | | | |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
The certificate holder is named additional insured as respects General Liability per attached form SS 00 08 04 05.

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE