

# Virtual Office Service Agreement

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This Service Level Agreement provides a framework for Healy Consultants and **Example Company Pte Ltd** (hereafter known as our "Client") to establish mutually acceptable Virtual Office terms and conditions that will ensure our Client receives a standard of customer service which is commensurate with their expectations and needs. Please sign at the bottom of **every** page. Healy Consultants Pte Ltd (hereafter known as "Healy Consultants"), a Company registered in Singapore, agrees to provide our Client the following services:

1. A Singapore business mail address, **without** mail forwarding service;
2. ~~A Singapore business fax number, **with** fax forwarding service; and~~
3. ~~A Singapore business telephone number **with** call forwarding service.~~
4. ~~A Singapore business email address, together with email forwarding service;~~

While providing the above services, Healy Consultants and our Client agree to the following terms and conditions:

## **General terms and conditions**

5. The annual fee for the above services will be US\$1,200. However, if Healy Consultants finds that the volume of business mail, faxes, phone calls and emails exceed the quantity agreed in Section 13. below, Healy Consultants will revert to our Client to renegotiate annual fees, terms and conditions;
6. Healy Consultants' Singapore Virtual Office operating hours will be according to the normal business hours of Singapore, i.e., 9am to 6pm, Monday to Friday. The Singapore Virtual Office will be closed during Singapore public holidays;
7. Healy Consultants undertakes to use all reasonable endeavors to keep Client information confidential. Healy Consultants in accordance with its statutory obligations protects personal information and personal data from unauthorized access, use or disclosure;
8. The Client will not use Healy Consultants' Singapore Virtual Office to receive unsolicited correspondence or mail of an unlawful nature;

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Signature required

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## Singapore Virtual Office Services

9. Our Client can place the following contact details on business cards, their business website and on their Company invoices:

<b>Example Company Pte. Ltd.</b>	
Unit 15-01, Valley Point Office Tower, 491B River Valley Road, Singapore 248373	
Telephone: N/A	Fax: N/A

10. Business mail received at the above address will be forwarded to the following address at the end of each month. The monthly courier costs will be borne by our Client:

<b>Our Client did not subscribe to this service</b>
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11. Business faxes received at the above address will be forwarded to the following email address before the end of each day;

Email address to forward incoming faxes to:	<b>Our Client did not subscribe to this service</b>
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12. Business phone calls received at the above number will be answered "Good day, how may I help you?". A phone message will be taken, the details of which will be emailed to the following email address:

Email address to forward phone messages to:	<b>Our Client did not subscribe to this service</b>
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Signature required

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### Virtual Office fees

13. The following Virtual Office fees have been agreed between Healy Consultants and the Client:

Service required	US\$	Annual Fee	One-time Fee	Comments
Use of Healy Consultants business address	1,200	Yes	-	Client invoices, websites, business cards
<del>Business mail address and forwarding service</del>	<del>800</del>	<del>Yes</del>	<del>-</del>	<del>Volume range — 5 per day</del>
<del>Business telephone and message forwarding</del>	<del>900</del>	<del>Yes</del>	<del>-</del>	<del>Volume range — 5 per day</del>
<del>Business email address and forwarding service</del>	<del>300</del>	<del>-</del>	<del>Yes</del>	<del>Unlimited</del>
<del>Business fax number and fax forwarding service</del>	<del>600</del>	<del>-</del>	<del>Yes</del>	<del>Volume range — 5 per day</del>
<b>Total</b>	<b>1,200</b>	<b>-</b>	<b>-</b>	Dormant virtual office

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Signature required

14. The following additional Virtual Office services are available, if required by our Client:

Service required	US\$	Comments
Dedicated phone line answered in your Company's name	\$1,500	Per annum
Host business meetings in Singapore Office	\$200	Per hour
Rent a full-time office in our premises	\$1,250	Per month
Build a business website for our Client	\$1,500	10-page website

**Miscellaneous terms and conditions**

15. Healy Consultants will accurately, completely and timely transmit the mail, faxes and phone messages to the above fax numbers and to the above mail and email addresses;
16. We recommend our Client to perform test emails/faxes and phone calls within the first week to ensure your Singapore virtual office is fully functional and properly set up;
17. The terms and conditions outlined in this agreement will not be amended by either party without the written permission of the other party;
18. The Client will immediately inform Healy Consultants of any matters that might affect our Client or any matter which is material to the management, business or affairs of the Client. The Client will immediately advise Healy Consultants in writing, of all legal proceedings, claims, demands made or threatened against the Client;
19. The Client agrees to inform Healy Consultants immediately upon changing his usual business mail, fax and email forwarding address, so that Healy Consultants may at all times be able to contact the Client should there be need. Healy Consultants agrees to inform the Client in advance of any change to the Singapore Virtual Office address, phone and fax numbers;
20. Nothing in this agreement shall create or be deemed to create the following relationships between Healy Consultants and the Client: **a)** partnership **b)** employment **c)** joint venture.
21. If you agree with all the terms and conditions outlined above, all directors, shareholders and beneficial owners are required to sign below and return to our Singapore Office:

Name	Signature	Date