

# RL Solutions Client Success Program

Participate. Earn. Redeem.



## How the Client Success Program Works

RL Solutions' Client Success Program is simple: we award you points for helping us promote RL Solutions products & services and participating in RL Solutions-sponsored events. Once you have accumulated enough points, you can redeem them for any number of rewards. To get involved, just follow these simple steps:

- 1. Enroll in the program:** Email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) to enroll. When you enroll, you must designate a primary Client Success Program contact person. This person will be the point of communication between your organization & the Client Success Program. Make sure to tell your colleagues about the program, since you'll accumulate points by organization.
- 2. Start earning points:** There are many ways that you can earn Client Success Program points – check out the list on the next page. There are three levels of points: Bronze, Silver and Gold. Bronze points are easier to earn while Silver and Gold points involve a little more work.
  - Whenever you have completed an activity that's eligible for points, simply email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) to explain what you've done, and we'll credit your account with the points. RL Solutions will also submit points on your behalf, such as for reference calls.
- 3. Redeem points for reward:** Just email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) indicating which reward you would like to select. We will automatically update your points to reflect the reward redemption.

### How to Check your Points Total

To request your points balance, email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com).

## Earn Points

Participate in any of the programs listed below and earn Client Success Program points! Redeem your points for a number of different rewards (some conditions apply; see Terms & Conditions for details).

Bronze (100-2000 points)	
<b>Participate in a Survey:</b> Participate in an RL Solutions sponsored survey.	100
<b>RL Solutions Logo on a Poster Submission:</b> Add the RL Solutions logo to your poster submission.	500
<b>Logo/Name Use Online:</b> Let RL Solutions use your organization's name, logo or both, on our website.	1000
<b>Logo Use in Print Material:</b> Let RL Solutions use your organization's logo in RL Solutions print materials (brochures, etc).	1000
<b>Reference Call:</b> Participate in a reference call with a prospective RL Solutions client.	2000
<b>Attend the RL Solutions User Group Conference:</b> Be a paying attendee at the RL Solutions UGC. We will award points for each individual paying attendee from your organization.	2000
<b>Account in good standing:</b> Pay all your RL Solutions invoices by their due date (awarded at the end of the year; one award per organization that remains in good standing all year).	2000
<b>Promote RL Solutions:</b> Promote RL Solutions at your organization through internal communications, such as a newsletter.	2000

Silver (3000-5000 points)	
<b>Endorsement Quote:</b> Provide a product or company endorsement quote for RL Solutions for use online (website, online ads, etc.) or in print (brochures, promotional items, etc.).	3000
<b>Reference/Endorsement Letter:</b> Write a letter on your organization's letterhead endorsing RL Solutions.	3000
<b>Host an RL Solutions Prospect Onsite:</b> Host a visit with a prospective RL Solutions client.	5000
<b>Host an RL Solutions Employee Onsite:</b> Allow a member of our marketing team to visit you for market research purposes.	5000
<b>Product Advisory Council Participation:</b> Be an active member of the RL Solutions Product Advisory Council.	5000
<b>Client Referral (Demo):</b> Provide a referral to RL Solutions that results in a demo.	5000

## Gold (10,000+ points)

<b>Client Referral (Sale):</b> Provide a referral to RL Solutions that results in a sale.	10000
<b>Press Release:</b> Allow RL Solutions to write and distribute an endorsement press release highlighting your use of our applications.	10000
<b>Present a Webinar (Not-Recorded):</b> Present a live webinar highlighting your use of RL Solutions' applications or healthcare industry expertise.	10000
<b>Jointly Author an Article or Poster:</b> Work with RL Solutions to develop a jointly authored article for publication in a trade journal or a poster for submission at a conference.	15000
<b>Present a Webinar (Recorded):</b> Present a live webinar, let us record it and post it to our website for future viewings.	20000
<b>Case Study:</b> Work with RL Solutions to write & distribute a case study about how RL Solutions' applications have enhanced or improved your patient safety initiatives.	25000

## Redeem for Rewards

The more you participate, the more rewards you can earn! Redeem the points your organization has earned for any of these exciting rewards.

<b>RL Solutions Swag Pack:</b> A collection of RL Solutions promotional items.	10000
<b>Web Training Day:</b> 1 free day of online training from an RL Solutions Client Management Director.	20000
<b>RL Solutions User Group Conference Registration:</b> 1 free registration to the RL Solutions UGC.	25000
<b>\$500 Charitable Donation:</b> RL Solutions will give \$500 to the registered charity of your choice.	34000
<b>Onsite Training Day:</b> 1 free day of onsite training from an RL Solutions Client Management Director.	50000
<b>Administrator License:</b> 1 free administrator license for your organization.	55000
<b>All-Inclusive User Group Conference:</b> Package includes the registration fee, flight & accommodation for 1 person to attend the RL Solutions UGC.	100000

# RL Solutions Client Success Program Terms & Conditions

## IMPORTANT NOTICE

RL Solutions reserves the right to add to and/or change the Client Success Program ("program") Terms & Conditions at any time. This means, for example, that we may change the number of points earned for the various activities, or the number of points required to redeem rewards, impose caps on earning and/or redeeming points, and/or cancel rewards. In addition, we reserve the right to terminate the program with three months' prior notice. During the three-month notice period, we may change or cancel some or all of the then-current rewards. The client's ("you," "your" or "client") right to earn points and redeem accumulated points will terminate three months after we give you this notice.

## ELIGIBILITY

1. The program is available to all clients of RL Solutions, regardless of product purchase date. A client is defined as any organization that has purchased any product from RL Solutions. Organizations who have signed a partnership agreement with RL Solutions are not eligible for the program. Organizations whose support and maintenance has expired and have not renewed their support and maintenance are not eligible for the program.
2. Only one account per client organization will be active. If two or more persons at a client organization earn points, RL Solutions will credit those points to the master client account.

## ANNUAL FEES

There are no annual fees to participate in the RL Solutions Client Success Program.

## POINT ACCRUAL

1. Clients will accrue points for every activity they choose to undertake according to the details listed in the current Client Success Program.
2. Points accrued in your program will be cumulative.
3. You will not accrue points for anything that is not identified within the program.
4. Points accrued in any points earning program do not constitute property of the client and are not transferable by operation of law or otherwise to any person or entity and cannot be transferred to any other account or client.

## POINT FORFEITURE

1. Accrued points will expire exactly 5 years from the date that RL Solutions approves/recognizes the points. Clients will forfeit any points not used in this 5-year window.
2. If, for any reason, the client ceases to be a legal entity (including but not limited to bankruptcy, acquisition, insolvency, and/or an act of God), the client forfeits any points accrued in its program.

## PURCHASE POINTS

1. You may purchase points in 1000-point increments for \$100 per 1000 points
2. You may purchase a maximum of 5000 points in a calendar year
3. You may purchase points only for your own program account. Points may only be purchased in connection with a redemption of points for a reward.
4. Points purchased are subject to all other program Terms & Conditions applicable to points generally, including those concerning point forfeiture.

## GENERAL REWARDS AND POINT REDEMPTION INFORMATION

Please review the terms and conditions applicable to specific rewards before redeeming. For specific questions, please email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com).

1. The client's primary Client Success Program contact, an authorized additional contact or an individual authorized by the primary contact must make the request for conversion of points for redemption of a reward. The primary Client Success Program contact is the individual within the client organization who the client nominates to be the point of contact by the client. The client must select a primary contact for the administration of the program in order to participate.
2. To initiate a request for redemption of a reward, email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) or call 416-410-8456 ext. 302.
3. To request a points balance at any time, email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) or call 416-410-8456 ext. 302.
4. All rewards are subject to availability. Certain restrictions apply to rewards (see below).
5. Once you have redeemed accrued points in your program account for a reward, RL Solutions cannot convert the points back into your program account.
6. Redeemed rewards are not refundable, exchangeable, replaceable, redeemable or transferable for cash, credit, other rewards or points under any circumstances.
7. By redeeming rewards, you release RL Solutions from any and all liability regarding the redemption or use of rewards or other participation in the program.
8. The client must redeem rewards in accordance with program communications.
9. We reserve the right to modify or cancel any reward at any time.
10. Some rewards may require an additional charge for shipping and handling.

## SPECIFIC REWARD RESTRICTIONS

Certain specific restrictions may apply to each reward. For any questions beyond what is included below, please email [clientsuccess@rl-solutions.com](mailto:clientsuccess@rl-solutions.com) or call 416-410-8456 ext. 302.

- RL Solutions Swag Pack: Contents of swag package shall be determined at the sole discretion of RL Solutions.
- 1 User Group Conference registration: Includes the cost for one registration for a future User Group Conference. Reward is redeemable for one full program registration, and you cannot split it in any way, such as into one training day and one full conference. RL Solutions will provide any additional items included as part of a regular User Group Conference registration in line with what is offered for the year of redemption. Any costs outside of the registration fee, including but not limited to flights, taxis, hotels, non-UGC provided meals, entertainment or any other fees are the sole responsibility of the client.
- \$500 donation to the charity of your choice: RL Solutions reserves the right to reject a charity based on its sole discretion. There is a limit a one \$500 donation per every twelve months per client.

- Free onsite training day: Does not include travel and expenses costs. Free onsite training day can only be booked on top of additional onsite training days. Free onsite training day must be booked within 12 months of redeeming the reward. After 12 months, the reward will be forfeited.
- Free web training: The free web training day must be booked within 12 months of redeeming the reward. After 12 months, the client forfeits the reward.
- All-inclusive trip to a User Group Conference:  
Includes:
  - 1 full registration for a User Group Conference for all days associated to the event (training, conference, etc.)
  - 1 economy class flight within continental North America
  - Transportation to and from airport to the UGC venue
  - All meals and materials as included in the full conference registration
  - 1 single hotel room for the duration of the UGC

Any expenses acquired outside of the items listed above will be the sole responsibility of the client. Only meals provided as part of the standard User Group Conference registration are included. Reward must be claimed a minimum of 3 months before the first day of the event. RL Solutions reserves the right to book all travel related expenses on behalf of the client. RL Solutions is not responsible for any travel related expenses that are booked without prior approval from RL Solutions, including any fees arising out of cancellation.

#### REDEMPTION FOR CASH

RL Solutions does not permit the redemption of points for cash in the Client Success Program.

#### GENERAL

1. Fraud or abuse relating to the accrual of points or redemption of rewards may result in forfeiture of accrued points as well as cancellation of your program.
2. RL Solutions will resolve all questions or disputes regarding eligibility for the program, eligibility of points for accrual and/or redemptions of rewards at its sole discretion.
3. RL Solutions is not responsible for typographical errors, photographic errors and/or omissions in any communications material related to the Client Success Program.
4. These Terms & Conditions supersede all previous Client Success Program communications.
5. These Terms & Conditions are governed by and construed under the laws (excluding conflicts of law provisions) of Ontario, Canada.

#### ARBITRATION

1. This Arbitration section sets forth the circumstances and procedures under which Claims (as defined below) may be arbitrated instead of litigated in court.
2. As used in this Arbitration section, the term "Claim" means any claim, dispute or controversy between you and us arising from or relating to your participation in the program, these Terms & Conditions, any other related or prior agreement that you may have had with us or the relationships resulting from your participation in the program, these Terms & Conditions or any prior agreement, including the validity, enforceability or scope of this Arbitration section, these Terms & Conditions or any prior agreement. For the purposes of this Arbitration Provision, "you" and "us" also include any corporate parent, or wholly or majority owned subsidiaries, affiliates, any licensees, predecessors, successors, assigns, all agents, employees, directors and representatives of any of the foregoing, and other persons referred to below in the definition of "Claims." "Claim" includes claims of every kind and nature, including but not limited to initial claims, counterclaims, cross-claims, third-party claims and claims based upon contract, tort, fraud and other intentional torts, statutes, regulations, common law and equity. "Claim" also includes claims by or against any third party using or providing any product, service or benefit in connection with the program if and only if such third party is named as a co-party with you or us (or files a Claim with or against you or us) in connection with a Claim asserted by you or us against the other. The term "Claim" is to be given the broadest possible meaning that will be enforced and includes, by way of example and without limitation, any claim, dispute or controversy that arises from or relates to (a) the program account or any point balances on the program account, (b) advertisements, promotions or oral or written statements related to the program or any reward or (c) the redemption for and use of any reward. We shall not elect to use arbitration under this Arbitration Provision for any Claim that you properly file and pursue in a small-claims court in your state/province or municipality as long as the Claim is individual and pending only in that court. As used in this Arbitration section, "you" and "us" also include any corporate parent, wholly or majority-owned subsidiaries, affiliates, licensees, predecessors, successors, assigns and all agents, employees, directors and representatives of any of the foregoing, and other persons referred to above in the definition of "Claim."
3. IF ARBITRATION IS CHOSEN BY ANY PARTY WITH RESPECT TO A CLAIM, NEITHER YOU NOR WE WILL HAVE THE RIGHT TO LITIGATE THAT CLAIM IN COURT OR HAVE A JURY TRIAL ON THAT CLAIM OR TO HAVE THEIR CLAIMS RESOLVED EXCEPT AS PROVIDED FOR IN THE CODE OF PROCEDURES OF THE NAF OR AAA, AS APPLICABLE (THE "CODE"). FURTHERMORE, YOU AND WE WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION. EXCEPT AS SET FORTH BELOW, THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING. NOTE THAT OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO NOT BE AVAILABLE IN ARBITRATION.
4. If either party elects to resolve a Claim by arbitration, that Claim shall be arbitrated on an individual basis. There shall be no right or authority for any Claims to be arbitrated on a class-action basis or on bases involving Claims brought in a purported representative capacity on behalf of the general public, other clients or other persons similarly situated. The arbitrator's authority to resolve Claims is limited to Claims between you and us alone, and the arbitrator's authority to make awards is limited to awards to you and us alone. Furthermore, Claims brought by you against us or by us against you may not be joined or consolidated in arbitration with Claims brought by or against someone other than you, unless agreed to in writing by all parties.