



## ♥ VIP CARE PLAN

It is my pleasure to provide you with the best service I possibly can, and as a VIP customer, you will also receive priority attention on all your service requests. On the last page of this document, I have compiled a list of suggestions for making the most of your monthly time, but you are welcomed to call me for anything I might help with.

### TERMS OF AGREEMENT

All VIP ongoing care plans include 1½ hours of time each month. After the initial enrollment period, time, you will be billed on a month-to-month basis. Either party may terminate the contract with at least 30 days *written* notice.

Unused time for one month will not be carried over to the next month.

The monthly price is guaranteed for one year from your original enrollment date.

Invoices are sent via email on the 20th of each month. Full payment due by the 25th of the month prior to the month of service. For example, your June payment is due by May 25th. If you have opted to pay by debit or credit card, the charge will be applied to your card on the 25th of each month.

Nonpayment of your monthly invoice will not be considered as your intent to terminate this agreement – you must provide me with 30 days written notice. An email will suffice, but until such notice is received and confirmed, the monthly fees will continue to accrue on your account.

All service calls are logged in five-minute increments. Details are available on request.

Additional hours are billed at the discounted rate of \$110 per hour.

I am available from 9:00a to 6:00p Eastern time on Monday through Friday. The office is closed on weekends and major holidays. If you need me to help with a project over a weekend, please call ahead to make sure I'll be available.

If these terms are acceptable to you, please complete the *Acknowledgement* form on the next page and send it to me with your payment for the first three months of service.

1516 BARBARA STREET  
MONTROSE, CO 81401  
OFFICE: 970-417-4536  
MOBILE: 970-765-6615

# ACKNOWLEDGEMENT

I have read and acknowledge the terms of the VIP Care Plan and have selected the following option:

- VIP Care Plan \$120 per month  
\$360 due at sign-up
  
- VIP Care Plan with website or intranet hosting \$145 per month  
\$435 due at sign-up

All invoices are sent via email to the address provided below. How often do you want to be billed?

- Monthly     Quarterly *(if necessary, you will be billed monthly until the next calendar quarter)*

Please complete the following information:

Agency Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this completed form with your sign-up payment (see above) to:

Aspenglow Services, LLC  
1516 Barbara Street  
Montrose, CO 81401-5114

If you wish to pay by EFT or credit card, wait until you receive the email invoice from us. It will contain a button where you can enter your payment information on the Intuit secure server. You will have full control over your account information – Aspenglow Services cannot access it.



## IDEAS FOR USING YOUR VIP TIME

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Unlike most service agreements, I don't limit you to a specific list of tasks. I'm happy to help you with anything I can. Over the years, my agencies have called on me to do a variety of tasks and special projects. Here are just some of the ways you might get your money's worth each month:

### **Website Design & Maintenance**

Your site is only "perfect" on the day it is launched, so it's important to keep the information fresh and up-to-date. I'm here to provide ongoing maintenance, make minor changes, or give your site a complete makeover – whenever you want. If you're not sure what needs to be done, I'll do a website audit to identify any problems and provide recommendations.

### **Social Media**

From cover photos and profile pictures that match your website to posting new items to keep your content fresh, I will make your agency's Facebook page a vibrant extension of your website. You will reach an ever-growing audience and improve search engine placement of your website.

### **Blast Emails**

From elaborate newsletters to simple postcard announcements, you provide the details and I will create a blast email in Constant Contact or Mail Chimp that you will be proud to send out to your clients or prospects.

### **Fillable Forms**

In this day and age, nobody should be filling out applications by hand. I'll transform your paper applications into Microsoft Word templates or fillable PDF forms that can be filled out and saved electronically.

### **Website Forms**

Speaking of forms, your website deserves high-quality quote request and customer service forms that submit to your email address. If your carriers offer quote widgets for your site, I will set these up, too.

With over 35 years in the insurance industry, I certainly know how things are done. Why not use my expertise to help out with ongoing tasks or special projects? I know your staff will appreciate the extra time – time that can be used for servicing their customers and rounding out accounts.

Questions? Feel free to contact me to discuss your agency's particular needs.



Kim Floyde, Owner  
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