

## **Monitoring Specific Terms and Conditions**

### **Services Description:**

MVR monitoring provides continuous visibility into employees' driving records. In the United States, this is accomplished via a complex set of Department of Motor Vehicles ("DMV") connections and 3<sup>rd</sup> party data sources ("State / Data Providers"), triggering an MVR, which is obtained automatically by the SambaSafety platform, only when there is new activity to report, thereby providing actionable information to improve drivers' performance and mitigate risks. MVR Service Fees shall apply.

Canada license monitoring is limited to just monitoring for changes in driver license status and the SambaSafety platform does not alert on new violations. Canada license monitoring also differs from US license monitoring in that changes to license status do not result in an Activity MVR being generated by the system. An activity is created and an alert is still generated identifying the status change.

- **Activity MVR:** The platform monitors drivers at least monthly for new activity on the driver's driving record. This is done via multiple methodologies without always procuring a full MVR. If activity is found, an official MVR will be automatically procured on behalf of the Customer.
- **On-Demand MVR:** At any time, the Customer can manually procure an MVR for any driver, either individually or on a scheduled basis. This can be done via the dashboard.
- **State-Required Annual MVR:** In some states, where required by state DMV policy, State-Required Annual MVRs are procured automatically.
- **Driver Error MVR:** Some State / Data Providers charge a State/Data Fee even if the driver information submitted by SambaSafety on behalf of the Customer returns no results. This can happen when the Customer submits inaccurate driver information, including but not limited to license number, first and last name, or date of birth. The Samba system enforces certain checks to validate that a license number follows the appropriate format for a given state before the request is made to the state in an effort to minimize Driver Error MVR charges.
- **Enrollment MVR:** An Enrollment MVR is a State / Data Provider mandated MVR purchase when enrolling a driver into that particular state. Some states, such as California, charge State/Data Fees when adding drivers to the state monitoring programs. These fees are passed to the Customer.
- **Monitored Driver:** A driver shall be considered a Monitored Driver if they are enrolled in the platform for MVR monitoring at any point during a particular month.
- **State Fees:** State/Data Fees are charged by the State / Data Provider for all MVR types specified above and are billed to the Customer as pass through costs.
- **Data Fees:** are information and/or data-related fees that are charged by Federal/State agencies from which SambaSafety obtains MVRs and related records or information.
- **Canada License Monitoring:** Provides continuous license status monitoring in Canadian Provinces, generating alerts on new activity, allowing customers to stay informed and better mitigate driving risks. Includes alerts and workflow capabilities.

**Minimum Monthly Fee:** Commencing on the Subscription Start Date and through the remainder of the Service Order Term, Customer agrees to minimally pay SambaSafety an amount equal to the Monthly Minimum Number of Drivers as set forth in the quote multiplied by the monthly Subscription Price per Driver set in the quote (the "Monthly Minimum Fee"). Separate Monthly Minimum Fees may apply (for US and Canada drivers) depending on whether Canada License Monitoring is a separate line-item capability on the Service Order.

**Customer Onboarding:** Customer agrees to provide a completed Driver Upload Template and other required State Forms to SambaSafety within 15 business days prior to the Subscription Start Date specified above. If drivers are located in California or Pennsylvania, Customer must provide SambaSafety with the Driver Upload Template and additional required State Forms within six (6) weeks prior to the Subscription Start Date. Additional Canada Province forms may be required if Canada License Monitoring is included in the Service Order.