

3451 Triumph Blvd, STE 650
Lehi, UT 84043

801.800.8250

Service Provider Responsibilities

Licenses and permits. As an Omadi service provider, you are responsible for maintaining all applicable licenses and permits associated with your business. You are responsible to be in compliance with all local, state, and federal regulations governing your operations.

Insurance. Service Providers must maintain Omadi insurance requirements and ensure Omadi continually receives current certificates of insurance, which list Omadi as an additional insured. Failure to adhere to this will result in suspension or removal from the network.

Professionalism. As a Service Provider, your company and employees are viewed as professionals in the eye of the customer. It is your responsibility to ensure your employees are educated, skilled, and knowledgeable in administering roadside assistance services. Your service vehicles should be well maintained, equipped and clean at all times. Remember your employees and service vehicles are an extension of the Omadi Network. In most cases, the customer views you as an extension of Omadi. Please do all you can to ensure that you and your employees provide the customer with safe, prompt, courteous and incident free service.

Company Markings. Service Providers must clearly indicate the company that is performing the services. Vehicles should be conspicuously marked as commercial vehicles of your company, and drivers servicing Omadi customers should wear apparel or a badge bearing the name of your company in plain view of the customer.

Background Checks. Service Providers must conduct proper, up-to-date background checks to protect everyone involved. Minimum acceptable standards are the following:

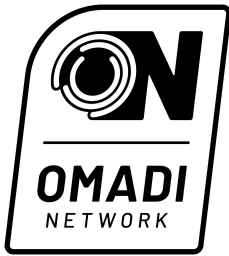
1. No felony convictions within the previous two years
2. No outstanding warrants

Insurance Coverage

All Service Providers must meet the following Omadi minimum insurance requirements:

Commercial General Liability or Garage Liability: Service Provider shall continuously maintain liability insurance written on the 1998 ISO Commercial General Liability or the ISO Garage Liability occurrence forms or equivalent with the following minimum limits of liability:

- \$300,000 per occurrence combined single limit for Bodily Injury and Property Damage
- \$300,000 per occurrence Personal and Advertising injury
- \$300,000 annual aggregate Products/Completed Operations
- \$300,000 annual aggregate per project or job General Policy Aggregate



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Automobile Liability: Unless included within the Service Provider's Garage Liability Policy, the Service Provider shall maintain Automobile Liability insurance with a single combined limit for Bodily Injury and Property Damage of not less than \$300,000 each accident with respect to the Service Provider's owned, hired, or non-owned vehicles assigned to or used in connection with the performance of the Service Provider's work or services. Coverage should be as broad as or equivalent to coverage under the ISO form CA 00 01 12 93.

Workers' Compensation: The Service Provider shall maintain in full force and effect Workers' Compensation insurance which satisfies the Service Provider's statutory obligation for Workers' Compensation claims, to include Employer's Liability insurance subject to minimum limits of:

- \$100,000 each accident – Bodily injury by accident
- \$100,000 each employee – Bodily injury by disease
- \$500,000 policy limit – Bodily injury by disease

Service Providers engaged in Towing and/or Recovery services must also meet both of the following Omadi minimum insurance requirements:

Garagekeepers Coverage: Service Provider shall maintain Garagekeepers Coverage with a limit of not less than \$100,000 for each occurrence. Coverage should be as broad as or equivalent to coverage under the ISO form CA 99 37. Coverage should be provided on a Direct Primary basis and should include both Comprehensive and Collision coverage.

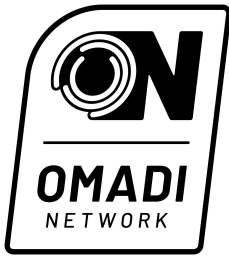
Garagekeepers On Hook and Cargo Coverage: Service Provider shall maintain coverage for vehicles while in tow either through a specific grant of coverage under the Garagekeepers Coverage form, an On Hook and Cargo endorsement to a Garagekeepers Coverage policy or an Automobile policy with an On Hook and Cargo endorsement. No matter what means are adopted, coverage for vehicles in tow shall be maintained with a minimum limit of \$100,000 Property Damage per occurrence and coverage on Cargo shall be maintained with a minimum limit of \$50,000 Property Damage per occurrence.

Deductibles or Self Insured Retentions: Coverage may be provided by policies that include deductible or Self Insured Retentions (SIR's); however, the Service Provider shall be solely responsible for the deductible and/or SIR. All policy deductibles and SIR's must be disclosed in the certificates of insurance submitted to Omadi and are subject to review and acceptance by Omadi.

Insurance Carriers and Certificates: Each of the required insurance coverages must be written by insurance companies licensed to do business in the State where service is occurring, and with A.M. Best ratings of "A"-VII or better.

Each Service Provider shall furnish certificates of the above-mentioned insurance listing Omadi, Inc. as a certificate holder to:

join.on@omadi.com



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or

Omadi, Inc.
Attn: Omadi Network Administrator
3451 Triumph Blvd, Suite 650
Lehi, UT 84043

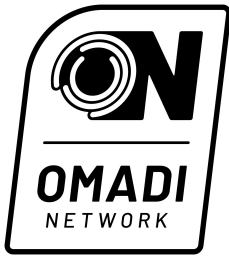
These certificates should be forwarded to the attention of the Omadi Network Administrator at the above noted address, upon application to the network, and no later than fourteen (14) days prior to each renewal date of the current insurance policies. Such certificates shall state that, in the event of cancellation, material change in coverage, or non-renewal, at least thirty (30) days advance written notification shall be given to Omadi.

Incident Management

We strongly recommend that you properly instruct your employees to inspect the condition of a vehicle prior to servicing. Any vehicle damaged while in your care and custody is your complete responsibility. As a part of the Omadi Network, you assume liability for the work you perform in assisting Omadi customers.

NOTE: In no way does any waiver of liability signed by the customer release you from liability on account of negligence on the part of your organization, its employees or contractors.

- Any pre-existing markings or damage should be identified to the customer and noted on the invoice. If a customer is not present, please contact the dispatch center at 1-801-800-8250 option 1 to request they document the findings in the call history.
- Upon delivery at a tow destination site, your employee should have the dealership or service facility inspect the vehicle and sign an acknowledgement of receipt.
- If a damage incident occurs, Omadi expects you to notify the customer immediately. Omadi requires service providers to have the incident resolved or have resolution steps in process within 48 hours of damage notification depending upon the type of incident.
- Vehicles that have been deemed inoperable due to a damage incident require immediate action. You should provide a comparable rental vehicle to the customer immediately. Keep in mind, customer damage incidents are an unfortunate occurrence and most importantly an inconvenience to the customer. If a service provider fails to promptly resolve a damage incident, Omadi will take action by suspension, debit to your account, and/or termination.



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Dispatch Procedures

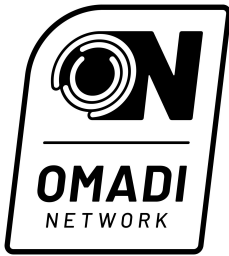
As your partner in servicing the needs of our customers, we know that respecting your time is critical to our ongoing success. As such, Omadi focuses on accuracy and efficiency in our call handling processes. Following is our dispatch process, so that you may prepare your call takers and/or dispatchers.

- At the time of contact, an Omadi associate will identify themselves and ask if your company can perform a specific type of service and request the ETA. In most cases, Omadi will expect an ETA of 45 minutes for light duty towing and 30 minutes for road services dependent upon weather conditions and a vehicle's proximity.
- Omadi will not dispatch to an answering service unless they can acknowledge your company can handle the service and provide Omadi with an ETA.
- If your call taker acknowledges they can handle the service and the ETA meets requirements, the Omadi associate will verify your preferred dispatch communication method - Omadi Dispatch or Email Dispatch.
- The associate will provide you with the following event information via your preferred communication method.
 - Omadi purchase order number
 - Vehicle information
 - Customer name
 - Customer number, if applicable
 - Customer phone number, if available
 - Customer coverage limit
 - Disablement address
 - Tow to destination, if applicable

Omadi Dispatch

Omadi Dispatch is the easiest way to accept, track, and get paid for jobs. Omadi Dispatch will help you keep track of all job details and connect us, you, and the customer in real time.

- An Omadi associate will contact your company via phone to ask if your company can render a particular service and request an ETA. If you acknowledge you can meet the request and your preferred dispatch communication method is Omadi Dispatch, the Omadi associate will request that you write down the purchase order number prior to the call ending.



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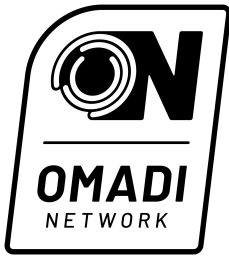
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- **If you use Omadi as your main towing management software**, we will transmit the event information to your custom domain, and you may complete the job in your own domain.
- **If you do not use Omadi as your main towing management software**, all the information pertaining to the event will be available to you by logging into your free account at network.omadi.com.
- If for any reason the job is not received within 5 minutes of the initial call, please notify the dispatch center immediately at 1-800-541-2262 option 1.
- If you wish to be activated as an Omadi dispatch service provider, call an associate in Network Management at 1-801-800-8250 option 1 for assistance.

Email Dispatch

Using Omadi Dispatch will be the easiest way to accept, track, and get paid for jobs. If you are unable to use Omadi dispatch, receiving jobs via email is the next best alternative. With email, you will receive all the relevant job details. When omadi or the customer needs an update, we will have to call you for that update. To receive payment, you will need to enter all completed job info into your omadi account. To eliminate check calls and double entry, you can start using Omadi Dispatch for accepting and tracking jobs.

- An Omadi associate will contact your company via phone to ask if your company can render a particular service and request an ETA. If you acknowledge you can meet the request and your preferred dispatch communication method is Email Dispatch, the Omadi associate will do the following prior to ending the call.
- Confirm that the email address associated with your service provider account is the correct email address.
- Request that you write down the purchase order number or reference only number.
- An event information email will be sent to the email address associated with your service provider account.
- If for any reason the event information email is not received within 5 minutes of the initial call, please notify the dispatch center immediately at 1-801-800-8250 option 1.
- If you wish to be activated as an Email Dispatch service provider, call an associate in Network Management at 1-801-800-8250 option 1 for assistance.



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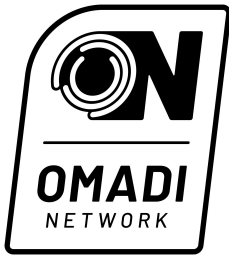
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Change in Dispatch/Service Issued

Contact the Omadi dispatch center immediately at 1-801-800-8250 option 1 if you encounter a change or problem with the dispatch.

Omadi must authorize any changes associated with the initial dispatch.

- Any request of compensation for providing different services, time, equipment or billing changes will need to be documented and approved by an Omadi dispatch center associate during the call. (Ex: if we call you requesting a jump-start for a vehicle and it turns out that a winch is necessary, we would need to approve that in the call for the service to be covered).
- All winching services will be paid in thirty (30) minute increments. You must call for authorization for any winching service longer than thirty (30) minutes.
- You must contact Omadi for prior authorization if overnight storage is required.
- If for any reason you cancel service, you will not be paid a Gone on Arrival (GOA) service fee.
- If the cost for service varies from your rate schedule established with the Omadi Network, you must obtain an approval from an Omadi dispatch center associate at the time of the dispatch. It is required that you log the full name of the Omadi dispatch center associate authorizing the call on the invoice to ensure proper payment. After such an occurrence, please follow up with your Regional Manager to discuss the discrepancy in the service rate.
- If your dispatch results in a GOA, you must notify the Omadi dispatch center immediately for further instructions and possible GOA authorization. A GOA fee **will not be paid** unless the Omadi contact center is notified within fifteen (30) minutes of the ETA. A GOA fee **will not be paid** if the dispatch service is cancelled within fifteen (15) minutes of the original dispatch time.
- Omadi monitors the percentage of GOA invoices submitted by service providers. Omadi reserves the right to deny payment of any GOA if the service provider's GOA payments exceed 5% of their overall volume.
- Omadi will pay all Service Providers for the final and completed service. For instance, if a call is dispatched as a "jump, possible tow" and the jumpstart is not successful, the call will be paid according to the Service Provider's rate agreement for the tow service. If for some reason the jumpstart is ineffective and the driver must return to his/her shop for a different piece of equipment to complete the tow, the jumpstart attempt would be paid at the Service Providers GOA rate, and the final tow would be paid as the service. All such situations must be called into an Omadi dispatcher to be documented and approved for the call.



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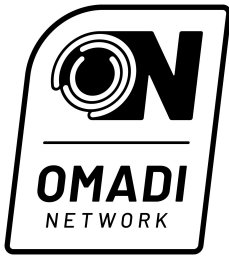
Dealership and Destination Delivery

- When delivering a vehicle into a dealership or service center, please instruct your employees of the following protocol.
- Inform the Service department/Service desk of the vehicle's arrival.
- Your employee should inquire as to the appropriate area on the property to unload the vehicle.
- Request that a representative from the dealership or service center inspect the vehicle prior to taking possession. Upon completion of visual inspection, have invoice signed by the representative.
- Provide the dealership or service center with the customer's name, phone number, vehicle information, and most importantly, the keys.
- If the dealership or service center is closed and a night drop area is available, you are to secure the vehicle on the property. Place the keys and a copy of your invoice that lists the customer's name, phone number and vehicle information in the night drop box.

Direct Payment from Omadi

Customers/Overages

- In some cases, a customer will be eligible for service up to a specific limit. Any overage or amount in excess of the limit must be approved by Omadi. Call 1-801-800-8250 and press 1 to receive authorization for any overage. The customer will be the responsibility of the customer. Omadi will inform you at this time if you need to receive payment for the overage directly or if the customer paid Omadi for the overage and is now covered for additional service. Any overage or amount in excess of the limit is to be charged according to the rates established with Omadi. In these cases, Omadi will inform the Customer that they will have to pay the service provider for services or charges over a certain limit at the time service is rendered.
- We suggest that you educate your employees to pay close attention to coverage limits and customer pay information when receiving a dispatch. If a customer's coverage limit is not made clear to you during the dispatch conversation, please ask for clarification at that time. Payments will be made only up to a customer's coverage limit for each call, and clarifying at the time of the call can help to avoid confusion later.



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Direct Calls

In some instances, a customer may contact you directly for service. If this should occur, the customer must pay for the services directly and submit for reimbursement under their program guidelines. A purchase order will not be offered after services have been performed.

Billing Procedures

At Omadi, we know that you work hard to provide the best service possible to our customers, and we want to make it as easy as possible for you to get paid for your hard work. For your convenience, Omadi will automatically pay all jobs that have the following information recorded in network.omadi.com with your company as the service provider:

- Omadi purchase order number
- VIN number
- Date of service
- Service type
- Equipment type
- Customer name
- Member number, if applicable
- Disablement address
- Tow to destination address, if applicable
- Gross miles to site
- Gross towed miles, if applicable
- Itemized breakdown of charges

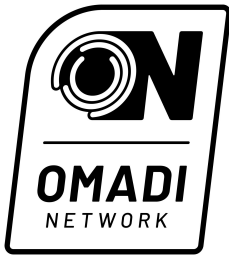
Log into network.omadi.com to complete the required information for any jobs that are not paid.

Payment Frequency

Omadi pays weekly for all jobs that have the information outlined above. Any jobs with incomplete information will not be paid. Billing batches are run every Friday for all unpaid jobs with complete information. Payment for billing batches are made within a week of each billing batch.

Get Paid Faster with Electronic Payment

You get paid faster by signing up for e-payment with our partners at Bill.com. Simply follow this hyperlink and setup your account to receive payments directly in your bank account: <https://app.bill.com/onboarding/Signup>



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Billing Questions

You may contact Omadi regarding any billing inquiries via the following:

- Email us at billing@omadi.com.
- Call 801-800-8250 option 2 for Billing during normal business hours of 9:00 a.m. – 5:00 p.m. MST

Billing Scenarios

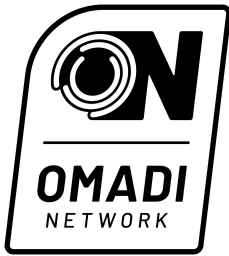
You may encounter the following situations that require more than one PO# and Service ticket in network.omadi.com:

- A GOA/Cancellation and then a new dispatch for service: If you first get a GOA for a service and are then redispached to do the service, The GOA should be associated with the lower numbered PO, and the completed service would go on the higher numbered PO. Ex: PO# 1001 would be the GOA and 1003 would be the completed service, if those are the two PO#'s issued to you. The lower numbered PO should have the "Resolution" field marked as "GOA". The higher numbered PO should have the "Resolution" field marked as "Successful".
- One tow to your storage lot overnight and a re-tow in the morning: There should be two PO#'s used for payment of these services. The lower numbered PO# given to you should be entered for the first tow, including mileage to your shop. The higher numbered PO# should be for the retow, and the miles to the tow-to destination. Storage fees can be added to either PO# but, must be itemized.
- Please be advised Omadi audits and issues invoice payment according to mileage accuracy and rate adherence. In circumstances where you must take an alternate route due to traffic, detours or any other reason, please document that in the ISP Notes field on the Service tickets. Although a small variance in mileage is permitted, extended differences must be justified in order for payment to be made.

Changes in Service Provider Profile or Ownership

Please be advised Omadi Service Provider accounts are not transferable. Thus, if there is a change in ownership, please notify Network Management immediately at:

- Call 1-801-800-8250 option 1 or
- Email Support.on@omadi.com to inform us of the change in ownership. We may also request written notification to follow.



Omadi will deactivate the original service provider account. New ownership may obtain an application on-line via <https://omadi.com/on> or contact Network Management at 1-800-5412262 option 2 for assistance.

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