

NATIONAL ACCOUNTS PROGRAM AGREEMENT (NAPA)

Participation Year: _____	New Franchise: YES NO
Owners: _____	1st Month of Operation: _____
SERVPRO of: _____	Franchise No. _____
_____	Franchise No. _____

To be eligible to participate in the National Accounts Insurance Program, all items below must be answered **YES**.

The following qualifications are met:		
1) Franchisee meets all insurance requirements, maintaining current insurance coverage as required by the SERVPRO License Agreement, including: commercial general liability; pollution liability; limited service and repair liability; vehicle liability; and workers' compensation coverage (or worker's compensation waiver on file if not applicable). (Attach proof of coverage.)	Yes	No
2) Franchise maintains a current Certificate of Insurance on file for all subcontractors listing franchisee as additional insured evidencing a minimum of \$250,000 in general liability coverage and workers' compensation of not less than \$500,000. A signed Agreement between Independent Contractor and the Franchisee is on file for each subcontractor in the franchisee's office. (Reference Form Number 28548.)	Yes	No
3) Franchisee performs and documents background checks on all employees. The Franchisee agrees not to employ any individual convicted of or pleads guilty to a felony involving dishonesty or breach of trust, or any conviction for any type of physical assault.	Yes	No
4) Franchisee is in good financial standing and all valid financial obligations to Corporate, Distributors and vendors are current and paid timely.	Yes	No
a. Corporate	Yes	No
b. Distributors	Yes	No
c. Franchisee has provided all documents requested by the SERVPRO Audit Department for completion of an audit. Tax Returns are provided on an annual basis.	Yes	No
5) Franchisee has an accurate Business Resume on file.	Yes	No
6) Franchisee adheres to SERVPRO's minimum required computer hardware standards and utilizes the most current version of all SERVPRO mandated software or software prescribed by National Accounts Program Bulletins or Client Service Guidelines. Franchise must utilize SERVPRO mandated electronic communication system.	Yes	No
7) Franchisee has broadband connectivity.	Yes	No
8) Franchisee resolves all customer complaints following the National Accounts Guidelines or guidelines prescribed by National Accounts Program Bulletins or Client Services Guidelines. Franchisee further ensures all creditors and vendors are paid timely.	Yes	No
9) Franchisee attends all of SERVPRO meetings designated as mandatory, including, but not limited to, Convention, Regionals, Area Meetings and Business Review Visitations. Convention attendance is not mandatory for Franchisees in business for less than 12 months prior to Convention.	Yes	No
10) Zip Code Assignments must be on file with the SERVPRO National Call Center.	Yes	No

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11) Phone is answered between the hours of 8:00 a.m. and 5:00 p.m. local time Monday through Friday by a franchisee employee in the Franchisee's office.	Yes	No
12) Franchise commits to 24-hour Emergency Response – Accepts all losses from the SERVPRO National Call Center.	Yes	No
13) Franchise commits to 24-hour Emergency Response – Responds to all calls from the SERVPRO National Call Center.	Yes	No
14) Franchise commits to 24-hour Emergency Response – Maintains active status for job lead acceptance from the SERVPRO National Call Center.	Yes	No
15) Franchise uploads storm job files which include contact time and on-site arrival time within five (5) business days.	Yes	No
16) Franchise uploads completed standard water job file within ten (10) business days of job dispatch and completed job file for all other service types within twenty-five (25) business days of job dispatch. Uploaded job file must pass audit. Select Accounts upload compliance is determined by each Select Account's contractual requirements.	Yes	No
17) Franchise uploads completed standard water job file within ten (10) business days and a completed job file for all other service types within twenty-five (25) business days, unless otherwise prescribed in a Program Bulletin.	Yes	No
18) Franchise corrects all rejected job files by the end of the next business day. Please Note: Uploading a job file without correcting the file for all identified errors may result in a red light.	Yes	No
19) Franchisee vehicles are in accordance with the SERVPRO vehicle appearance policy.	Yes	No
20) Franchisee adheres to the SERVPRO Uniform policy.	Yes	No
21) Franchisee uses only SERVPRO-approved cleaning products and equipment.	Yes	No
22) Franchise completes all training programs required by Servpro Industries, Inc.	Yes	No
23) Franchisee adheres to price guidelines as prescribed by National Accounts Guidelines or National Accounts Program Bulletins or Client Service Guidelines.	Yes	No

Our signatures acknowledge that all information listed on the SERVPRO National Accounts Program Agreement is true and a correct representation of the operation of the Franchise.

_____ <i>Signature of Franchise Owner</i>	_____ <i>Date</i>	_____ <i>Signature of Distributor</i>	_____ <i>Date</i>
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Revised 05_14_10