

Membership, Enrollment & Terms of Service Agreement

(We are happy to provide this Agreement in a larger font – just ask!)



Congratulations on joining Hannah the Pet Society! This Membership Agreement (“Agreement”) is made as of today between Hannah the Pet Society (“Society” a non-profit, non-stock company), Hannah’s Inc. (“Practice”), Hannah Portland Hospitals (“Hospital”) – together “Hannah’s” – and you (the “Pet Parent”) and has the terms and conditions set forth below.

The Hannah Team Oath

“We promise to never recommend unnecessary care and always recommend what’s best for you and your Hannah Pet, which we will provide to the best of our ability and without regard to cost.”

Hannah’s Purpose is to:

1. Help Members benefit from the companionship of a Pet that loves them
2. Help Pets avoid euthanasia by finding them a forever home
3. Eliminate the necessity and pain of economic euthanasia by any Member
4. Help Pets live longer, better lives by providing great and affordable, life-long care

A. **Hannah’s Commitment:** We are excited and honored that you are joining our not for profit Society – Thank you! We ask that you provide all the love you can as we partner together to provide your Hannah Pet with the best quality of life possible. Our joint promise to you:

- To do our very best to help your Hannah Pet live the longest, healthiest, and happiest life possible with your family without you ever having to decline needed care due to cost.
- To do our best to keep your Pet family safe by prevention of disease when possible, and by treatment of health or behavior problems as quickly as we can.
- To support you and your Pet family with quality veterinary care and compassionate consultation through sickness and health. To always work together to determine the care that is appropriate, needed, and timely.
- To do our best to create a happy healthy relationship between your family and your Hannah Pet through veterinary care, education, behavior support, and caring attention. We are available to help you 24-7-365.
- To carefully listen to your requests and concerns regarding your Hannah Pet and respond in a respectful way.
- To be the reason you and your family enjoy the love and companionship of a Pet now and for the rest of your lives.
- To do all the above at a low monthly fee, which requires that you trust us to own your Pet and only provide services that will help it live a longer, better life with you.

B. **Membership Enrollment Fee, Monthly Membership Fees, and Total Lifetime Companionship (TLC) Program.**

Benefits of membership include lifetime access to Pet match counseling services, Pet behavior classes, and the ability to enroll as many Pets as you want and usually even ones with pre-existing health or behavior issues (Hannah does not accept aggressive Pets, some Pets with existing conditions, or Pets and Members that we determine are not a good match). This care and service is provided through Hannah the Pet Society membership and the Total Lifetime Companionship Plan (TLC) provided by the Practice and Hospital. We have TLC programs available for dogs, cats, bunnies and guinea pigs. Many members have more than one Pet enrolled in a Hannah TLC Plan – but you pay only one Membership Enrollment Fee, with Monthly Membership Fees and one Monthly TLC Fee for each Pet, no matter how many Pets you enroll (see Addendum for your current fees). You must remain in good standing by paying your Monthly TLC Fee(s) and/or Monthly Membership Fee in order to receive services. This Agreement covers many of the details of membership, as well as for enrolling your current Pet, a Pet you get from a shelter or other source, or a Pet we find for you, on a TLC Plan. This Agreement will provide details on how the program works, how it benefits you and your family, and will change from time to time. The Total Lifetime Care and Companionship (TLC) Addendum Agreement or Provisional Total Lifetime Care and Companionship (TLC) Agreement (“TLC Placement Addendum”) will list the other fees and particular details of the Pet enrolled under this Membership Agreement. You are protected because you can quit the program at any time as explained in Section P (but you may want to repurchase the Pet). Only Hannah the Pet Society Members can have “Hannah Pets” (membership benefits may change from time to time).

C. **Matching Services.** Once you have joined Hannah the Pet Society by paying your Membership Enrollment Fee, you are entitled to matching services whenever you need them (subject to the limitations set forth in section J below), plus a number of other benefits for as long as you remain a Member. When you ask us to, we will help you with a Pet match based on the information you provide about you and your family (which you can update at any time). Once you have found the matching Pet, we will examine it and give you our medical and behavioral evaluation of it at no charge. You will be able to repeat this process multiple times without any further costs.

- D. Provided Routine, Illness, Injury, and Emergency Veterinary Care.** As the Pet owner, the Practice is responsible for the veterinary care needs of the Hannah Pet to be provided at a Hannah care provider or otherwise, which will be determined by the Pet's Hannah veterinarian and you after you sign the TLC Placement Addendum as explained in Section F. The veterinary care provided or paid for by Hannah is comprised of all routine and emergency veterinary medical, surgical, diagnostic, and dental care, along with therapeutic medications that are on Hannah's formulary (see website) and are needed for veterinary treatment as recommended and provided only by Hannah at Hannah locations. Hannah provides services to the Hannah Pet legally as the Pet Owner; Hannah does not provide insurance and is therefore not subject to state laws that apply to insurance providers and may not provide everything that is possible for some patients when the Hannah veterinarian doesn't think it is necessary or in the Pet's best interest, when there is a more conservative therapy available or if Hannah cannot provide it. Hannah is not subject to some state laws regulating veterinary procedures and facilities, including some licensing and other requirements. Hannah provided services do not include implants or implant surgery; organ transplants or organ transplant surgeries; cosmetic or experimental surgeries or services; neuro, spinal, or brain surgeries or services; care at home; hospice care; physical therapy; laser therapy; services at referral veterinary facilities; or services, diagnostics, or medications that are determined by Hannah doctors not to be likely to help the Pet live a longer and better life than it would have otherwise regardless of where they are provided; or any Pet foods or dietary supplements. In other words, under this Agreement Hannah may only provide surgeries, diagnostics, medications, procedures, and services that Hannah provides itself and that the Hannah veterinarian AND YOU determine are the safest and most conservative solution that will result in a net longer, healthier and happier life for the Hannah Pet without undue pain and suffering and are provided at a Hannah Hospital. Hannah may provide second and even third opinions by accredited Hannah veterinarians at no charge to you at your request, and may help arrange "outside" second opinions at non-Hannah veterinary referral clinics at your request and cost. There will be no additional fee to the Pet Parent when Hannah chooses to use a Hannah employed specialist to deliver care as described above which is for care related to medical conditions that occur after your Pet is owned by Hannah. You may be required to pay for care to get your Pet healthy enough to qualify for a Hannah purchase. There will be a fee to the Pet Parent for non-Hannah specialists, non-Hannah formulary drugs, and non-Hannah diagnostics, no matter where or how supplied, and this fee may be up to the full amount of the cost of the service. Non-emergency procedures and treatments will be scheduled by the Pet Parent and provided by Hannah based on the availability of Hannah staff and facilities. You agree to call Hannah if you have any concerns about your Hannah Pet and to follow Hannah's directions for care to the best of your ability; if you do not, you agree that not doing so, or taking a Hannah-owned Pet to a non-Hannah veterinarian, is sufficient cause for Hannah to terminate your relationship with Hannah as provided in Section P. In case of any disagreement, Hannah's Medical Standards board, in consultation with the Pet Parent, will be responsible for final medical determinations regarding any medications, surgeries, medical therapies, support, care, or "end of life" treatments to be provided to the Hannah Pet under this Agreement. We agree that it is important to have the Hannah Pet be as comfortable as possible when health declines and to provide treatments that focus on the best practically available quality of life, but may not necessarily extend the life of a terminal patient. If such treatment may worsen or prolong the Pet's pain, the Pet's Hannah veterinarian will recommend other care or euthanasia and Hannah will not provide care or a diagnostic that is not in the Pet's best interest or could not lead to a realistic possibility of a longer, better life in Hannah's sole medical opinion. Hannah veterinarians will consult with you regarding the Hannah Pet's care under these circumstances, and you will be as actively involved in all medical, nutritional, and care discussions regarding your Hannah Pet as you choose to be. If you as the Pet Parent want your Hannah Pet to have care, diagnostics, or therapies that the Hannah veterinarian believes are not likely to or necessary to improve the Pet's length and quality of life but also will not cause significant pain or discomfort or subject the Pet to unreasonable risk, Hannah may provide that service, diagnostic, or therapy at your cost – these services will be provided to you at Hannah's cost with no markup (examples are cosmetic surgery, antibiotics for viral infections, cataract surgery for a blind Pet). Under no circumstances will Hannah ever end the life of a Pet (even at the request of a Pet Parent) unless we believe it is medically necessary to end pain or suffering (including mental suffering) and the Pet Parent agrees. However, the Pet Parent also agrees that the veterinarian should make an exception and use their best medical and ethical judgment on such decisions if the Pet Parent cannot be reached or if they have surrendered the Pet to Hannah. If a disagreement between Hannah and the Pet Parent regarding Pet care cannot be resolved, either party may cancel the Total Lifetime Care (TLC) Plan and Hannah will transfer ownership of the Pet to you at the pre-agreed Pet Purchase Fee so that you can pursue your own desired course of treatment and Hannah will have no further monetary or other obligation of any kind. We encourage you to consult with your Hannah veterinarian regarding your Hannah Pet's health and expected longevity on a regular basis. If you and your Hannah veterinarian agree that your Hannah Pet has limited time left (expected at 3-4 months), it often helps the older Pet to have a younger one around. If you decide to get another Hannah Pet during this time, Hannah will waive the additional Monthly TLC Service Fee for up to six months while you have both Pets in order to make the transition easier for your older Pet and your family.
- E. Exclusions, Behavior Support, Obedience Training, and Other Services.** Hannah provides behavior support and obedience training for Hannah Pets, including behavioral advice via Hannah's Help Line and the required behavior/education classes for all Pets and Pet Parents as detailed in various documents. Behavior support and obedience training will be provided based on the availability of Hannah staff and facilities and only by providers and at locations designated by Hannah. Attending prescribed behavior education classes is required as prescribed by your Hannah veterinarian. As an example, most Pets fearful of nail trims can greatly benefit from behavioral training. If included in the selections you have made in the TLC Placement Addendum, pick-up and delivery services will be provided for the Hannah Pet based on the availability of staff and facilities and only by providers and at locations designated by Hannah. The following items are not covered or provided by Hannah under this Agreement: (i) any veterinary care, diagnostics, behavior support, medications, obedience training, grooming, equipment, supplies, food or dietary supplements that are obtained from someone other than Hannah or a Hannah service provider without Hannah's express written consent; (ii) boarding care; (iii) grooming care; (iv) pick-up or delivery services unless included in the TLC

Placement Addendum as you have selected or unless paid for separately; (v) food, flea or heartworm control unless you have elected in the TLC Placement Addendum to receive them from Hannah; (vi) supplies unless you have elected in the TLC Placement Addendum to receive supplies from Hannah; (vii) outside specialists/veterinarians and non-formulary drugs; (viii) services, diagnostics, or veterinary care for issues you have excluded at TLC enrollment or are not believed in the professional judgment of the Hannah veterinarian seeing your Pet and the Hannah Medical Standards Board to be in the best interest of your Hannah Pet and as discussed in Section D; and (ix) any and all emergency services at non-Hannah providers. Members of Hannah the Pet Society that are in good standing may enroll their Hannah or non-Hannah Pets in entry level classroom-style obedience classes without the Pet being enrolled on a TLC Plan. Other behavior services require TLC Plan enrollment.

- F. Total Lifetime Companionship (TLC) Plan, Monthly TLC Service Fee, and TLC Placement Addendum; Continuous Service; Term:** Once your Hannah Pet is enrolled in Hannah's TLC Plan, you will be responsible to pay the Monthly TLC Service Fee to Hannah, which is listed in the TLC Placement Addendum. Hannah may adjust the Monthly TLC Service Fee based on costs and other factors at any time after the first year of this Agreement or as services or products are added or subtracted from your Hannah Pet's program (with your consent to the addition of those new services/products). If Hannah's adjusts your Monthly TLC Service Fee, it will provide you with notice of the change, either in person or at the email address or direct mail address you provide to Hannah's. The Monthly TLC Service Fee covers (i) your companionship with the Pet, (ii) the supplies and services described in this Agreement that Hannah supplies you for the Hannah Pet and (iii) any and all of the opt-in supplies and services that you have selected as set forth in the TLC Placement Addendum. The first Monthly TLC Service Fee is due when you sign or approve by phone or online your TLC Placement Addendum for your Hannah Pet. The next Monthly TLC Service Fee will be billed directly to a credit or debit card or bank account that you provide to Hannah's. By signing this Agreement, you affirmatively consent to Hannah's continuous provision of services under this Agreement, the automatically renewing nature of this Agreement as described in this Section F, and the charge of the first and ongoing Monthly TLC Service Fee to your credit or debit card or bank account. It is your responsibility to promptly notify Hannah if your card number, expiration date, address, or other contact information changes. If you do not notify us, or your financial institution for any reason refuses the billing, you agree to pay a \$25 fee for processing. You also agree that if Hannah decides to no longer provide this particular Plan, you will work with Hannah to find and enroll on the Plan that is best for you and your Hannah Pet at that time or you will make arrangements to do something else.
- G. Pet Sourcing.** We look for Pets from the following sources (providing it is a good match): shelters, humane societies, rescue groups, other Pet related nonprofits, 4H and classroom-raised Pets, families giving up their Pets, and small breeders (fewer than 2 litters per month on average). When Hannah sources a Pet and then you choose to take responsibility for the Pet as the Pet Parent and sign a TLC Placement Addendum for that Pet, you acknowledge that Hannah has already spent sums on the Pet, that Hannah continues to own the Pet, and your relationship with Hannah will be governed by this Membership Agreement. The Pet Adoption/Purchase Fee will be stipulated on the TLC Placement Addendum and is meant to cover Hannah's costs in sourcing and placing the Pet.
- H. Puppies and Kittens.** We will not match you with a puppy or kitten unless you specifically request one. We recommend that you **do not** get any puppies or kittens from puppy or kitten mills, which can happen when buying a Pet over the internet. This means it is more challenging to find puppies and kittens in need of a home at a shelter or similar source. However, if you want a puppy or kitten and we together determine a puppy or kitten is a good match for you and your family, we will help you determine what kind of puppy or kitten would fit best in your family. As a member who has acquired a puppy or kitten less than 12 months old, you can bring it to Hannah and start it on a Hannah Total Lifetime Companionship Plan and the Healthy Start option providing we agree it is a good match to you and it passes our health and behavior tests (these are free to you). Puppies and kittens are a lot of fun, but cost a little more until they become adults. They are more expensive Pets needing more time, more veterinary visits, training, vaccinations, parasite preventatives, and are also more susceptible to many diseases, injuries and accidents – all paid for by Hannah as the owner – you have little risk. For pre-2022 Agreements, all young Pets under 6 months old and all Pets 6-months to 1-year old and intact are subject to a Healthy Start Fee that is set forth in the TLC Placement Addendum for the first 12 months on the TLC Plan (paid monthly or in lump sum). If the plan is cancelled before the end of the first 8 months for any reason, the Healthy Start Fee will be prorated as follows: 50% of the total fee the first month, 10% for each of the next 3 months, 5% for each of the next 4 months. For Agreements after December 31, 2021, young Pets under 1-year-old are subject to a Healthy Start Fee that is set forth in the TLC Placement Addendum for the first 6 months on the TLC Plan (paid monthly or in a lump sum); if the Plan is cancelled before the first 6 months for any reason, the Healthy Start Fee will be prorated 50% of the Fee for the first month and 10% for each of the next 5 months.
- I. Testing, Transportation or Treatment (TTT) Fees.** When we find or supply a Pet for you, Hannah incurs a wide variety of initial costs and expenses before the Hannah Pet is even delivered to your arms! This includes transportation from its source, medical and behavior testing, necessary and appropriate veterinary care, treatments, food, shelter and a variety of other things. The TTT Fee is designed to help us recover some of the costs spent on acquiring the Pet and you have the option of paying it as a lump sum payment or as a monthly add-on fee for 12 months in equal monthly installments. This TTT Fee is non-refundable once the Pet has been transported to Hannah because the services have then been provided. If you are not asked or are unable to pay the TTT Fee, it will be added to the Initial Pet Adoption/Purchase Fee, as described in Section O.
- J. The Pet Isn't a Good Match.** When you have found a new Pet for your use from any source and enrolled it on a TLC Plan, we will work closely with you and your new Pet as you get to know each other and become a family. However, despite everything we do, some matches are not a good fit. If you are one of these "mismatches," we will do our best to

help you find it a new home as quickly as possible (see Section O below) and match you with a new Pet (now that we know more about you!). **There is no additional Membership Enrollment Fee for additional matching services as long as we have worked together for 60 days to make the match work and you have attended all required and prescribed behavior education classes with your Hannah Pet.** The reason for this minimum 60-day period is because it takes time for some Pets to adjust to a new home and/or benefit from training classes. It is also traumatic for a Pet to swap homes – trauma that we want to avoid if possible. If you insist on giving up on the Pet without working at making the match work or attending the classes for at least 60 days, you agree to pay your TTT Fee (if applicable) and Healthy Start Fee in full. To be clear, we will do all we can to help you find a new home for the Pet, but Hannah prefers not to take a dog or cat from you and will only do so as a last resort to help you. If you decide you no longer want it, and that you would prefer to buy the Pet from Hannah and then find it a home – we will help you do that. Hannah may choose not to help you find another Pet if you haven't lived up to your responsibility with your current Pet by attending required training classes. If you have not gone to the prescribed classes and behavior consultations, and that results in the Pet developing behavior problems in the reasonable opinion of a Hannah veterinarian, we may end our relationship with you.

- K. **The Bunny or Guinea Pig Isn't Any Longer a Good Match.** Let's say you were matched with a bunny because you wanted your children to learn about the responsibility of caring for a Pet or because of a small living environment, the minimum 60-day "Honeymoon" period is over and now you are ready for a cat! Simply talk to us about when you would like to make the transition, and we will find your bunny a classroom or a new family if qualified and help your family find a new cat or dog. The remaining TTT Fee will still apply and the Monthly TLC Service Fee will be adjusted for your new Pet.
- L. **Hannah Ownership.** If you are becoming a Pet Parent to a Hannah-owned Pet, or if you are signing up a Pet you already have or have obtained from a shelter or other source, whether the Pet is healthy or has ongoing medical conditions, you will first need to become a member of Hannah the Pet Society. Then, you will complete an application and our doctors and staff will examine the Pet (if it's a Pet that you already had, the examination may need to include lab work or other diagnostic tests like x-rays) in order to diagnose the Pet's current health and make a prognosis of whether we think it is healthy enough (medically and mentally) and is a good match for your family and Hannah, so that it is eligible to become a Hannah Pet. If we find that it is not, we will discuss other options with you, but if it is completely healthy or has a routine, addressable problem, then we will update the Pet on all its vaccines, put in an electronic ID chip so that it can be found if lost (see Section R below), and perform whatever care services are needed (all dogs and cats should be spayed or neutered, and all Hannah Pets must have Hannah implanted microchips). For a sourced Pet, the average cost of sourcing and placing is \$600. For a Pet you provided and already had, the average price of these initial services to qualify the Pet as a Hannah Pet is usually over \$500, but regardless of the actual amount, we will discount the price of these services needed so that the Pet can become a Hannah Pet to \$450 for dogs (\$350 for pre-2022 Agreements), \$350 for cats (\$250 for pre-2022 Agreements), and \$100 for bunnies and guinea pigs, and provide them to you in exchange for ownership of the Pet, which then becomes a Hannah-owned Pet at that point in time. At that same time, the estimated discounted price for those initial services or the sourcing costs (again, not paid by you to Hannah's) becomes the initial Adjusted Pet Adoption/Purchase Fee (as it does in Section O). The initial Adjusted Pet Adoption/Purchase Fee does not have to be repaid if the Hannah Pet is not purchased from Hannah's. Most Pet Parents don't ever pay it because they don't purchase the Pet. (See Section S.) In essence, you have exchanged or traded ownership of your Pet to Hannah for services provided and then Hannah has provided the Pet to you for companionship in exchange for a monthly service/companionship fee (the Monthly TLC Service Fee). Therefore, as the owner or new owner, Hannah is responsible for providing all ongoing medical care as outlined and agreed herein. We further agree that, if you ever wish to own the Pet, all you have to do is purchase your Hannah Pet for the discounted price of the services we have provided to you or the average cost of sourcing and placing the Pet but did not collect (the "Adjusted Pet Adoption/Purchase Fee") without any other cost (except as in Section P below, if applicable). If you are enrolling your Pet remotely, then it is only conditionally enrolled until the above exam and services are done, which will happen the first time you bring your Hannah Pet into a Hannah Veterinary Hospital (you should bring the Pet in right away). You will fill out an application online; for the purposes of the conditional enrollment, we will trust everything you put down – but, if you put something on the application that we later find to be untrue, Hannah has the right to immediately terminate the Membership Agreement and the TLC Placement Addendum or adjust the fees as necessary. Under conditional enrollment, the Pet's ownership still transfers to Hannah and Hannah is still responsible for emergencies, illnesses and injuries that our doctors agree happened after the Pet was conditionally enrolled. You agree that our doctors' opinions are final. The conditional enrollment is not final until the above exam is done with pricing approved by you and Hannah and after the full evaluation of the Pet and the final TLC Placement Addendum is signed by both a representative of Hannah and by you. If in the unlikely event we find something that is different from what we expected – like a significant pre-existing medical problem that changes the Pet's value (and that we all didn't know about) – we will change the pricing as necessary or not finalize this Agreement. If a pre-existing condition was missed for any reason on any exam but is discovered within the first year, the TLC pricing will be changed accordingly and you will have the choice to continue your TLC Plan or terminate the Plan. After the TLC Placement Addendum is approved by you, your Membership Enrollment Fee is no longer refundable. The Monthly TLC Service Fees for conditional plans are not refundable.
- M. **Legal Ownership.** By signing the TLC Placement Addendum or the Conditional Enrollment Agreement, you certify that you are the sole legal owner of any Pet you enroll under this Agreement, that you have complete authority to transfer ownership of the Pet to Hannah, and that you are in fact transferring ownership of the Pet to Hannah by signing this Agreement. You have the right to repurchase the Pet from Hannah and cancel your enrollment in the Total Lifetime Companionship Plan and associated service fee (the Monthly TLC Service Fee) at any time for any reason (as described in Section P) and you will then be responsible for all costs of care that were waived when you entered into this Agreement (including the discounted price of the initial services, as described in L above, and the fee for sick or injured

Pets, as described in N below). You further agree that you will hold Hannah harmless and defend Hannah at your expense if any other claim of ownership of the Pet comes up in the future.

- N. Sick or Injured Care Fee.** If you intend to sign up a Pet with an abnormal health condition or injury as a Hannah Pet, you must become a member of Hannah the Pet Society, agree to pay the Membership Enrollment Fee and transfer legal ownership of the Pet to Hannah. Only then will our veterinarians and staff examine the Pet, perform diagnostics (such as lab work and x-rays) and provide a medically recommended treatment plan for the Pet. We will then provide a “Good Faith Estimate” of the “Cost to Treat” the abnormal condition or injury for what it will likely cost to return the Pet to good health or a more stable condition (the amount that must be immediately invested in the Pet). Hannah will be responsible for any added expenses if the Cost to Treat turns out to be more than the Good Faith Estimate. Once provided with a Good Faith Estimate of the Cost to Treat the Pet, you have a choice at that time: (i) you may sign the final TLC Placement Addendum setting your actual Monthly TLC Service Fee so that we can provide the care (we must have legal ownership of the Pet in order to provide the care under this Agreement), and set your initial Pet Adoption/Purchase Fee (see Section L), or (ii) you can take the Pet elsewhere without any financial obligation to Hannah and your Membership Enrollment Fee will be refunded in full less our costs of the tests and care given so far. If you decide to proceed with option (i), we agree the medical-related cost to you at this time will be the “Sick or Injured Care Fee” (50% or less of the total Good Faith Estimate of the Cost to Treat), which can be paid as a lump sum, or be financed at Hannah’s discretion and depending upon your desire and on your credit and payment history. Starting the same day, you will also be responsible to pay a Monthly TLC Service Fee for your Hannah Pet’s ongoing companionship as explained in Section F of this Agreement. We also agree that, after care is provided, you will be able to reacquire legal ownership of the Pet at any time you want by reimbursing Hannah for the unpaid 50% remainder of the original “Cost to Treat” as described above and in addition to any other amount owed as in Section P below. After the final TLC Placement Addendum is approved by you, your Membership Enrollment Fee is no longer refundable. However, if your Hannah Pet passes away within 14 days after you sign the TLC Placement Addendum, the 50% remainder of your Sick or Injured Care Fee and the balance of the Sick or Injured monthly payments will be waived in full as a good-will gesture by Hannah. You will still be a Hannah Member unless you fail to pay your Monthly Membership Dues.
- O. Adjusted Pet Adoption/Purchase Fee.** The Pet Adoption/Purchase Fee, as set forth in this Agreement, is the price you agree to pay if you wish to stop your TLC program and attain legal ownership of your Hannah Pet. The Adjusted Pet Adoption/Purchase Fee for Pets (as specified in section L) is to reimburse Hannah for the average initial services that the Pet received before placement or at sign-up (that you didn’t have to pay for) plus, in the case of a dog or cat, the approximate 50% remainder of the “Cost to Treat” that you didn’t pay in the Sick or Injured Fee (if there was one; see section N.) or, in the case of a Pet we find for you, it reflects our cost to find and care for the Pet before you signed the TLC Placement Addendum. The “Adjusted Pet Adoption/Purchase Fee” is equal to the Pet Adoption/Purchase Fee reduced by \$25 (\$50 for pre-2022 Agreements) for each complete year that you have had your Hannah Pet on the TLC Plan, down to \$100 (if your fee started at or below \$100, it will not be reduced). Until you request ownership of the Hannah Pet and pay the Adjusted Pet Adoption/Purchase Fee, Hannah the Pet Society is the legal owner of the Pet. This retained ownership by Hannah and grant of companionship to the Pet Parent is part of the unique ownership/care model that makes it possible for Hannah to significantly lower your lifetime costs for a Pet’s companionship. Hannah’s ownership/care business model is akin to a service relationship between you and Hannah’s; however, this model is unique, and to the extent it is deemed to be a lease under applicable law, this model results in the Pet having a significant residual value at the end of the Agreement, as evidenced by (among other things) the Adjusted Pet Adoption/Purchase Fee payable by the Pet Parent in order to obtain ownership of the Pet upon termination of the Agreement. If Hannah’s or a court with proper jurisdiction determines this model to be something other than a service relationship or a lease, then the court shall characterize this model as a “license,” where Hannah is the owner and licensor of the Pet and the Pet Parent is granted a license to use the Pet on the terms set forth herein. As the owner of the Pet and many other Hannah Pets, Hannah is able to obtain goods and provide services to Pets in bulk (“at scale”). Hannah shares this economic benefit with you and the other Pet Parents by providing a healthier Pet to Pet Parents in exchange for lower monthly fees. Most Pet Parents don’t ever pay the Adjusted Pet Adoption/Purchase Fee because they never repurchase the Pet. Hannah’s goal is a healthy Pet that lives a long, happy life as part of one loving family – for an affordable and predictable cost. In the event you no longer want the Hannah Pet or are unable to keep it for any reason, Hannah will do our best to help you find it a good home or a temporary foster home if the Pet is qualified for one, or, at your request, take possession of the Pet ourselves. Your Monthly TLC Plan payments will stop immediately AFTER you complete the exit interview or we transfer ownership of the Pet to you. Please, never surrender the Pet to a shelter where it may be put to sleep (make sure you understand what a “No Kill” designation really means) or make it roam free looking for its own food, shelter, and care. If you choose to have Hannah take possession of the Pet, the TLC Placement Addendum is thereby terminated and we will care for the Pet as we determine best in our professional judgment. If we can’t find a home for the Pet, but think another party could, we may transfer ownership to that third party. If the Pet is not adoptable, as determined by the Hannah Medical Standards Board, it may have to be euthanized.
- P. Termination by Either Party.** You may terminate the TLC Placement Addendum by choosing any one of the following options:
- 1. You Assume Pet Ownership.** You may terminate the TLC Placement Addendum at any time for any reason and assume ownership of the Pet by simply paying the Adjusted Pet Adoption/Purchase Fee and any outstanding charges. The Monthly TLC Service Fee ends that day and Hannah is no longer the owner or responsible for any care or expenses for the Pet – you purchase it “as is” just as Hannah did. The 50% unpaid balance of the Sick or Injured Care Fee, the TTT Fee and prorated Healthy Start Fee (if any), and anything else you owe Hannah will be due and

payable, and we will charge your credit or debit card or bank account accordingly unless you make other arrangements with us. We will also send you a "Bill of Sale" transferring ownership of the Pet to you and a copy of the vaccination records for the Pet.

2. **Nonpayment; You Assume Ownership of Pet.** You may terminate the TLC Placement Addendum at any time for any reason and assume ownership of the Pet by simply stopping your Monthly TLC Service Fee payments. When your payment is 30 days past due and you haven't made other arrangements with us, you agree that you have terminated your Agreement. After 30 days past due, we will then charge your credit or debit card or bank account on file or otherwise charge you for the agreed upon Adjusted Pet Adoption/Purchase Fee, the 50% unpaid balance of the Sick or Injured Care Fee, the TTT Fee and prorated Healthy Start Fee (if any), any unpaid care or support, or products delivered to you as of that date, and any other outstanding charges. We will also send you a "Bill of Sale" transferring ownership of the Pet to you and a copy of the vaccination records for the Hannah Pet that you have, and you agree that you are then the Pet's owner and have purchased the Pet "as is" just as Hannah did and Hannah is no longer responsible for any care or expenses for the Pet.
3. **You Surrender Pet Companionship.** You may terminate the TLC Placement Addendum at any time for any reason for any Pet you received from Hannah and surrender companionship of your Pet by simply scheduling an appointment and then bringing the Hannah Pet to any Hannah Veterinary Hospital and completing a surrender interview. We will charge your credit or debit card or bank account on file or otherwise charge you for any unpaid fees on a pro rata basis or provide you with a refund if applicable within 30 days. You will not owe a Pet Adoption/Purchase Fee as you are leaving the Pet with Hannah and terminating your TLC Placement Addendum. Your Monthly TLC Service Fee will stop after you complete the above interview that can help us find a new home for the Pet. Any outstanding charges you owe including the Sick or Injured Care Fee, TTT Fee and prorated Healthy Start Fee, if applicable, any unpaid care or support, or products delivered to you as of that date, will be due and payable, and we will charge your credit or debit card or bank account accordingly unless you make other arrangements with us. Hannah agrees that you will then no longer be responsible for any additional care or expenses for the Pet.

If you ever abandon your Hannah Pet as evidenced by leaving it anywhere without care or communications for over 24 hours, or are cruel to or neglectful of the Pet as determined by State officials, you forfeit your rights to the Pet's companionship and to repurchase the Pet as covered in this Agreement in Section O, and Hannah will take possession of the Pet and care for it as we determine is best in our professional judgment.

If the TLC Placement Addendum is terminated with respect to any "Hannah Pet", Hannah will have no further obligation to provide services under this Agreement with respect to that particular Pet, including conditions that already exist at that time, and that particular Pet is ineligible for re-enrollment unless approved in writing by a company Vice President or the President.

Like you, Hannah may also terminate this Agreement at any time for any reason. Obviously, Hannah does not terminate memberships or Pet Parents frequently or lightly, but on rare occasions it is necessary (for example, when people refuse or don't take proper care of their Hannah Pet – like letting them swallow things that need surgical removal over and over, do not follow Hannah's medical advice, do not complete Hannah prescribed behavior/training classes, or do not convert a conditional TLC enrollment to permanent within a reasonable period of time). Only Hannah's President, the Chief Medical Officer, or their specifically assigned representative have the authority to unilaterally end a membership and TLC Agreement on behalf of Hannah. You may also unilaterally end a membership and TLC Agreement by taking the steps described above. If we are considering termination of this Agreement, we will notify you in writing and you will have 30 days to fix the problem. During that time you will not be charged the Monthly TLC Service Fee and no services other than necessary emergency care will be provided. If at the end of 30 days you have not "fixed the problem" to our sole satisfaction, this Agreement will be terminated. At that point, if you do not exercise one of your described options above, you will return the Pet to Hannah immediately or you will be charged the Adjusted Pet Adoption/Purchase Fee and will automatically be deemed to be the owner of the Pet, and we will send you a "Bill of Sale" and a copy of the Pet's vaccination records. You agree in advance to such automatic assumption of ownership of the Pet by you, and that you will have purchased the Pet "as is" with no right to any other services or information and Hannah will no longer be responsible for any care or expenses for the Pet, and you will no longer be eligible for any membership benefits. All amounts owed to Hannah, including the Adjusted Pet Adoption/Purchase Fee (if applicable) and the prorated Healthy Start Fee, the TTT Fee, and the Sick or Injured Care Fee (if any) will be charged to you. You may pay it as a lump sum or in 12 equal payments, without interest. If you fail to pay, see Section Q.

You further agree that all other records made by Hannah while the Pet was owned by Hannah are Hannah's sole property and that only Hannah has rights to have Hannah's historical, financial, or medical records, and that you will not be given copies of such records.

Hannah will not allow you to terminate this Agreement in order to avoid your obligation to pay. Accordingly, if you desire to terminate this Agreement, we will require you to pay the fees specified above and will take all reasonable steps to collect the sums you owe us. Hannah's first priority is to work with you in order to resolve outstanding fee issues (rather than reclaim possession of your Hannah Pet), and we encourage you to please contact us to set up a payment plan or deferment program.

- Q. **Late Payment Fees and Interest.** For any amount that is unpaid after the due date, Hannah will impose a monthly \$25 late payment/billing fee; no interest will be charged on the unpaid balance. Unpaid balances that are due and owing to Hannah may be referred to a collection agency, and upon such referral a \$50 collection fee will be imposed. Any late

payment may result in a report to a credit reporting agency and you hereby consent to such reporting.

- R. **Lost Pets.** If your Hannah Pet is lost, you agree to contact us as soon as possible (whether during or after normal business hours) at our Hannah Help Line number (360-816-8000). Upon receiving notice of the lost Pet, the Hannah Team will provide you with assistance and advice on searching for your Hannah Pet, will provide you contact information to contact the area animal control and animal welfare societies, and will provide you with the microchip number for your Hannah Pet. Each Hannah Pet has a microchip that can be read by any animal welfare agency or veterinary practice with a microchip reader. The microchip can be looked up by the animal welfare agency or veterinary practice on the Hannah website to find information to facilitate retrieval of the Pet. In the event that the Pet is not found, the TLC Placement Addendum will automatically terminate, and you agree that you will pay the Adjusted Pet Adoption/Purchase Fee, and any other outstanding charges you owe including the Sick or Injured Care Fee, TTT Fee and prorated Healthy Start Fee, if applicable, which you agree to being automatically charged to or withdrawn from your debit card, credit card, or bank account. It is your responsibility to manage and protect your Hannah Pet. Hannah does not waive the Adjusted Pet Adoption/Purchase Fee for lost Pets. Hannah will help you find another matching Pet at no charge unless we believe you will not take proper care of it.
- S. **Death of a Hannah Pet.** Like people, most Pets die in a hospital. If the Hannah Pet dies at a Hannah Pet hospital or while under the care of a Hannah service provider, the TLC Placement Addendum will automatically terminate. If the Hannah Pet does not die at a Hannah Pet hospital we won't know it, so you must notify us immediately of the Hannah Pet's death so that we can arrange for the proper cremation of the Pet's remains at no cost to you, and in compliance with local laws and ordinances. If you wish to receive the ashes or remains for private burial, we will help you do so, at your expense. Once we receive satisfactory proof of the Pet's death (the Pet's remains, or notification by a licensed veterinarian if the Pet should pass away outside the Hannah Service area, or another means of proof, such as pictures, affidavit, etc., as arranged with Hannah before burial of the remains), the Monthly TLC Service Fees will stop and all outstanding charges will be prorated and paid as per the Agreement and the Adjusted Pet Purchase/Adoption Fee will be waived. Though Hannah Pets don't have life insurance, Hannah will of course help you find another matching Pet at no charge and will waive all costs of exams and classes to help you.
- T. **Liability and Effect of Limited Information.** You are responsible for managing all aspects of your Hannah Pet's interaction with other people and other Pets while the Hannah Pet is in your possession or in the possession of your significant other, children, relatives, acquaintances, friends or other authorized representatives (collectively, your "Acquaintances"). You realize that Hannah cannot predict the acts of Hannah Pets in every situation or place. If you believe that you cannot safely control your Hannah Pet and manage its interaction with other people and Pets, Hannah encourages you to consider additional behavioral support and all other options with your Hannah behavior trainer, including euthanasia – time is of the essence in this determination. Hannah agrees not to hold you liable and to indemnify you for all liabilities, damages, claims (including third party claims), costs, and expenses (including reasonable attorneys' fees) arising out of the actions of the Hannah Pet when in Hannah's possession. You agree to not hold Hannah liable for and to fully release and indemnify Hannah from all liabilities, damages, claims (including third party claims), costs, and expenses (including reasonable attorneys' fees) arising out of the actions of the Hannah Pet when in your or your Acquaintances' possession. The information Hannah has about the Hannah Pet is limited to what Hannah has been told or found through examinations. Because this information may be inadequate, incorrect or imperfect, you agree not to hold Hannah responsible for errors made as a result of inadequate, incorrect, or undiscovered information, and Hannah will do everything that is reasonable to correct any problem once it is discovered, regardless of the cause.
- U. **Disclaimer of Warranties; Other Limitations.** Under this Agreement, you will have the opportunity to fully examine your Hannah Pet for any defects, medical or behavioral problems, or companionship issues before taking possession of the Hannah Pet and afterwards and may return the Hannah Pet at any time. **HANNAH DISCLAIMS ANY EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR THE HANNAH PET.** Hannah warns you that it is very stressful for your new Hannah Pet to go through the process of becoming part of your family; stress often triggers illnesses such as kennel cough, diarrhea, or other maladies, so call us or come in – treatment is fully covered, but please expect it. **HANNAH UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY, HEALTH OR BEHAVIOR OF THE HANNAH PET, WHICH IS PROVIDED ON AN AS IS AND WITH ALL FAULTS BASIS.** (For example and as an illustration only, Hannah cannot assure that every Hannah Pet will be "just what the Pet Family is looking for.") You agree that if you are not satisfied with the Hannah Pet, your sole and exclusive remedy is to return the Hannah Pet to Hannah or to purchase it for the agreed Adjusted Pet Purchase Price. You agree that Hannah will then do as it sees fit with the Pet, as the legal owner and party in possession of the Pet. **IF YOU ARE DISSATISFIED WITH HANNAH OR ITS SERVICES FOR ANY REASON, YOU MAY TERMINATE THE TLC PLACEMENT ADDENDUM IN ACCORDANCE WITH SECTION P, OR YOU MAY FOLLOW THE GRIEVANCE PROCEDURES SET FORTH IN SECTIONS V AND W AS YOUR EXCLUSIVE REMEDIES. IN THE EVENT YOU OR HANNAH TERMINATE THE TLC PLACEMENT ADDENDUM, HANNAH WILL NOT BE LIABLE UNDER ANY CIRCUMSTANCE FOR DAMAGES FOR THE ECONOMIC VALUE OF FUTURE BENEFITS OR SERVICES THAT WOULD HAVE BEEN PROVIDED BY HANNAH UNDER THIS AGREEMENT.**
- V. **Service Issues and Complaints.** Hannah is committed to providing excellent service to you and your Hannah Pet. We have established a Member Advocate Team and central facility dedicated to handling any concerns, service issues, grievances, and claims of a Pet Parent arising under this Agreement or otherwise (a "Member Concern"). Any Member Concern that we have not addressed to your satisfaction should be addressed directly to the Member Advocate through the Hannah Member Concern support hotline at (503) 597-0302 or by email at member.concerns@hannahsociety.com. If the Pet Parent does not believe that the Member Concern has been satisfactorily resolved by the Member Advocate,

then the Pet Parent may file a written complaint (the "Complaint") with the Member Grievance Committee by email at membergrievancecommittee@hannahsociety.com. The Complaint should fully describe the Member Concern and the outcome desired by the Pet Parent. The Member Grievance Committee, which is comprised of other Hannah Pet Parents and Hannah team members, will contact the Pet Parent within 15 days of receipt of the Complaint to schedule an opportunity for the Pet Parent to be heard at a meeting of the Member Grievance Committee within 45 days after receipt of the Complaint. The Pet Parent or Hannah may file any written material with the Member Grievance Committee in advance of such meeting. Following such meeting, the Member Grievance Committee will issue written recommendations to Hannah and the Pet Parent regarding resolution of the Member Concern that is the subject of the Complaint. Within 10 days after receiving the written recommendations of the Member Grievance Committee, Hannah and the Pet Parent agree to meet in good faith to attempt to resolve the Member Concern that is the subject of the Complaint. If Hannah and the Pet Parent are unable to reach a mutually satisfactory resolution within five days after such meeting, then the Pet Parent may submit the matter to confidential and binding arbitration in accordance with Section W of this Agreement. Hannah and the Pet Parent agree that the procedures described in this Section V and in Section W are the exclusive procedures for addressing any Member Concern of the Pet Parent.

- W. **Arbitration and Class Action Waiver.** After complying with the procedures described in Section V of this Agreement, the Pet Parent or Hannah may initiate confidential arbitration of the Member Concern by filing a written demand for arbitration (the "Arbitration Notice") with Hannah. The Pet Parent and Hannah shall select an arbitrator within ten (10) calendar days after the Arbitration Notice is given, and if the parties are unable to agree upon an arbitrator within such time period, either party may petition Arbitration Service of Portland, Inc. ("ASP") for the appointment of a single arbitrator according to the procedures for such appointment provided under ASP's rules applicable to commercial arbitrations. The arbitration shall commence as soon as reasonably practicable after the selection of the arbitrator. The arbitration shall be held in Portland, Oregon and shall be conducted in closed proceedings and in accordance with ASP's rules applicable to commercial arbitrations. The arbitrator shall not be required to observe or carry out formalities or usual procedures such as pleadings or the strict rules of evidence and has the power to determine what discovery is appropriate, and to award any remedy or relief that an Oregon court could order or grant, including, without limitation, specific performance of any obligation created under this Agreement or the issuance of an injunction, except that **THE ARBITRATOR SHALL NOT HAVE AUTHORITY TO AWARD PUNITIVE DAMAGES OR ANY OTHER AMOUNT FOR THE PURPOSE OF IMPOSING A PENALTY AS OPPOSED TO COMPENSATING FOR ACTUAL DAMAGE SUFFERED OR LOSS INCURRED. BECAUSE OF THIS ARBITRATION PROVISION, BOTH PARTIES ARE WAIVING THEIR RIGHTS TO A JURY TRIAL AND TO APPEAL.** The decision of the arbitrator shall be binding on the parties, will be enforceable by any court of competent jurisdiction, and may be appealed only as provided in the Oregon Uniform Arbitration Act. The parties agree to keep the arbitrator's decision and all matters related to the arbitration in confidence. The agreement to arbitrate in this Section W shall be specifically enforceable by the parties. Hannah and the Pet Parent shall each bear one-half of the fees and expenses of the arbitrator. Section V and this Section W shall not apply to the collection by Hannah of amounts owed by the Pet Parent.

Further, to the fullest extent permitted by law, we each agree that no class, collective, aggregate, or representative actions can be asserted in arbitration, litigation, or otherwise ("Class Action Waiver"). All Member Concerns must be brought solely in your or our individual capacity, and not as a plaintiff or class member in any purported class, representative, aggregated, or collective proceeding. Nothing in this Section precludes any party from filing or participating in administrative proceedings before state or federal agencies to address alleged violations of law enforced by those agencies. Further, to the extent a party would have to file a timely administrative charge or complaint as a prerequisite to filing a Member Concern in court, the party must do the same before submitting a Member Concern to arbitration under this Agreement. Upon receipt of a right-to-sue letter or similar administrative determination, however, the Member Concern can only be resolved in individual arbitration pursuant to the terms of this Section. This Section also does not prevent any party from applying to a court of competent jurisdiction for any interim or provisional relief available under the law that is necessary to protect the rights of that party, pending the establishment of the arbitral tribunal. This Section further does not prevent any party from filing any Member Concern that otherwise qualifies in small claims court on an individual basis.

- X. **Miscellaneous. ANY TRANSFER OR ASSIGNMENT OF THIS AGREEMENT OR OF POSSESSION OF THE PET BY THE PET PARENT WITHOUT HANNAH'S PRIOR WRITTEN CONSENT, IN ITS SOLE DISCRETION, IS AN EVENT OF DEFAULT.** This prohibition on transfers or assignments by a Pet Parent is necessary because Hannah needs to be able to evaluate, among other things, the assignee's match with the Pet, time for the Pet, creditworthiness, responsibility, service requirements, and companionship with the Pet. This Agreement is binding on the Pet Parent's heirs and personal representative. This Agreement is governed by and construed in accordance with the laws of the State of Oregon, without regard to conflict of laws principles. This Agreement includes the Application and the TLC Placement Addendum and together they constitute the entire and exclusive agreement between you and Hannah and supersede all prior understandings and agreements, whether written or oral, between you and Hannah. This Agreement can be updated at any time by Hannah who must notify and provide you with an updated version of the new Agreement at least 30 days before any changes take effect and, if such changes do or could adversely affect you, provide you an opportunity to terminate this Agreement. Membership services start after signing (including electronically) or phone authorization of this Agreement and will continue until terminated as provided herein. If any provision of this Agreement, or the application of this Agreement to any person or circumstance, is found by a court of competent jurisdiction or arbitrator to be illegal, void, or unenforceable, then (a) the unenforceable provision will be modified so as to render it enforceable and effective to the maximum extent possible in order to effect the intention of the provision, and (b) the remainder of this Agreement, or the application of such provision to persons or circumstances other than those as to which it is held invalid, shall not be affected thereby.

IMPORTANT POINTS TO RE-EMPHASIZE

1. HANNAH IS THE OWNER OF THE PET BUT AT ANY TIME YOU CAN EXERCISE YOUR RIGHT TO OWN THE PET, AND TO TERMINATE THIS AGREEMENT, BY PAYING THE PET PURCHASE FEE AGREED TO ON YOUR TLC PLACEMENT ADDENDUM AND ALL OTHER PREVIOUSLY INCURRED AMOUNTS THAT ARE THEN UNPAID.
2. THE CARE THAT IS INCLUDED IN THIS PLAN AND THE CARE THAT IS EXCLUDED FROM THIS PLAN ARE FULLY EXPLAINED IN SECTIONS D AND E ABOVE. ALL PRICING AND MODIFICATIONS TO CARE ARE ITEMIZED ON YOUR TLC PLACEMENT ADDENDUM.
3. UNTIL THIS AGREEMENT TERMINATES, HANNAH WILL PROVIDE CONTINUOUS SERVICE TO YOU AND YOU WILL PAY A MONTHLY FEE WHICH IS CHARGED OR WITHDRAWN AUTOMATICALLY FROM THE CREDIT CARD, DEBIT CARD OR BANK ACCOUNT YOU PROVIDED TO HANNAH. THAT FEE AMOUNT IS PROVIDED ON YOUR TLC PLACEMENT ADDENDUM. BY SIGNING BELOW, YOU AFFIRMATIVELY CONSENT TO THIS CONTINUOUS SERVICE/AUTOMATIC CHARGING ARRANGEMENT.
4. HANNAH ALSO HAS THE RIGHT TO TERMINATE THIS AGREEMENT FOR ANY REASON. NO FURTHER SERVICES WILL BE PROVIDED, OR SERVICE FEES FOR FUTURE MONTHS CHARGED, AFTER THIS AGREEMENT IS TERMINATED.
5. IF YOU DO NOT PAY WHAT YOU OWE, HANNAH WILL REFER THE AMOUNT OWED PLUS A \$50 COLLECTION FEE AND A \$25 PER MONTH BILLING FEE TO A COLLECTION AGENCY. HANNAH DOES NOT ENCOURAGE IT, BUT YOU MAY SURRENDER THE PET TO HANNAH IF YOU CAN NO LONGER CARE FOR IT; OR IF YOU DON'T WANT TO PAY THE PET PURCHASE PRICE YOU AGREED TO, IN WHICH CASE THE PURCHASE PRICE WILL NOT BE CHARGED.
6. HANNAH DOES NOT PROVIDE INSURANCE AND IS THEREFORE NOT SUBJECT TO STATE LAWS THAT APPLY TO INSURANCE PROVIDERS.
7. HANNAH DOCTORS MAKE THE FINAL DETERMINATION WITH RESPECT TO THE MEDICAL TREATMENT THAT HANNAH WILL PROVIDE TO ANY PET IN CONSULTATION WITH YOU; YOU WILL BE RESPONSIBLE FOR ANY TREATMENTS (INCLUDING EMERGENCY SERVICES) YOU GET FOR THE HANNAH PET THAT ARE NOT AUTHORIZED BY HANNAH.
8. HANNAH IS NOT SUBJECT TO SOME STATE LAWS REGULATING VETERINARY PROCEDURES AND FACILITIES, INCLUDING SOME LICENSING AND OTHER REQUIREMENTS.
9. HANNAH'S MISSION IS TO HELP PETS LIVE THE LONGEST, HEALTHIEST, HAPPIEST LIFE POSSIBLE WITH ONE LOVING FAMILY AT A REASONABLE AND SUSTAINABLE COST.
10. IF YOU EVER HAVE ANY IDEAS OR COMMENTS THAT COULD HELP US SERVE YOU OR ANY OF OUR OTHER MEMBERS BETTER, PLEASE LET US KNOW. OUR PRESIDENT AND CHAIRMAN ARE NEARLY ALWAYS AVAILABLE TO DISCUSS ANYTHING ABOUT HANNAH'S WITH YOU!

AGREED:

Date: _____

New Hannah Member:	<div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: center;">Signature</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: center;">Printed Name</div>
Authorized Hannah Team Member:	<div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: center;">Signature</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; text-align: center;">Printed Name</div>