EnsureDR

Exhibit A

Service Level Agreement

This Service Level Agreement set forth the details regarding the level of service and technical support that EnsureDR Ltd. ("**EnsureDR**") will provide to the Licensee ("**Licensee**"), subject to the Licensee's fulfillment of all its obligations under the Terms of Service to which this Exhibit is attached.

1. **Support Services**. EnsureDR will provide email and phone support to Licensee between 8am-5pm EST (**Business Hours**") on days on which the financial markets in the US are open ("**Business Days**"). Support requests and inquiries may be sent by contacting EnsureDR at EnsureDR support portal or +1(877)-418-7005.

2. Service Commitment. EnsureDR will use its commercially reasonable efforts to ensure that the Uptime (as defined below) of the software equals or exceeds 99% measured monthly. "**Uptime**" means the total number of minutes in a calendar month, minus the total number of minutes in that calendar month that comprises Unscheduled Downtime (as defined below), divided by the total number of minutes in each calendar month.

3. Scheduled Downtime. EnsureDR will use commercially reasonable efforts to provide Licensee with three (3) days advance notice prior to scheduled downtime, which may be scheduled for the purpose of system maintenance, backup, and upgrade functions for the software ("**Scheduled Downtime**"). The duration of Scheduled Downtime is measured, in minutes, as the amount of elapsed time from when the software is not available until the time as it becomes available again.

4. Unscheduled Downtime. Unscheduled Downtime is measured in minutes and is defined as any time outside of Scheduled Downtime when the software is not available to perform operations. Unscheduled Downtime does not include (partial) unavailability of the software resulting from (i) Licensee's actions or inactions, (ii) Licensee's equipment and/or third-party equipment to the extent not within EnsureDR's control, including third party hosting, communication or cloud services, (iii) unavailability due to any reason outside EnsureDR's control, or (iv) the unavailability of or problems in the internet or cellular network.

5. **Severity Levels**- The response and correction activities described in this Section 2 are based on the level of impact ("**Severity Level**") of a reproducible and documented error ("**Error**").

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Severity Levels	
Severity Level 1	An Error causing the software to be unusable, resulting in a critical impact and for which no reasonable workaround is available.
Severity Level 2	An Error in the software causing some limitations, resulting in inconvenience but no critical or significant impact. A short-term workaround may be available.
Severity Level 3	An Error in the software causing slight inconvenience.

6. **Response and Correction**. EnsureDR will respond during Business Hours to any Error reported by Customer, as set forth in Section 1 above, within the target response times described in the table below following EnsureDR's receipt of the applicable support request.

Severity Level	Target Response Time
Severity Level 1	4 hours
Severity Level 2	1 Business Days
Severity Level 3	3 Business Days

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