

Effective Date: 15/02/2026

Founder & Director: Mr. Wagner Victor dos Santos Penteadó, trading as Surivon UK

Website: www.surivonuk.co.uk

Email: contact@surivonuk.co.uk

Updated version: legally aligned with the UK (England & Wales)

Remote Services Worldwide

SALES SUPPORT & LEAD GENERATION SERVICE AGREEMENT

(Sample Template: Final Agreement will be personalised for each client with hours, deliverables, and fees)



1. Parties

This Agreement is made between:

Service Provider: Mr. Wagner Victor dos Santos Penteadó: Sales Support & Lead Generation Specialist (Surivon UK)

Client(s): _____

Date: _____

2. Purpose of Agreement

This Agreement sets out the terms under which the Service Provider will deliver Sales Support, Lead Generation, CRM services, outreach services, and related business support to the Client.

It must be read in conjunction with the Surivon UK Terms & Conditions, Privacy Policy, and Terms of Sale which form an integral part of this Agreement.

3. Term

The duration of services shall be defined in the applicable Schedule.

Services commence upon:

- Signature of this Agreement; and
 - Receipt of full cleared payment; and
 - Provision of required system access and business information.
-

4. Scope of Services

Services shall be delivered strictly in accordance with the selected Package (Schedule A or B).

No services outside the selected Package are included unless agreed in writing.

5. Fees and Payment

5.1 The Fee

The Programme shall be defined in the selected Schedule. Full payment is required prior to commencement.

5.2 Refund

Once onboarding, research, CRM setup, or campaign preparation has begun, fees are non-refundable, subject to statutory 14-day cancellation rights where applicable.

5.3 Additional Services

Any services beyond the agreed scope require written approval and additional payment.

6. Commission (Where Applicable)

Where commission applies:

- 10% of net revenue from sales directly attributable to leads generated by Surivon UK (Starter Package only).
- Payable within 14 days of Client receiving revenue.
- Applies to sales closed within 6 months of initial introduction.
- Lead must be recorded in CRM and traceable to Provider outreach.
- Client agrees to provide transparent sales reporting.

Commission applies only where explicitly stated in the selected Schedule.

7. Client Responsibilities

The Client agrees to:

- Provide lawful access to CRM, email, LinkedIn, and relevant tools.
- Approve outreach messaging before launch.
- Provide accurate product and pricing information.
- Maintain lawful basis for marketing under UK GDPR.
- Respond in a timely manner to approvals and communication.

Failure to cooperate may impact results.

8. No Guarantee of Results

The Service Provider:

- Does not guarantee revenue.
- Does not guarantee a specific number of meetings.
- Does not guarantee sales.

Commercial outcomes depend on market conditions and Client's internal sales execution.

9. In-Person and Remote Meetings

9.1 Availability of In-Person Meetings (London, UK Only)

The Service Provider may, at its sole discretion, offer in-person meetings exclusively within London, United Kingdom.

Such meetings shall:

1. Be scheduled in advance by mutual agreement;
2. Take place only in public venues, including but not limited to cafés or similar establishments;
3. Be conducted during agreed business hours unless otherwise confirmed in writing.

The Service Provider reserves the right to decline or reschedule in-person meetings where:

- Safety concerns arise;
- Scheduling conflicts occur;
- Safeguarding or compliance concerns are identified;

- Force majeure circumstances apply.
-

9.2 Complimentary First Hour

For in-person meetings:

- The first fifty (50) minutes shall be provided on a complimentary basis.
- Any time exceeding the initial fifty (50) minutes shall be charged at a rate of £30.00 per additional hour, calculated on a pro-rata basis where applicable.
- This applies for starter package.

Regarding the Growth Package for in-person meetings:

- The first hour (60) minutes shall be provided on a complimentary basis.
- Any time exceeding the initial sixty (60) minutes shall be charged at a rate of £40.00 per additional hour, calculated on a pro-rata basis where applicable.
- This applies for growth package.

Additional time charges shall be invoiced separately and payable in accordance with the Payment Terms set out in this Agreement.

9.3 Complimentary Refreshment

As a professional courtesy, the Service Provider may offer one complimentary coffee during the in-person meeting.

This courtesy:

- Is discretionary;
 - Does not form part of the contractual service;
 - Does not create any additional financial obligation.
-

9.4 Travel and Venue Costs

Unless otherwise agreed in writing:

- The Service Provider shall not be responsible for the Client's travel costs;
 - Any venue-related costs beyond the complimentary refreshment shall be borne by the Client;
 - Meetings held outside Central London may be subject to additional travel fees, if agreed in advance.
-

9.5 Online Meetings

Where the Client is located outside London, or where in-person meetings are impractical, consultations shall be conducted remotely via:

- Zoom;
- Microsoft Teams;
- Or other mutually agreed digital platforms.

Remote meetings shall:

- Be scheduled in advance;
- Be subject to the consultation time allocations included in the selected Package;
- Be governed by the same professional conduct standards as in-person meetings.

The Service Provider shall not be liable for technical disruptions caused by internet instability, platform outages, or third-party system failures.

10. Meetings & Availability

10.1 Remote Service for all Clients

Clients located in the UK and out of the country, shall receive services exclusively through remote means, including but not limited to:

- Video conferencing platforms (e.g., Zoom or Microsoft Teams);
- Telephone consultations;
- Email correspondence;
- Secure document sharing systems.

The Client acknowledges that remote delivery constitutes full and valid performance of contractual obligations under this Agreement.

The Service Provider shall not be obligated to travel outside London unless expressly agreed in writing and subject to additional fees and logistical arrangements.

10.2 Scheduling of London In-Person Meetings

In-person meetings within London shall:

1. Be scheduled by mutual agreement;
2. Be confirmed in writing (email confirmation sufficient);
3. Be subject to availability.

Failure to provide the required advance notice may result in rescheduling at the discretion of the Service Provider.

10.3 Availability Hours

Unless otherwise specified within a higher-tier Package:

- The Service Provider shall be available during standard UK business hours (Monday to Friday).
 - Weekend or out-of-hours availability shall apply only where explicitly included within the selected Package.
-

10.4 No Guaranteed Immediate Response

While the Service Provider aims to respond promptly to communications, the Client acknowledges that:

- Immediate responses are not guaranteed;
 - Response times may vary depending on workload and operational capacity;
 - Urgent requests must be clearly identified as such.
-

11. Intellectual Property

All scripts, frameworks, systems, templates, CRM structures and proprietary materials remain the intellectual property of Surivon UK.

The Client may use materials for internal business purposes only.

Materials may not be resold, redistributed, or reproduced without written consent.

12. Confidentiality & Data Protection

Both Parties agree to maintain confidentiality.

Data processing shall comply with:

- UK GDPR
- Data Protection Act 2018

The Client remains responsible for lawful marketing practices.

13. Limitation of Liability

Total liability shall not exceed the total fees paid under the relevant Package.

The Provider shall not be liable for:

- Lost profits
- Missed opportunities
- Indirect or consequential loss

Nothing excludes liability for fraud or personal injury under UK law.

14. Insurance

14.1 Maintenance of Insurance Coverage

The Service Provider confirms that it maintains valid and appropriate business insurance policies suitable for the nature and scope of the services provided under this Agreement.

Such insurance may include, where applicable:

- Professional Indemnity Insurance;
 - Public Liability Insurance;
 - Employer's Liability Insurance (if legally required);
 - Any other insurance deemed reasonably necessary for lawful and professional operation within the United Kingdom.
-

14.2 Scope of Coverage

The insurance maintained by the Service Provider is intended to provide protection against risks typically associated with professional advisory, sales support, lead generation, CRM consultancy, and related business services.

The Client acknowledges that:

1. Insurance coverage applies only within the limits, terms, and exclusions defined by the relevant insurer;
 2. Coverage does not extend to losses caused by the Client's own actions, omissions, or unlawful conduct;
 3. Insurance does not constitute a guarantee of financial recovery for commercial losses.
-

14.3 Evidence of Insurance

Upon reasonable written request, the Service Provider may provide confirmation of active insurance coverage, subject to confidentiality and policy limitations.

The Service Provider is not required to disclose full policy documentation unless legally compelled to do so.

14.4 Limitation of Insurance Reliance

The existence of insurance coverage shall not:

- Increase the Service Provider's contractual liability;
- Be interpreted as an assumption of additional risk beyond the terms of this Agreement;
- Override the Limitation of Liability clause set out herein.

Liability shall remain strictly limited as defined in this Agreement, regardless of insurance policy limits.

15. Client Insurance Responsibility

The Client is responsible for maintaining its own appropriate business insurance, including but not limited to:

- Professional indemnity (if applicable to their operations);
- Cyber liability insurance;
- Product or service liability insurance;
- Commercial risk insurance relevant to their industry.

The Service Provider shall not be liable for uninsured losses incurred by the Client.

16. Force Majeure

The Service Provider shall not be liable for any failure, delay, interruption, or inability to perform the Services where such failure arises from events beyond the Service Provider's reasonable control ("Force Majeure Event").

Force Majeure Events include, but are not limited to:

- natural disasters (including floods, earthquakes, storms or severe weather conditions);
- fire, pandemic, epidemic or public health emergency;
- acts of government, regulatory restrictions or legal changes;
- war, terrorism, civil unrest or political instability;
- strikes, labour disputes or industrial action;
- power outages, internet failures, or telecommunications disruptions;
- failure of third-party platforms essential to service delivery.

In the event of a Force Majeure Event:

1. The Service Provider shall not be deemed in breach of this Agreement.

2. The Service Provider shall be entitled to suspend, postpone or reschedule the Services when reasonably necessary.
3. No refund shall be issued for delays, interruptions, or cancellations directly caused by a Force Majeure Event.

Where reasonably possible, the Service Provider will make commercially reasonable efforts to resume or reschedule the Services once the Force Majeure Event has ceased.

17. Ethical Conduct and Lawful Use

The Client agrees not to use the services for any unlawful, discriminatory, fraudulent, misleading, or unethical purposes.

The Client confirms that all products, services, claims, and representations provided for outreach are lawful, accurate, and compliant with applicable UK and international laws.

The Service Provider reserves the right to suspend or terminate services immediately where unlawful or unethical conduct is identified.

18. Intellectual Property

All outreach scripts, templates, systems, frameworks, documents, and materials developed by Surivon UK remain the intellectual property of the Service Provider.

The Client may use delivered materials for internal business purposes only.

The Client may not resell, redistribute, reproduce, or share proprietary materials with third parties without written consent.

Unauthorised use may result in legal action under applicable UK intellectual property law.

19. Termination

14-day statutory cancellation applies where applicable.

After this period, fixed fees remain payable.

Material breach (non-payment, unlawful conduct) permits immediate termination.

20. Governing Law

This Agreement is governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

21. Entire Agreement

By signing below, the Client expressly confirms that:

1. They have read and fully understood this Agreement;
2. They agree to be bound by its terms in full;
3. They accept the Terms & Conditions, Terms of Sales, and Privacy Policy referenced herein;
4. They are duly authorised to enter into this Agreement on behalf of the company or organisation named;
5. All necessary internal corporate approvals have been obtained.
6. If any provision is held invalid, the rest remains valid.
7. No variation shall be valid unless in writing and signed by both Parties.
8. Nothing creates partnership, employment or agency relationship.

Where more than one Client signs, liability shall be joint and several unless otherwise agreed in writing.

Surivon UK delivers qualified B2B leads and implements structured outreach systems. Sales closing remains the responsibility of the client unless otherwise agreed.

SCHEDULE A: STARTER PACKAGE

Starter Package: £790.00 (3-Month Programme)

The Starter Package constitutes a structured, multi-phase sales development and lead generation programme intended to provide the Client with a consistent pipeline of qualified B2B opportunities, a managed outreach campaign, and ongoing strategic support. This package is designed to be suitable for corporate stakeholders, including directors, managers, founders, and authorised decision-makers.

This agreement shall remain valid and in force for a period of one (3) month from the official commencement date. All services described herein form part of the contractual obligations between the Parties.

1. Included Services: Legal & Stakeholder-Oriented Definitions

1.1 Provision of up to 150 Qualified B2B Leads

The Service Provider shall deliver up to one hundred and fifty (150) fully qualified B2B leads throughout the term of the Programme.

The one hundred and fifty (150) qualified B2B leads are subject to market conditions and ICP validation.

For this Agreement, a qualified lead is defined as:

1. A business operating within the mutually agreed market or sector.
2. A prospect that aligns with the Client's Ideal Customer Profile (ICP), as determined during the Introductory Planning Call.
3. A contact person occupying a relevant decision-making or influencing role (e.g., director, manager, procurement officer, head of department).
4. A verified point of contact, validated through industry-standard research methods.

This deliverable ensures that the Client receives a pipeline of commercially relevant opportunities that align with stakeholder expectations and strategic growth objectives.

1.2 One Structured Outreach Campaign (Email or LinkedIn)

The Service Provider will create and manage a comprehensive outreach campaign via one (1) primary channel selected by the Client (either Email or LinkedIn).

This includes:

- Drafting of professional outreach communications.
- Development of multi-step sequences designed to increase engagement.
- Delivery of outreach messages to qualified prospects.
- Monitoring of responses and interest levels.
- Adjustments aimed at improving campaign performance and compliance.

For legal clarity, the outreach campaign shall not extend to multiple channels, paid advertisements, A/B micro-campaigns, or large-scale automation beyond what is explicitly included.

1.3 CRM Setup and Ongoing Management

The Service Provider shall establish and administer the Client's CRM environment (HubSpot Free or Pipedrive), including:

- Designing the pipeline structure.
- Creating stages for tracking lead progression.
- Recording communications, updates, and status changes.
- Ensuring data accuracy and organisational integrity.
- Documenting and managing interactions with prospects.

The CRM will serve as the central repository of lead information, ensuring compliance with stakeholder reporting requirements and supporting internal decision-making processes.

1.4 Fifteen (15) Complimentary Consultations (50 Minutes Each)

The Client is entitled to fifteen (15) one-to-one consultation sessions with the Service Provider, each lasting fifty (50) minutes.

These consultations may address, but are not limited to:

- Strategic guidance for stakeholders and internal teams.
- Review of campaign performance and lead progression.
- Identification of opportunities for optimisation.
- Alignment with the Client's internal KPIs, business objectives, or shareholder expectations.
- Support with communication strategies and sales readiness.

These sessions are intended to ensure ongoing alignment with the Client's organisational priorities.

1.5 Introductory Planning Call

Upon commencement, the Parties will participate in a structured planning call covering:

- The Client's business model, objectives, and market positioning.
- Review of key stakeholders or internal participants who will be providing approvals, information, or decision-making input.
- Definition of the ICP and campaign focus.
- Establishment of performance indicators for evaluation.
- Verification of compliance requirements and communication protocols.

The outcomes of this call shall guide all subsequent activities under this Package.

1.6 Monthly Performance Report

At the end of each month, the Service Provider will furnish the Client with written documentation summarising:

- Number of leads delivered.
- Campaign performance (opens, replies, interest).
- Meetings scheduled (if applicable).
- Engagement analysis.
- Observations on market behaviour, industry trends, and prospect responsiveness.
- Strategic recommendations for the subsequent month.

This report supports internal review processes, stakeholder discussions, and data-driven decision-making.

1.7 Monthly Campaign Optimisation

The Service Provider shall conduct monthly adjustments to the outreach strategy based on:

- Engagement rates
- Lead quality metrics
- Market shifts
- Client feedback
- Performance indicators agreed at project initiation

Optimisation ensures continuous improvement and alignment with the Client's business priorities.

1.8 Lead Scoring System

A structured lead scoring model will be implemented to prioritise high-value opportunities.

Criteria may include:

- Prospect's seniority level
- Company size and revenue indicators
- Level of engagement
- Market relevance
- Probability of conversion

This enables the Client to allocate time and resources strategically and supports executive-level decision-making.

1.9 Exclusive Resources (Client-Only Materials)

The Client shall receive access to exclusive resources which may include:

- Strategic templates
- Sales communication tools
- CRM checklists
- Supporting documents tailored to operational efficiency
- Extra resources

These materials are proprietary and may not be duplicated, shared, or transferred without written consent.

1.10 Weekday Access to the Service Provider (UK Business Hours)

The Client shall have access to the Service Provider via phone and email during standard UK business hours (Monday to Friday).

This includes:

- Requests for clarifications
- Reporting emerging concerns
- Requesting minor adjustments to ongoing activities

This access is intended to facilitate efficient communication with stakeholders responsible for oversight and decision-making.

1.11 Communication and Response Time

The Client acknowledges that, although access to the Service Provider is available via telephone and email during normal business hours (Monday to Friday, during standard working hours), such access does not guarantee immediate availability or real-time response.

The Service Provider undertakes to respond to all telephone messages and email communications within a maximum period of six (6) hours during business days.

In cases of urgency or operational issues requiring immediate clarification, the Service Provider may schedule a brief consultation of no less than fifteen (15) minutes, subject to availability, for the purpose of addressing the matter efficiently.

The Client understands and agrees that all communications remain subject to the Service Provider's reasonable availability and professional workload.

1.12 Commission-Based on Starter Package

For Commission-Based on this package:

1. Any agreed fixed fee (if applicable) shall be payable upfront prior to commencement.
2. Commission payments shall become due immediately upon confirmation of a successful sale attributable to the Service Provider's work.
3. The due date for commission payment shall be no later than fourteen (14) business days from receipt of revenue by the Client, unless otherwise agreed in writing.
4. The Client agrees to provide Surivon UK with a monthly sales report identifying:
 - Deals closed
 - Revenue generated

- Lead source attribution
- Payment status

Failure to provide accurate reporting may result in suspension of performance-based commission terms.

1.13 Commission Package: Binding Commercial Obligation

The Client expressly agrees and acknowledges that:

1. A commission of ten per cent (10%) is owed on all successful sales directly or indirectly attributable to leads, outreach campaigns, strategic guidance, reactivation efforts, or account-based marketing conducted by the Service Provider.
 2. Commission shall be calculated based on gross revenue received by the Client unless otherwise agreed in writing.
 3. Under the Performance Trial Package, Surivon UK shall be entitled to a commission of 10% on net revenue generated from sales directly resulting from leads generated and delivered by Surivon UK during the contract period.
 4. The Client agrees to maintain transparent sales reporting and provide verifiable documentation of closed deals originating from Surivon UK-generated leads.
 5. Commission payments shall be made within fourteen [14] days of the Client receiving payment from the customer.
 6. Commission remains payable even if:
 - The sale is finalised after the Programme term, provided it arises from work conducted during the Programme.
 - The Client terminates the Agreement prior to closing the sale.
 - Internal sales staff complete negotiations initiated through the Service Provider's activities.
 7. For commission eligibility, a lead shall be considered attributable to Surivon UK if:
 - The lead was sourced and delivered by Surivon UK
 - The lead is recorded in the CRM during the contract period
 - The first contact originated from Surivon UK outreach activities
-

1.14 Services Not Included

The following are expressly excluded from the Growth Package:

- Multi-channel outreach (only Email *or* LinkedIn is included)

- A/B testing of multiple campaigns
- Paid advertising or sponsored campaigns
- UK time zone: Priority support within UK business hours and schedules calls.
- Account-Based Marketing (ABM)
- Full proposal drafting or negotiation support
- Advanced automation workflows
- High-level consultancy beyond the described scope

Any additional services may be requested separately and will incur additional fees.

1.15 Payment Terms (Legal Definition)

- The total fee for the three-month Programme is £790.00, payable in full before commencement.
- Payment is non-refundable once any work has commenced, including planning, research, CRM setup, or consultations.
- Early termination by the Client does not reduce or waive the fee.
- Services beyond the defined scope are subject to additional charges, to be agreed in writing.
- A 10% commission applies to all confirmed sales generated from the leads provided.

The Client acknowledges that the upfront nature of this fee reflects the allocation of time, resources, and operational capacity reserved exclusively for the Client during the Programme.

1.16 Access to Systems and Accounts

The Client agrees to provide Surivon UK with the necessary access to relevant systems, platforms, and accounts required for the execution of the services outlined in this agreement. This may include, but is not limited to:

- CRM systems
- Email marketing platforms
- Corporate email accounts
- LinkedIn or other social media accounts
- Sales automation tools

Access may be granted via secure credential-sharing tools or by creating dedicated user access for Surivon UK.

Surivon UK agrees to use all provided access strictly for the purpose of delivering the agreed services and to maintain confidentiality and data protection in accordance with applicable UK data protection regulations.

Growth Package: £1,700 Advanced Performance Programme (6-Month Programme)

The Growth Package (£1,700) constitutes an advanced, results-driven commercial engagement designed for businesses seeking accelerated revenue growth, structured multi-channel outreach, advanced CRM integration, and strategic sales governance.

This agreement shall remain valid and in force for a period of one (6) month from the official commencement date. All services described herein form part of the contractual obligations between the Parties.

SCHEDULE B: GROWTH PACKAGE

1. Scope of Services: Legal and Corporate Definition

1.1 Provision of up to 400 Qualified B2B Leads

The Service Provider shall deliver up to four hundred (400) verified and commercially relevant B2B leads during the Programme term.

The four hundred (400) qualified B2B leads are subject to market conditions and ICP validation.

For this Agreement, a “Qualified Lead” shall mean:

1. A business entity aligned with the mutually agreed Ideal Customer Profile (ICP);
2. Operating within the agreed industry, geography, or sector;
3. Including a relevant decision-maker or commercially influential stakeholder;
4. Containing verified and research-supported contact information obtained through professional methods.

The objective of this deliverable is to establish a structured and commercially viable sales pipeline aligned with the Client’s growth objectives.

1.2 Two to Three Structured Outreach Campaigns

The Service Provider shall design, implement, and manage two (2) to three (3) structured outreach campaigns, which may include:

- Email outreach campaigns;
- LinkedIn outreach campaigns;
- A/B testing of messaging or subject lines;

- Multi-step communication sequences.

Each campaign shall include:

- Strategic message drafting;
- Segmentation of target audiences;
- Scheduled follow-up sequences;
- Monitoring of response and engagement metrics;
- Tactical adjustments to optimise performance.

These campaigns are designed to generate qualified interest, meeting opportunities, and commercial engagement.

1.3 Advanced CRM Integration

The Service Provider shall implement advanced CRM configuration and integration, including:

- Structured pipeline architecture;
- Automated lead segmentation;
- CRM workflow alignment;
- Integration with relevant tools where applicable;
- Status tracking and engagement documentation;
- Data integrity maintenance.

The CRM shall function as a centralised operational and reporting system supporting commercial governance and internal stakeholder visibility.

1.4 Automated Nurturing Workflows

The Service Provider shall implement structured automation workflows, including:

- Automated follow-up sequences;
- Lead re-engagement flows;
- Status-triggered communications;
- Behaviour-based prospect management (where technically feasible).

These workflows are intended to enhance scalability and ensure operational consistency.

1.5 Fortnightly Strategic Review Calls

Strategic review meetings shall be conducted on a fortnightly basis to address:

- KPI analysis;
- Campaign performance review;
- Market response evaluation;
- Objection handling strategy;
- Sales alignment with internal stakeholders;
- Strategic recalibration where necessary.

These sessions ensure executive-level oversight and continuous optimisation.

1.6 Reporting Dashboard

The Client shall receive access to a structured reporting dashboard detailing:

- Number of leads delivered;
- Outreach performance metrics;
- Engagement levels;
- Meeting conversion data;
- Campaign comparisons;
- Performance insights.

This dashboard supports board-level reporting and informed commercial decision-making.

1.7 Structured Split Testing

The Service Provider shall conduct structured testing of:

- Subject lines;
- Outreach messaging;
- Audience segmentation;
- Campaign sequencing variations.

Testing is conducted to improve measurable engagement outcomes based on empirical performance data.

1.8 Thirty (30) One-to-One Consultations (60 Minutes Each)

The Client shall be entitled to thirty (30) individual complimentary consultations of sixty (60) minutes each.

Consultations may address:

- Commercial strategy;
- Proposal positioning;
- Sales readiness;
- Stakeholder alignment;
- Pipeline analysis;
- Executive decision support.

These sessions provide high-level advisory support beyond operational execution.

1.9 Lead Reactivation Campaigns

The Service Provider shall conduct structured reactivation initiatives targeting:

- Dormant leads;
- Historic prospects;
- Previously unconverted opportunities.

This ensures maximisation of the Client's existing data assets.

1.10 Personalised Prospecting Lists

The Service Provider shall deliver highly targeted prospect lists based on:

- Industry classification;
 - Revenue estimation;
 - Geographic segmentation;
 - Organisational structure;
 - Strategic filters agreed with the Client.
-

1.11 Account-Based Marketing (ABM)

The Service Provider shall implement an Account-Based Marketing strategy for selected high-value target accounts, including:

- Target account identification;
- Stakeholder mapping;
- Customised outreach;
- Strategic engagement sequencing.

ABM efforts focus on higher-value commercial opportunities.

1.12 Priority Support

The Client shall have priority access to the Service Provider, for:

- Urgent adjustments;
- Strategic clarifications;
- Campaign-related interventions.

Surivon UK offer priority support within UK business hours and scheduled calls.

1.13 Access to Systems and Accounts

The Client agrees to provide Surivon UK with the necessary access to relevant systems, platforms, and accounts required for the execution of the services outlined in this agreement. This may include, but is not limited to:

- CRM systems
- Email marketing platforms
- Corporate email accounts
- LinkedIn or other social media accounts
- Sales automation tools

Access may be granted via secure credential-sharing tools or by creating dedicated user access for Surivon UK.

Surivon UK agrees to use all provided access strictly for the purpose of delivering the agreed services and to maintain confidentiality and data protection in accordance with applicable UK data protection regulations.

Signatures

Client 1

Name: _____

Signature: _____

Date: _____

Client 2 (Optional)

Name: _____

Signature: _____

Date: _____

Service Provider

Name: Wagner Victor dos Santos Penteadó

Trading as: Surivon UK

Signature: _____

Date: _____

Legal Effect

“Surivon UK” is the trading name of Mr. Wagner Victor dos Santos Penteado, acting as a self-employed service provider based in the United Kingdom.

This agreement shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Surivon UK

Business Solutions . Planning . Interpreting