



FREQUENTLY ASKED QUESTIONS

Q: Tell me about Access+. What is it and how does it work?

Access+ is our firm's monthly membership program. With Access+ you receive unlimited phone and email access to ByrdAdatto. Access+ integrates legal counsel into your advisory team with a predictable monthly fee. Members of Access+ also have access to exclusive member content through ByrdAdatto's member portal. Access+ offers three different base plans with a differing number of projects available.

Q: Why can't you just bill me hourly?

We have come to realize that the traditional hourly billing model does not foster alignment. We prioritize transparency with our billing and we have found that it is impossible to communicate the fees in advance for hourly billing, which results in surprise bills.

Q: What's better Project Based or Access+?

Both options are great. As a data point, about 75% of our client base are in Access+. Access+ works well for our clients who value access to their attorneys to bounce questions as they arise. Our Access+ members like that we come alongside them in their business and guide them as a business and compliance partner. Our members also value the predictable monthly fee. With Project Based billing you know the cost of your project upfront, you pay the fee and we begin work.

Q: How long do I have to commit to Access+?

Access+ is designed as a 12 month commitment. If you decide to cancel prior to the end of the plan year there is no termination fee, however there is the possibility of a 1-time true up payment if you have used more projects than the monthly payments made for that plan year.

Q: What's the fee if I cancel Access+?

If you decide to cancel prior to the end of the term there is no termination fee, however there is the possibility of a 1-time true up payment based on your projects usage vs the amount paid.



Q: Can I sign up for Access+ now, and cancel in 3 months once my projects are complete?

Access+ is designed to be a 12 month commitment, so while there is no termination fee, we do not recommend joining Access+ as a tool to finance your project work. We have found that it is more economical to pay the Project Fee in those circumstances, since Access+ provides more benefits than the project work itself. If you were to cancel once all of your projects are complete, there would be a 1 time true-up payment based on your project usage vs. the amount paid into the program.

Q: Can I use Access+ as a payment plan for my projects and cancel after the work is complete?

Access+ is not a payment plan (though it has the benefits of making fixed payments per month). Rather, it offers so much more in the sense that you will have the unlimited ability to set up calls and send emails as questions arise. As a member of the Access+ family, you also have access to our member portal containing exclusive content for our members.

Q: I don't know what my business will be doing in 3/6/9 months, what if I pick the wrong plan?

We understand that sometimes it is hard to predict what will happen in your business, so you do have the ability to upgrade or downgrade your plan based on your needs.

Q: What if I need more services than in your platinum plan?

We also have Off-Menu plans for those clients who have a more sophisticated need for services.

Q: Can I use all of my projects right now, or do I have to spread them out through the year?

You can use your projects as you see fit, so while we would recommend keeping at least 1 minor project available in case something pops up later in the year, you will have the ability to upgrade your plan or handle any projects that pop up on a project basis if you need additional work after all of your projects have been used.

Q: What does it look like to have a Compliance Partner? / Why do you want a Compliance Partner? / What is a Compliance Partner?

Compliance is **not** stagnant. Rather, laws, enforcement, technology and providers change and tend to cause businesses to drift from being in compliance to non-compliance. As your Compliance Partner we assist you with spotting the issues and developing the solutions with these changes.



Q: If I sign up today can I have my contract/meeting/etc. next week?

We strive to meet all of your deadlines, and will complete your project/schedule your meeting as quickly as we can, however the more notice you can provide, the better we can address your needs.

Q: Can you define “unlimited phone calls”?

We encourage our clients to reach out when they have a question or concern. You will be scheduled with one of the attorneys to talk through your questions. These calls are scheduled on a 30 minute block, though they often can be addressed in a shorter timeframe.

Q: Do we pick the attorneys we work with?

Our firm is built on a team structure where all attorneys have differing strengths. You will have two attorneys who will be your primary contacts for the relationship. Depending on the issue, one of the other attorneys may be pulled in to help. We have found that our clients benefit from the effect of having a 13 (and counting) attorney legal department for their business.