

Dear Golden EDI customer!

Initially, we would like to express our appreciation that together with your NAV partner we have the confidence to help you with your current and future EDI management.

Golden EDI has been a company since 2014, and has so far, about 110 active customers, with a continuous increase. We are the player in Sweden that has the most unified connections in the NAV area, which guarantees that you have chosen a platform that increases the value for you when you think of new needs, business opportunities, efficiency, connection points etc.

In order to increase our service to you, we have now introduced a new support process.

- ✓ This means a clear process for how a case should be handled from the time it is registered until it is closed. And you have the opportunity to follow developments over the life of the case.
- ✓ Clarity about when support is available and what is included in your existing agreement, and how charging etc. is handled.

Your current license agreement includes a support level we call **Bronze**. This level means access to our support through our website www.goldenedi.com/support , weekdays 8-17, where we start handling the case within 8 hours.

All our efforts that take place through registered cases are charged directly to you on an ongoing basis, at the current price list, which corresponds to SEK 1,350 per hour. Minimum charge is 0.5 hour.

You have the opportunity to upgrade your current agreement with increased availability and response time. For example, if you want increased availability during weekdays 06-20, around the clock, at weekends or if you want to reduce the response time from 8 hours to 4 hours, 2 hours, or 1 hour.

We need some additional information about you, such as IT partners, to manage your cases effectively, please also fill in these when you register your case.

Our hope is that you will find this change to increase the value with Golden EDI and we appreciate all feedback and input for improvement. In the new process there will also be a follow-up of how you perceived the handling of your cases, ask you to take a little while and fill in, it goes quickly, then we can continuously improve. Thanks in advance!

In summary, all support is now available at www.goldenedi.com/support , and if you have extended support needs, just contact sales@goldenedi.com or contact the undersigned.

Looking forward to continued fruitful cooperation!

Best Regards
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