

Missionary Support Services, Inc.

Service Agreement

Missionary Support Services, Inc. (MSS) is an inter-denominational Christian non-profit organization committed to helping missionaries stay focused on what they do best—their mission field work. MSS offers a suite of services covered under a Standard Fee (see MSS Standard Services below). MSS is willing to provide customized services, above and beyond the Standard Services, at a cost based on mutual agreement between the Missionary and MSS. It is the intent of MSS to send the maximum amount of funding to the mission field as possible, through efficiency of operations, economies of scale and cost management.

MSS Standard Services:

1. Recepting Donations:

- a. All donations received by ACH or check on behalf of Missionaries will be deposited into a non interest bearing MSS account. Once deposited, the funds are held for 2-3 days to allow for processing, clearing of holds, and potential return items. After such time, the available amount, less fees assessed, will be transferred to the Missionary based on the prearranged method agreed to between MSS and the Missionary.
- b. A confirmation email will be sent to the Missionary within 48 hours of each transfer made providing the total amount transferred and the transfer date.
- c. MSS will send a personalized thank you letter or email sent on behalf of the Missionary to each donor within a reasonable timeframe of receiving the donation, as agreed upon with the Missionary. MSS will work with the Missionary to determine the best method of developing the letter/email format and content.
- d. MSS will send monthly and annual statements to the Missionary providing a year-to-date recap of receipted donations and fees assessed.
- e. MSS will send annual tax statements to each Donor recapping year-to-date receipted donations.

2. Partner Information Database:

- a. MSS will maintain a partner information database for the Missionary that includes partner information (name, mailing address, email address, telephone number, other demographic or personal information as directed by the Missionary).
- b. MSS will incorporate changes to the information as received from partners or the Missionary.
- c. MSS will provide an updated database to Missionary upon demand or periodically as information changes.
- d. The Missionary can add potential partners as desired. The Missionary may request fields be added to the database. MSS will review such requests and determine the best course of action, keeping the needs of all partners in mind.

3. Mass Communications and Marketing Support:

- a. The standard form for mass communications is electronic. Other forms of communications can be accommodated upon request at cost.
- b. MSS, in partnership with the Missionary, will support periodic electronic news letters.
- c. MSS will partner with the Missionary, if desired, to develop and distribute an initial mass mailing to transition their donors to MSS.

MSS Standard Fees:

A standard fee of five percent (5%) of donations receipted will be deducted at the time the donations are transferred to the Missionary. This fee is to cover the cost of supplies, postage and a portion of administrative and overhead expenses incurred by MSS. An annual accounting of all expenses incurred by MSS will be provided to the Missionary if requested.

Any shortfall in covering expenses will not be directly charged to the Missionaries but may necessitate a renegotiation of the Standard Fee charged in the upcoming fiscal year.

MSS establishes the Standard Fee at the beginning of each fiscal year. MSS reserves the right to adjust the fee at any time and will provide the Missionary at least 60 days advance notice. The Missionary has the right to discontinue the relationship at any time.

Credit Card and Other Service Fees:

Credit Card and Other Service fees charged by payment vendors, such as PayPal, are deducted from the donation amount on a per transaction basis prior to being transferred to MSS.

Wire Transfer Fees:

Any wire transfer fees incurred, or other costs directly related to the transfer of funds, will be deducted from the donation amount to be sent after the deduction of the MSS standard fee.

Non-standard Fees:

Non-standard fees collected, as a result of mutually agreed upon customized services, are intended to cover only the expense associated with the agreed upon service. These fees will be collected as agreed upon by MSS and the Missionary.

Insufficient Fund Check Fees:

All fees charged by the bank for insufficient or returned donor checks, is the responsibility of the Missionary. MSS will attempt to contact the donor and determine a resolution. MSS will resubmit items per the donor's request. MSS also will request bank fee reimbursement from the donor. If MSS is unable to contact the donor or the donor is unwilling to reimburse the bank fees, the fees will be deducted from subsequent donor transfers to the Missionary until the balance is cleared.

If a donor check is returned after the funds have been transferred to the Missionary, MSS will deduct the amount of the check from subsequent transfers until the balance is cleared.

The above Service Agreement has been reviewed and agreed upon by Missionary Support Services, Inc. and _____
(Missionary) on _____.
(Date)

Missionary Support Services, Inc.

Missionary

(Print Name)

(Print Name)

(Signature)

(Signature)