



## SERVICE LEVEL AGREEMENT & CUSTOMER EXPERIENCE

The BDO Tax & Legal Business Practice delivers high-standard services to its clients by providing, in a responsive manner, high quality advices fitting their needs, both in terms of complexity and budget, and always with a pragmatic approach.

We manage to achieve these results thanks to our reactive staff and partners who, in order to improve our client satisfaction, commit themselves to respect the following principles when delivering client services (\*):

- Acknowledgment receipt, delivered within 2 working days following your request.
- Agreement on the working arrangements within 5 working days for national projects / on a case-by-case basis for specific and international projects, i.e.:
  - planning of a call/meeting to picture the scope of the mission;
  - provision of a written summary of the substantial information exchanged during the call/meeting;
  - delivery schedule and conditions related thereto are laid down to ensure transparency.
- After providing our advice, a debriefing call/meeting is planned to ensure its correct understanding and implementation.

(\*) The information contained in this SLA is for information purposes only and does not constitute legal advice, nor a contractual engagement. All time limits specified are informative and not binding. If the present SLA contains a contradiction with BDO's general conditions, the latter shall always prevail. Some assignments do not require such SLA. We therefore reserve the right not to apply it, depending on the nature of the assignment.