



October 20, 2016

Subject: Facility Management Service Provider Announcement

Dear Sir or Madam:

Asurion LLC (“Asurion”) on behalf of itself and its subsidiaries is pleased to announce that Jones Lang LaSalle Americas, Inc. (“JLL”) has been selected to provide integrated Facility Management services at select locations effective January 1st, 2017.

This is in regards to the existing agreement between your company and Asurion dated <Month Day, Year> (“Agreement”). By way of this letter Asurion is exercising its right to partially assign your Agreement, with respect to the properties listed in this packet, to Jones Lang LaSalle Americas Inc. as of January 1st, 2017 by requesting your written consent as noted in the Agreement. In their role, JLL be directly responsible for the coordination of facility management services including work requests for recurring and reactive work orders, payment processing, supply chain management and procurement, and supplier performance. They will initiate requests for quotes, authorization to begin work, and payment of invoices upon completion of work.

Please acknowledge the assignment by countersigning this letter below and returning it by email within five (5) business days and returning the signed copy to JLL’s Vendor Hotline at Asurion.Vendor@am.jll.com.

Please refer to the enclosed introductory letter from Jones Lang LaSalle for more information. You must complete their request for information in order to continue to provide services to Asurion at the affected locations.

It is the intent of Asurion and Jones Lang LaSalle that there is no disruption in services during this transfer of responsibilities.

If you have any questions, please contact Jones Lang LaSalle’s vendor hotline at Asurion.Vendor@am.jll.com or 1-855-307-8015. We value your relationship with Asurion and hope you will continue to serve us through our chosen facility management service provider.

Thank you for your support and cooperation during this transition.

Sincerely,

Brian Atwood
Director, Corporate Real Estate

VENDOR'S CONSENT TO PARTIAL ASSIGNMENT

The undersigned, being an authorized representative of the company named below, agrees to the partial assignment of the Agreement with Asurion LLC and hereby consents, to Asurion LLC's assignment of the Agreement with respect to the properties listed below, to Jones Lang LaSalle Americas, Inc. effective as of January 1, 2017.

Vendor/Company Name

Signature of Authorized Representative

[Print or Type Name and Title]

Date Signed

PROPERTY LIST

Property_Name	Address_1	Address_2	City	State_Province	Postal_Code	Country
Allred	4025 S 32nd Street		Phoenix	AZ	85040-8605	United States
Atlanta	3525 Piedmont Center	Ste 500	Atlanta	GA	30305-1578	United States
Bentonville	1000 SW Westpark Dr		Bentonville	AR	72712-4173	United States
Bovet	160 Bovet Road	Ste 402	San Mateo	CA	94402-3114	United States
Bridgewater	500 Somerset Corporate Blvd		Bridgewater	NJ	08807-2856	United States
Chicago	300 South Wacker Drive		Chicago	IL	60606-6680	United States
Columbia	8955 Guilford Rd		Columbia	MD	21046-2651	United States
Crossings	5720 Crossings Blvd		Antioch	TN	37013-3144	United States
FIB	1400 Fashion Island		San Mateo	CA	94404-2060	United States
Grassmere	648 Grassmere		Nashville	TN	37211-3663	United States
Grassmere Annex	650 Grassmere		Nashville	TN	37211-3658	United States
Holiday Park	22685 Holiday Park Dr	Ste 80	Sterling	VA	20166-4310	United States
Houston	140 Cypress Stn	Ste 300	Houston	TX	77090-1632	United States
Kansas City	11460 Tomahawk Creek Pkwy		Leawood	KS	66211	United States
Las Vegas	6605 Grand Montecito Parkway		Las Vegas	NV	89149-0210	United States
Moncton	11 Ocean Lmtd Way		Moncton	NB	E1C 0H1	Canada
Montreal	300 Rue Leo-Pariseau	Ste 1700	Montreal	QC	H2X 4B3	Canada
Old KC	8880 Ward Pkwy		Kansas City	MO	64114-2762	United States
One Century	26 Century Blvd		Nashville	TN	37214-3685	United States
Orlando	4000 Millenia Blvd		Orlando	FL	32839-2426	United States
Ragland	300 2nd Ave South		Nashville	TN	37201-2310	United States
Russellville	2823 E. Main St		Russellville	AR	72802-9662	United States
Smyrna	1850 Midway		Smyrna	TN	37167-5870	United States
Sundance	21030 North 19th Ave		Phoenix	AZ	85027-2701	United States
VP2	45365 Vintage Park Plaza		Sterling	VA	20166-6720	United States
VP3	22894 Pacific Blvd		Sterling	VA	20166-6722	United States
XO	101 Molloy St		Nashville	TN	37201-2315	United States



October 20, 2016

Subject: Asurion Supplier Notification

Dear Service Provider

Jones Lang LaSalle Americas, Inc. (“JLL”) is pleased to announce that Asurion LLC (“Asurion”) has selected Jones Lang LaSalle Americas, Inc (“JLL”) to provide Integrated Facility Management Services effective January 1st, 2017.

If your company has a service agreement with Asurion, effective January 1st, 2017, you should continue to provide the same goods/services to Asurion as you do today through JLL for the benefit of Asurion. In their role, JLL will be directly responsible for facilities management, handling work requests, payment processing and payment, supply chain management, and supplier performance.

What this means for your company

To ensure timely payment for your continued service to Asurion after January 1st, 2017, **please read the information in this package in its entirety and comply with all related requirements on or before each requested date.** We’ve included a checklist at the end of the package to help you keep track of the steps required to comply with our supplier program.

Some of the benefits of this enhanced program are:

- Increased exposure within JLL to both quickly and easily qualify for additional work
- Access to JLL Best Practices to drive a culture of safety and ethical business practices
- Best-in-class compliance standards to ensure continued service delivery at Asurion

We look forward to working with your company to ensure a smooth transition and continued service delivery to Asurion. Should you have any questions about this letter or the enclosed package, please contact the JLL supplier hotline at 1-855-307-8015 or e-mail Asurion.Vendor@am.jll.com.

Very truly yours,

Supply Chain Lead for the Deployment Team
Jones Lang LaSalle Americas, Inc.

Request for Information

RESPOND BY: **November 15, 2016**

Instructions

A response to the request for information is required to continue providing service to Asurion and register your company in our Accounts Payable system. We recognize that our primary contact with your company may be at a regional or national level. Please ensure all communication and changes in process reach your employees servicing Asurion on-site or at the local level.

JLL's Screening Program and On-Boarding Process

JLL uses an online supplier pre-qualification and compliance program, and has engaged Avetta (www.Avetta.com) to support our efforts. Please see the attached JLL Pre-Qualification and Compliance Program document that will walk you through the Request for Information process.

On JLL's behalf, Avetta will validate your organization's documentation and adherence to JLL's working practices, advising us of your organization's compliance using a Red, Amber, Green status/flag system.

You must register no later than November 15, 2016.

Rate Card

A rate card was attached to the email notification in which your company received. The rate card is to provide detailed price information for services, which will help record and allocate costs.

Please fill out the rate card and submit to the supplier hotline at Asurion.Vendor@am.jll.com.

Certificate of Insurance (COI)

COI requirements and documentation will be managed through Avetta. Your company must complete the Avetta registration process and upload a copy of your COI into Avetta.

A Certificate of Insurance for the services your company is performing for Asurion reflecting coverage types, amounts, and additional insured entitled is found in Exhibit A. Jones Lang LaSalle Americas Inc. and Asurion, LLC should be listed as additional insured.

Invoice and Payment Process

Effective: **January 1st, 2017**

Ensuring timely payments

To ensure timely payment for your continued service to Asurion after January 1st, 2017, **please read the below information in its entirety and comply with all related requests by January 1st, 2017.**

Invoices for services and goods

All invoices for services rendered and inquiries regarding payment for services rendered **prior to January 1st, 2017**, should be sent to CREInvoices@Asurion.com as done previously. Please ensure all past due invoices for services and goods performed prior to January 1st, 2017, have been reconciled and any remaining invoices submitted to CREInvoices@Asurion.com no later than 30 days after the effective date.

Work Orders

A Work Order number for existing recurring services and new services will be issued when the supplier has been contacted to perform the work. For services provided on-site to Asurion for non-recurring services, a Work Order number will also be issued to perform additional work. A Work Order number will need to be listed on all invoices to satisfy JLL's internal accounting requirements for prompt payment.

Invoices

Invoicing will be completed within the Corrigo work order system. An invoice must be attached for each work order. The process is simple, transparent, and removes the need for email, faxes, and phone calls.

Details around invoice submittal and payment will be covered during the Corrigo vendor training session. More information regarding Corrigo can be found under Section III of this packet.

Payment terms

Payment terms for all undisputed amounts are Net 60 days from JLL's receipt of a valid invoice, provided invoice is received prior to process cutoff date. JLL shall pay Supplier only as and when Client provides JLL with the funds to cover such payment. Payment will be made via check to the remittance address on file.

Service Request Process

Effective: **January 1st, 2017**

Dispatch of service requests

For services provided on-site to Asurion, you will receive your service requests electronically with our easy to use web-based application called Corrigo. This will eliminate headaches associated with paperwork, phone messages, approvals, and overall communication.

Starting January 1st, 2017, JLL will only assign service requests via the Corrigo network. Service requests will no longer be assigned in any other way. To receive service requests, you must join the Corrigo network through a simple subscription process.

Service requests will include a not to exceed dollar amount as well as a local JLL contact. Service requests do not require the requestor's signature upon completion. If the work performed is billable, your invoice will be created electronically, submitted for approval and paid through the Corrigo network.

Corrigo, a wholly owned subsidiary of JLL, does not charge an upfront fee to join and connect with Asurion. There is a \$5 fee for each accepted service request or if you plan on receiving a large number of service requests through the Corrigo network, you may opt for a \$30 unlimited monthly plan, which will cover all service requests received in that portal from any customer on the network during that month. A credit card or bank account will be required to register.

Once you have subscribed to the Corrigo network, you will have access to other valuable tools that will help your every-day business communication, and you will be visible to other service requestors through Corrigo's network sourcing tools. It's an easy way to grow your business! More information about the Corrigo Network can be found at the following URL: <http://www.corrigo.com/welcome-jll-vendor>

Corrigo will contact you with instructions for joining as soon as you are approved as a supplier for Asurion. To assist in connecting, Corrigo will provide introductory webinar sessions, online training, and dedicated support via phone or web.

If you have additional questions, please contact Corrigo at connect@corrigo.com, or view the Corrigo Pro Quick Reference Guide site at <https://corrigosupport.desk.com/?t=667078> for helpful training videos and an FAQ document. You will receive a separate email directly from Corrigo with WebEx information.

Corrigo Training

Date	Start Time (EST)	End Time (EST)
Monday December 19 th	11:00 AM	12:00 Noon
Tuesday December 20 th	2:00 PM	3:00 PM

Account Management Process

Effective: **January 1st, 2017**

Please join us for a supplier information call

Our goal for this initial communication is to provide as much information as possible about the change in process. A representative from your company is invited to attend a supplier information call. JLL will provide an overview of the changes in facility management, confirm the goods/services in scope and address any concerns you may have about the information in this package and the registration process.

The call will be hosted twice. Please choose the day and time that best fits your schedule.

Date	Start time (EST)	End time (EST)	Audio dial in and passcode
Thursday November 10 th	12:00 PM	1:00 PM	Toll Free: (844) 703-9305 Conference ID: 4084622
Monday November 14 th	1:30 PM	2:30 PM	Toll Free: (844) 703-9305 Conference ID: 4088892

**** Please Note: Your company only needs to attend 1 out of the 2 supplier information call sessions.***

JLL Pre-Qualification & Compliance Program



Our relationship with suppliers is critical to our success and reputation with our clients. JLL is committed to building relationships with suppliers who embrace a culture focused on compliance, safety and sustainability, and who can demonstrate their commitment to our performance standards.

This includes ensuring that all appropriate documentation supporting JLL and client standards are in place and available for JLL to review.

To achieve this goal, JLL has partnered with Avetta (www.avetta.com). On JLL's behalf, Avetta will validate your organization's documentation and adherence to JLL and client standards and advise us of your organization's compliance using a Red, Amber, Green flag status system.

Once the information has been reviewed and approved in the Avetta Organizer, it will be made available to JLL for transfer into our other systems.

To join the program there is a one-time activation fee, and an annual membership cost. Your annual membership in the JLL standard program allows you to link to as many JLL client sites within North America as you service for the same flat fee.

Membership Fee Overview for JLL Suppliers New to Avetta

- \$199 One Time Activation Fee (discounted to \$99 with coupon)
- \$100 Program Management Fee (annual)
- \$199 DocuGuard Program (annual)
- \$99 InsureGuard Program (annual)

As a special incentive, the one-time activation fee will be discounted for suppliers who register in the first 60 days of this program launch. **Enter the coupon code JLL121416 during the checkout process to receive your discount.**

For existing Avetta members, any fees due are dependent upon where you fall in the general pricing tier.

If your organization is already an Avetta member, JLL will recognize the data you have already submitted. You will need to link your organization to JLL-Asurion account and complete our specific requirements.

Please join us at one of the dates/times below for an overview of the Avetta compliance program.

URL	Conference Line	Date	Time (EST)
https://jll.webex.com/jll/j.php?MTID=m710f6775a14976971c84b5a422df4005	Dial 866 259 9955 Passcode 216 226 2034	Tuesday, October 25th	1-2 PM EST
https://jll.webex.com/jll/j.php?MTID=m7e7b8d5b10aeb49737ce971b8c856d7	Dial 866 259 9955 Passcode 216 226 2034	Friday, November 4th	3-4 PM EST

Thank you in advance for your participation. We look forward to both maintaining and enhancing our relationship with you. If you have any questions please contact the Avetta team at 877-725-3022 or registrations@Avetta.com.



Registration / Pre-qualification Requirements

PHASE I: Registration (Required by: Wednesday, November 15th)

Register online– Suppliers may access the Avetta website at

US suppliers: <http://pages.avetta.com/JLL-Asurion-US.html>

Canadian suppliers: <http://pages.avetta.com/JLL-Asurion-Canada.html>

The JLL program consists of the DocuGuard and InsureGuard offerings.

- If you have questions regarding the Avetta process, Avetta is happy to provide registration assistance by phone, at **877-725-3022**.

PHASE II: Pre-qualification (Required by: Thursday, December 1st)

- **Complete the Pre-qualification Form (PQF), Financial Health Assessment, JLL Diversity and the JLL Specific questions** – The first part of the review process requires contractors and suppliers to complete and submit a prequalification form. This includes general information about your company, its service offerings and coverage area, accounts payable information, etc.
- **Upload EHS Program documentation** – You will be asked to provide details and documentation regarding the past three years of safety records.
- **Upload your Certificate of Insurance** – Be sure to verify that your insurance certificate meets the JLL insurance requirements before uploading. A copy of the requirements will appear on the Avetta portal.
- **Respond to any audit questions** – After your paperwork is submitted, Avetta representatives will reach out and ask for any clarification or additional information after they have completed their review and audit of the information. We are here to help provide guidance and support.

PHASE III: Qualification deadline (Required by: Friday, December 30th)

- **“Green Flag” status** – Once you have achieved green flag status, your company is rated as compliant in the Avetta Organizer and available for work with JLL.

Avetta has a team dedicated to help you complete your registration and maintaining your membership. If you have any questions please contact them at 877-725-3022 or registrations@Avetta.com.

AVETTA FAQ

Why is JLL moving to this online prequalification and compliance platform?

The business landscape demands it. Clients expect this rigorous level of review and evaluation as a required component of doing business. Our clients, and by extension their subcontractors, are increasingly subject to stricter regulatory requirements and compliance challenges within their industries. They look to JLL to ensure those obligations are being met with documented proof.

What are the benefits to me as a JLL supplier?

Suppliers who successfully register through the portal will increase their visibility within JLL. Registering is essential to qualifying for additional work. Your organization and its capabilities will be viewable by all of the JLL client accounts that participate in the platform.

What are the additional benefits to me for joining Avetta beyond JLL?

In addition to maintaining and developing your relationship with JLL, you can search for other Avetta clients that require your skills and experience. Other members include major organizations across the Building Materials, FM, Manufacturing, Chemical, Oil & Gas, Telecoms & Pharmaceutical industries to name but a few. As an international provider, Avetta will give your organization visibility in all locations where you're able to work. Avetta will also support each contractor by providing technical guidance around any shortfalls against the client's requirements.

What is the annual membership fee?

- \$199 DocuGuard Program
- \$99 InsureGuard Program
- \$100 Program Management Fee

In addition to the annual membership there is a one-time activation fee.

Please note that additional fees may be incurred if the supplier is currently working with, or wishes to work with other Avetta clients above and beyond JLL.

The full fee structure can be accessed by logging onto the Avetta website (www.Avetta.com) and going through the initial registration process. Alternatively these can be requested directly from Avetta using the contact details below.

How does a supplier make the payment?

Payments to Avetta can be made by either credit card or mail in payment to the address listed below.

What is a supplier required to do if already a member of Avetta?

Log into your existing account, connect with JLL to review specific requirements and ensure your company information is updated. This will be highlighted on your homepage as Open Tasks, and your Avetta CSR will support you through the process.

How can I contact Avetta for further information?

Phone: 877-725-3022

Email: registrations@Avetta.com.

Address: Avetta HQ

17701 Cowan #140

Irvine, CA 92614

Checklist for completion of registration process with JLL

To ensure timely payment for your continued service to Asurion after January 1st, 2017, check off each item below from your list as you complete it to ensure you that you become 100% compliant:

- Register with Avetta to complete JLL Pre-Qualification and Compliance Program by November 15, 2016
- Join the Avetta supplier information call
- Follow guidelines for invoices for services rendered and inquiries regarding payment for services rendered prior to and after January 1st, 2017
- Sign up for the Corrigo Network subscription
- Join the JLL supplier information call
- Complete and submit rate card (attachment to email notification) to Asurion.Vendor@am.jll.com by December 1st, 2016.
- Vendor Consent Form

Please note that you will receive follow-up phone calls from the JLL Supply Chain Team regarding registration and the Corrigo Team with instructions for joining the work order network.

Should you have any questions about this letter or enclosed package, please contact the JLL supplier hotline at 1-855-307-8015 or e-mail Asurion.Vendor@am.jll.com.

Contact list for questions

General Transition Questions – JLL

Phone: 1-855-307-8015

Email: Asurion.Vendor@am.jll.com

Work Order Network (Corrigo) Tech Support

Connection & Set-Up

Email: connect@corrigo.com

Support Line

Phone: 800-517-2629

Email: support@corrigo.com

Or, Click on the “Support” link on the Network Login Page

Vendor Screening Portal (Avetta)

Phone: 877-725-3022

Email: registrations@Avetta.com.

EXHIBIT A – INSURANCE REQUIREMENTS

1. The Contractor shall evidence at least the following insurance coverage, provided that the amounts listed below will not act as a limitation on recovery from Contractor's insurance:
 - A. **Commercial General Liability**
Commercial General Liability insurance on a form at least as broad as Insurance Services Office ("ISO") commercial general liability coverage "occurrence" form CG 00 01 04 13 or another "occurrence" form providing equivalent coverage, including but not limited to contractual liability coverage, independent contractor's liability, coverage for bodily injury (including death), property damage (including loss of use thereof), ongoing and completed operations, products liability, and personal and advertising injury, in the following amounts:
 - \$1,000,000 Per Occurrence Limit
 - \$2,000,000 General Aggregate LimitThis coverage shall be primary to Owner and Manager's coverage, and Owner and Manager's coverage shall be noncontributory.
 - B. **Excess or Umbrella Liability**
Contractor shall provide Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, and Commercial Automobile Liability insurance with minimum limits equal to \$2,000,000 each occurrence and \$2,000,000 annual aggregate.
 - C. **Worker's Compensation - Statutory Limits**
 - D. **Employers' Liability**
With minimum liability limits of \$1,000,000 bodily injury by accident each accident, \$1,000,000 bodily injury by disease policy limit, and \$1,000,000 bodily injury each employee.
 - E. **Commercial Automobile Liability**
Combined Single Limit - \$1,000,000 per accident. Such insurance shall cover injury (or death) and property damage arising out of the ownership, maintenance or use of any private passenger or commercial vehicles and of any other equipment required to be licensed for road use.
 - F. **Property Insurance**
All-risk, replacement cost property insurance to protect against loss of owned or rented equipment and tools brought onto and/or used on any Property by the Contractor.
2. The Commercial General Liability and Commercial Automobile Liability policies shall include the following as additional insured, including their officers, directors and employees. Additional Insured endorsements CG 20 10 04 13 and CG 20 37 04 13 or their equivalent shall be utilized for the Commercial General Liability policy. Please note that the spelling of these parties must be exactly correct or the Contract Duties will not be allowed to commence.
 1. Jones Lang LaSalle Americas, Inc.
 2. Asurion LLC
3. Contractor waives any and all rights of subrogation with respect to its commercial Property and Worker's Compensation insurance policies against the parties identified above in Paragraph 2.
4. All policies will be written by companies licensed to do business in the State of [insert state where property is located] and which have a rating by Best's Key Rating Guide not less than "A-/VIII".
5. Contractor shall furnish Certificate(s) of Insurance evidencing the above coverage, except Property insurance. Certificate(s) of Insurance must be provided before Contractor commences Contract Duties or Contract Duties will not be allowed to commence.
6. Certificate(s) of Insurance relating to policies required under this Agreement shall contain the following provision:
"Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions."
7. The following should be listed as the Certificate Holder:
Asurion LLC
648 Grassmere Park, Suite 300
Nashville, TN 37211