

## Virtual Assistants

A Virtual Assistant (VA) is a highly-trained independent entrepreneur who provides a myriad of business support services virtually via phone, fax and internet based technology to support and meet the growing needs of businesses worldwide.

Partnering with a VA reduces stress, protects cash flow, eliminates administrative hassles, and enables business people to find the success they originally set out to achieve.

A VA is your right hand person helping you to succeed in your business. The irony is you may never meet your VA as odds are they live nowhere near you!

To brief on some of the services to your interest, we specialize in:

### Major services:

- We talk to customer service reps for you.
- Schedule visits with doctors, saloons, etc.
- Coordinate and book travel plans.
- **Online purchasing:** such as ordering flowers, books & gifts.
- **Data entry:** enter data into spreadsheet, CRM etc.
- **Web Research:** Gather info on the web.
- Make calls to clients, vendors or others.
- Set up a repeating task for an agent
- Calendar management
- Moderating and updating Blogs

And much more to come...

## Monthly Plans

Plan	Hours Included	Price Per Month	Hourly Rate for Additional Hours	Increments
Smart Plan	0	\$10	\$15	15 Min
Master -12	12	\$120	\$12	10 Min
Master - 22	22	\$200	\$11	10 Min
Add On - 45	45	\$360	\$10	10 Min
Add On - 85	85	\$640	\$9	10 Min
Add On - 168	168	\$1,120	\$8	10 Min

## Terms and Conditions

- Usage of time frame exceeding 5 hours for the *SMART PLAN*, the membership price shall be waived off.
- Making use of our referral program, for every single client that is being referred, an addition of 20% of total hours will be included in your current plan.
- All monthly plans come with an initial trial period of 7 days for you to evaluate our service.
- If you are not satisfied with the service, you can withdraw the membership on or before the 7th day and no charges shall be levied. Lest, continuing the service, the charges will be applicable from day ONE. However, you are responsible for any purchases and/or shipping charges you authorize.
- The primary assistant assigned to you by the company will be available 5 days a week during your business hours. Any urgent task that requires to be done on weekends will be handled at 1.5 times the hourly rate specified in your plan and the 1.5 times hourly rate is applicable for the extra hours used by you.
- The rates are quoted and are applicable for a graduate assistant only. An assistant with specialized skills shall be charged accordingly.
- Upgrading to a specific plan from the current plan, downgrading to a specific plan from the current plan will be requiring a 30 day notice period.
- All plans require a 30 day notice period for termination after the trial period.
- Every ADD-ON plan comes with the MASTER plan outline including the Rollover Time.
  - a. Unused time from what is allotted to you in a month gets rolled over to the next month automatically.
  - b. Your total amount of accumulated Rollover Time cannot exceed 20% of your monthly plan.
  - c. Once your accumulated Rollover Time exceeds the specified amount, the excess is lost indefinitely.
  - d. Rollover Time accumulates indefinitely while you are on an ADD-ON plan.
  - e. If you change from one ADD-ON plan to another ADD-ON plan, any accumulated Rollover Time in excess of the new plan's allotted maximum will expire upon such change.
  - f. If you change to SMART or a MASTER plan, then all Rollover Time is lost indefinitely.
  - g. In the event of cancellation, your Rollover Time, if any, is lost indefinitely.
  - h. Rollover Time is not redeemable for cash or credit and is not transferable.