



Software Support Services

Date January 2021

Software Support Services

Disclaimer

Except only for the warranties (if any) expressly set forth in the license agreement(s) (i.e., your agreement or license for the described product), Support Services are provided “as is”, and Wolters Kluwer makes no warranty, express, implied, or otherwise, and makes no implied warranties of merchantability or fitness for a particular purpose.

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Software Support Services

Wolters Kluwer Financial Services, Inc. (“Wolters Kluwer”) provides technical support for installation and operational use of products, identification and verification of the causes of suspected errors in products on the Production environment, and workarounds when available.

Wolters Kluwer provides additional information for software products on our Solutions Support Portal at:

<https://wkfs.force.com/ComplianceSolutionsSupport>.

Contacting Software Support Services

Toll-free Telephone Support

Telephone support is available from 8:00 AM – 8:00 PM Eastern, Monday through Friday, except New Year’s Day, Memorial Day, Fourth of July, Thanksgiving, the day after Thanksgiving, and Christmas unless noted differently below.

Voicemail and call back options are available with telephone support. If your call is not answered within a few minutes, you will have the option to enter your call-back number rather than waiting on hold. This option secures your place in line, and you will receive a call from the next available agent.

You will also have the option to leave a voicemail message. In the message, please include your customer number and a phone number where you can be reached.

<i>Product</i>	<i>Telephone</i>	<i>Email Address</i>	<i>Hours of Operations</i>
ARTA Lending	800-274-2711	ARTALendingSup@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Capital Changes - Daily and Historic	800-274-2711	GKESupport@wolterskluwer.com	Monday – Friday 8:00 AM-5:00 PM Eastern
CASH Suite™ Application	800-274-2711	CASHSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
ComplianceOne® Assumptions	800-274-2711	ComplianceOneAssumptionsSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
ComplianceOne® Deposit	800-274-2711	ComplianceOneDepositSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
ComplianceOne® Lending	800-274-2711	ComplianceOneSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
ComplianceOne® mortgage	800-274-2711	ComplianceOneMortgageSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Corporate Actions Suite	1-888-904-5550	GKESupport@wolterskluwer.com	Monday – Friday 8:00 AM-5:00 PM Eastern
CRN - Compliance Resource Network	800-261-3111	OneSumXCPMSupport@wolterskluwer.com	Monday – Friday 8:00 AM-5:00 PM Eastern
E-Forms	800-274-2711	ContentSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
CRA Wiz® (OnPrem) & Fair Lending Wiz®	800-261-3111	CRAWizSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern

<i>Product</i>	<i>Telephone</i>	<i>Email Address</i>	<i>Hours of Operations</i>
CRA Wiz® SaaS & HMDA Wiz®	800-261-3111	SaaS Wiz Support@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Wolters Kluwer E-Sign	800-529-1582	E-Sign Support@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Expere® IE	800-274-2711	Expere IE Support@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern Support is available 24 x 7 for Priority 1 issues
FundTax	866-305-0492	WKFS-FundTax@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
GainsKeeper Brokerage	888-904-5550	GKESupport@wolterskluwer.com	Monday – Friday 8:00 AM – 5:00 PM Eastern Support is available 24 x 7 for Priority 1 issues
IRA/Deposit Manual	800-274-2711	WKFSOnlineSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Medici®	800-274-2711	MediciSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
OneSumX® Customer Due Diligence (CDD)	800-274-2711	OneSumXCDDSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
OneSumX® Compliance Program Management (CPM)	800-261-3111	OneSumXCPSupport@wolterskluwer.com	North America: Monday – Friday 8:00 AM – 8:00 PM Eastern EMEA: Monday – Friday 9:00 AM – 5:30 PM GMT
OneSumX® for Employee Compliance	888-451-8910	WKFS-EmployeeComplianceSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
OneSumX® Financial Crimes Control (FCC)	800-274-2711	OneSumXFCCSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
OneSumX® NILS / Insurance E-Forms	800-481-1522	CustomerCare@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
OneSumX® Policies & Procedures	800-261-3111	OneSumXCPSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
TSoftPlus™ / TSoftPlus™ (SaaS)	800-274-2711	TSoftSup@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern

<i>Product</i>	<i>Telephone</i>	<i>Email Address</i>	<i>Hours of Operations</i>
Vanceo™ Mortgage	800-274-2711	VanceoMortgageSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Vanceo™ Assumptions	800-274-2711	VanceoAssumptionsSupport@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern
Wiz® Sentinel	800-261-3111	Sentinel.support@wolterskluwer.com	Monday – Friday 8:00 AM – 8:00 PM Eastern

Digital Support

Visit our [Solutions Support Portal](#).

The website provides access to product downloads, remote desktop support, and our Solutions Notification Service. After logging in, user documentation and web ticketing are also offered for some products.

Live Chat

A live agent chat is available by accessing Help in some of our SaaS-based products. You can also find our live agent chat for some products on the product pages on our [Solutions Support Portal](#).

Standard Software Support Services

Wolters Kluwer Responsibilities

Wolters Kluwer will provide troubleshooting assistance and answers to operational and general technical questions. Support will be performed in a timely and professional manner by support technicians knowledgeable with the product and its operation.

Support will be provided for the current production release, along with the previous two releases and any update released in the previous 12 months.

Note

GainsKeeper customers must update systems within 6 months of a mandatory release.

Online Services

Online Services may not be available in the following situations: (A) during maintenance procedures or upgrades to the Online Services, which shall utilize procedures designed to minimize the impact on Customer; or (B) during malfunctions to the Online Services due to causes beyond the control of Wolters Kluwer, including the interruption or failure of telecommunication or digital transmission links, hostile network attacks or network congestion or other failures beyond the control of Wolters Kluwer. Wolters Kluwer will use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the Online Services, and Wolters Kluwer will provide Customer with prompt notice of any malfunctions that materially affect the Online Services and efforts Wolters Kluwer is making to cure said malfunctions. For the purposes of determining availability, if the Online Services allows an authorized user to login as measured at an access point on Wolters Kluwer's network or a third-party system as determined by Wolters Kluwer, it is considered available.

Exclusions from Standard Support Services

Wolters Kluwer will not be responsible for:

- Problems caused by failure of the Customer's operations staff to follow instructions or corrective procedures provided by SupportLine;
- Misuse, negligence, willful misconduct, tampering, accident, abuse, fire, flood, wind, earthquake, act of God, or public enemy;
- Hardware malfunction (Does not apply to SaaS Products);
- Completion of Customer-specific security questionnaires. Wolters Kluwer maintains responses to the industry standard SIG Questionnaire. The Wolters Kluwer SIG responses are provided to clients annually upon request. Completion of other Customer-specific security questionnaires will be performed as a billable professional service;
- Repairing errors or problems in the product caused by modifications other than those correctly performed to modifiable configuration files (Does not apply to SaaS Products);
- Abnormal environmental conditions (including, but not limited to: voltage, faulty wiring, temperature, humidity, and radio-frequency interference);
- Problems caused by third-party software or embedded in third-party hardware (Does not apply to SaaS Products);
- Network management;
- System administration unless Customer is performing system administration as directed by Wolters Kluwer;
- Access to and performance of connection to the Internet; and
- Issues arising from the Customer not being at the current release level (Does not apply to SaaS Products).

Note

Please refer to the Premium Software Support Services section for services not included in our Standard Software Support Services.

Customer Responsibilities

The Customer will provide the first level of support to its end users and is responsible for referring Product issues to the appropriate internal party. If the Customer discovers any suspected issue in the Product, the Customer will analyse the suspected issue to determine if it is the result of the Customer's misuse or misunderstanding of the Product before seeking SupportLine assistance.

When reporting issues, the Customer is responsible for:

- Making reasonable efforts to assist Wolters Kluwer in resolving problems, including providing all reasonably requested information and notifying SupportLine of any proposed resolution;
- Providing full descriptions of product/data conditions present when the issue occurred;
- Providing all required network and system administration activities;
- Providing for Product administration responsibilities; i.e., deleting or assigning roles and permissions to users, organizations, or policies for Customers in their environments;
- Resolving any issues related to Internet access or performance problems related to the Customer's network or Internet Service Provider in using Online Services;
- Maintaining online access to Online Services if applicable;
- Resolving any Internet access or performance problems related to the Customer's network or Internet Service Provider;
- Determining Customer policy as it may be utilized in the Products;
- Providing compliance for the Customer as applicable to using the Products;
- Meeting minimum requirements for the software Product and/or service; and
- Contracting directly with third-party software and hardware providers for maintenance support of their software and hardware products; provided however, that Wolters Kluwer shall have contact responsibility for all Third-Party Software within the Wolters Kluwer Deliverable.

If Wolters Kluwer determines the problem reported by the Customer is directly related to unauthorized alterations, improper use, or failure to implement mandatory workarounds, then Wolters Kluwer may charge for technician time expended at the current time and material rates in addition to reasonable out-of-pocket expenses. Or, at the Customer's request, Wolters Kluwer shall be released from maintenance obligations for the modified portion of the product (although the Customer will continue to pay applicable subscription fees).

General Support Process

- The Customer will contact SupportLine as set forth above. The Customer will supply SupportLine with verifiable and/or reproducible evidence of the issue.
- Wolters Kluwer will log a Case for each issue received in a call, email or web chat. Some Cases will have answers readily available and are resolved immediately. Other Cases may require further research and testing; these are referred to as Pending Cases. Each Case is assigned a unique identification number.
- Wolter Kluwer manages all reported issues using a best-in-class case management system, and accepts issues reported by phone, email, chat or via an Internet portal. Clients may review the status of issues reported online, or on request by phone or email. When an Error is either unresolved or not resolved in a timely fashion, the Client can escalate to Support Management by asking to speak with a Support Manager after calling their support 800 number.

Note

The Security Access Team within Wolters Kluwer's Customer Support team will set up the Administration Tool with a Customers initial organization and log in credentials for the initial implementation and training.

- Wolters Kluwer does not have the ability or authority to add, delete, or assign roles and permissions to users and organizations, or change policies for Customers in their production environment. As noted above, these activities are a function of our Security Access Team within Customer Support during the initial implementation only. The Customer has the responsibility to manage roles and permissions and policies in their Administration setup after the initial implementation.
- Wolters Kluwer does not have access to any Customer data in their Production environment.
- If the issue is reported via a phone call, a priority level is assigned, and the Technical Support Engineer will provide regular contact with the Customer Support Contact(s) as follows:

<i>Priority</i>	<i>Target Response Time</i>
<i>Priority 1</i>	
Incident Acknowledgement	30 minutes
Status Update to Customer	1 hour
Incident Report	2 business days
<i>Priority 2</i>	
Incident Acknowledgement	30 minutes
Status Update to Customer	2 hours
Incident Report	5 business days
<i>Priority 3</i>	
Incident Acknowledgement	30 minutes
Status Update to Customer	Upon request
Incident Report	Upon request

Definitions

- **Priority 1:** An issue is a Priority 1 if it renders continued use of the product commercially infeasible, as determined by Wolters Kluwer. Upon acknowledgement of a Priority 1 issue, SupportLine will assign technicians to work with all available resources until the issue is resolved. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals until a correction or work-around is provided.
- **Priority 2:** An issue is a Priority 2 if continued use of the product is seriously inconvenient. Upon acknowledgement of a Priority 2 issue, SupportLine will assign technicians to work with the customer during normal SupportLine operational hours. The technician will pursue a remedy for the issue and provide status updates at reasonable intervals during normal business hours until a correction or work-around is provided.
- **Priority 3:** An issue is a Priority 3 if the problem does not significantly affect the functionality of the product or any material part of it. Priority 3 issues are all documentation shortcomings, deviations, and cosmetic errors with consequences not defined for Priority 1 and Priority 2.
- **Update:** An Update includes updates, enhancements, improvements, hot fixes, patches, corrections, service packs or other modification to the Product which are not New Versions that are released by Wolters Kluwer for general distribution to its licensees as part of Support Services. Updates are provided at no additional fee.
- **New Version:** A New Version is any new version or upgrade of the Product that contains substantial and significant enhancements, or other substantial changes to functionality or performance as compared to the previous version (if any). Wolters Kluwer reserves the right to charge additional license fees for New Versions.
- **Error:** An Error is a material failure of the Product to conform to the Documentation. Wolters Kluwer is not responsible for Errors caused by (i) non-Wolters Kluwer software or hardware; (ii) unauthorized modifications to the Product; (iii) failure to follow the operating procedures described in the Documentation; (iv) Errors in the Product that Customer cannot reproduce under test conditions; or for the Product when (v) the Error is corrected in a Update, and such Update is made available to Customer.

Premium Software Support Services

In addition to the Standard Software Support Services described above, Premium Support Services offer many other features. These services are fee-based and available after completing a signed Support Services Agreement Statement of Work. Premium Support Services are described below and not all services may be included. Applicable services will vary for server, client, and SaaS environments. The Support Services Agreement contracted between Wolters Kluwer and the Customer will provide a full description of available services to a Customer. The primary support technician assigned to you will understand your specific implementation and manage any open issues until resolution.

Technical Support Services

- Step-by-step help with the installation of software and/or software updates (for Client/Server Products Only)
- Operating system performance/tuning/maintenance (for Client/Server Products Only)
- Database-related installations, configuration, and backup assistance (for Client/Server Products Only)
- Windows® server operating system support (for Client/Server Products Only)
- Network data backups (for Client/Server Products Only)
- Terminal Services/Citrix® support (for Client/Server Products Only)
- Network connectivity/performance issues/security issues/permissions

Operations Support Services

- Dedicated Primary and Secondary Support Technician
- Training
- Extended support hours
- Dedicated support staff
- Travel to the Customer's site and related travel charges

Other

- Service Level Agreement reporting
- Recurring Incident Management meetings
- Expedited Services
- Completion of Customer-specific security questionnaires. Wolters Kluwer maintains responses to the industry standard SIG Questionnaire. The Wolters Kluwer SIG responses are provided to clients annually upon request. Completion of other Customer-specific security questionnaires will be performed as a billable professional service.