

**Loyalty Agreement**

In recognition of you agreeing to partner with connectnow, we would like to offer you access to our loyalty program, which includes a performance bonus for simply referring your clients to connectnow.

**Loyalty Agreement Components**

**1. Propic Solution – Property Management**

In addition to the Referral Payments set out in this letter agreement (the **Loyalty Agreement**), and in accordance with the Propic agreement, Propic will provide discounts on Claire Property Management.

**Target:** Success looks like 80% of Lettings coming through as quality referrals and converting at least 54%. We will use the 80% of Lettings as the Target.

**2. Propic Solution – Home Sales**

In addition to the Referral Payments set out in this letter agreement (the **Loyalty Agreement**), and in accordance with the Propic agreement, Propic will provide a rebate per listing.

**Target:** Success looks like 60% Referral Take Up with 50% Sales Conversion with at least one core product sold.

If the Target is not achieved within the year, we may at our discretion in subsequent renewal periods vary the amount of the Propic Funding Agreement (Per listing fee paid to you) commensurate with the percentage of the Target that was ultimately achieved. For example, if 50% of the Target Referrals are submitted, we may adjust our level of investment in the following year. To avoid any doubt, clause 14.f within our Terms & Conditions does not apply to this agreement as there are no upfront fixed payments.

**3. Referral Payments**

Variable commissions are payable per confirmed utility connection or home service selected by your clients.

Connectnow will reward you for every service your clients select.

Connectnow partners with Australia’s leading providers and has the highest conversion rate in the marketplace. This means more choice for your customers and greater revenue for you.

A Referral Payment is payable once the referral becomes a ‘Confirmed Referral’ in accordance with the Partnership Terms. For each Confirmed Referral, we will pay you the following Referral Payment (as applicable):

Service	Commission ^
Electricity	\$65.00
Gas	\$55.00
Telephone	\$55.00
Internet	\$55.00
Television	\$55.00

**4. Loyalty Agreement terms**

The Bonus Payment and Referral Payments are ‘Incentives’ for the purpose of the Partnership Terms (defined below). The following terms apply to the incentives:

- a) All Incentive payments are subject to you providing a valid invoice for the relevant amount. We will pay you at 32 days from the end of invoice month. i.e where invoice date is any date in June 24 payment will be due by 2nd August 24.
- b) All Incentive amounts set out above are GST exclusive.
- c) Payment can be made via either financial payment or points payment via the 212F Rewards Program, as directed by you.

We will provide a monthly report to you outlining the status of the number of Referrals and/or Confirmed Referrals (as applicable) in relation to the Incentives. This report will be sent no later than the 10th Business Day of each month

**Loyalty Agreement Payment Conditions**

**By entering into this Loyalty Agreement you agree:**

- a) To exclusively use connectnow for connection and move-in services for all offices listed in this Loyalty Agreement [if renewed at 12 months]
- b) To provide to us by no later than the third Business Day of each month, the letting numbers for the preceding month.
- c) To comply with connectnow's Partnership Terms and Conditions available at [www.connectnow.com.au/cn-terms](http://www.connectnow.com.au/cn-terms) (**Partnership Terms**), which form part of this Loyalty Agreement. This Loyalty Agreement is the 'Partnership Form' for the purposes of the Partnership Terms. Capitalised terms not defined within are defined in the Partnership Terms.

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