

## Network for Good Performance Guarantee

Updated April 1, 2020

Network for Good is committed to the fundraising success of our customers, particularly in growing and diversifying a nonprofit's individual fundraising program and results – those donations coming from individual donors. With the pandemic and the associated economic challenges, we want to help you to be as successful as possible in your fundraising efforts and we believe our software and services can help. As part of this commitment, Network for Good guarantees the following:

**During the first year (defined as the 12 months starting with the beginning of your service) of your subscription with Network for Good, your organization will be able to raise total individual donations ("Individual Donations") in an amount equal to your previous 12 months of Individual Donations plus the cost of your first year's total annual subscription fee for Network For Good products and services you are purchasing ("Annual Fee"), provided your organization completes the best-practice fundraising activities as outlined in the following pages.** For clarity, the Guarantee promise includes all individual donations except for donations from prior year events if those events are cancelled in the current year because of Corona Virus/economic concerns.

If the total amount of Individual Donations raised with Network for Good does not meet or exceed your organization's prior 12 months Individual Donations plus the Annual Fee and you feel that your organization has put time/effort into fundraising but your Network for Good Software and Services have not helped you to achieve the best results possible in these difficult times, then Network for Good shall grant to your organization an amount equal to the difference in year over year fundraising up to the full cost of your annual fee \*.

**To be eligible to receive the grant, your organization must:**

- Provide your prior 12 months individual donations **within first 60 days of your subscription term**
- Attend your onboarding call **within the first 30 days of your subscription term**
- Complete and submit the attached claim form **within 30 days of your first renewal date**
- Attend one live training session **within first 90 days of your subscription term**

To redeem the Performance Guarantee, your organization must complete and submit the attached Claim Form to Network for Good certifying that the activities were completed along with verifiable documentation of Individual Donations for the 12 months preceding the start of your organization's subscription. The release of grant funds is subject to Network for Good's verification of the information required by the claim form.