

The Example family

Agreement A-104 · October 16, 2026

Read this before any work starts. Ask me about anything that is not clear.

QUESTIONS? CALL ALEX

(555) 010-0199

hello@example.com

1. Who this agreement is between

Example Security Partners LLC, doing business as Example Security Partners, ("I" or "me"), represented by Alex Sample, CISSP, and The Example family ("you"). Casey Example, your daughter, is your family helper and may join any call.

2. What I will do

Full account recovery and security review · Usually 2 to 3 weeks

- Everything in incident triage and device recovery
- A full check and lock-down of your email account
- Help with your bank: we prepare together, and I sit with you on the call to the fraud department
- A review of your social media and other online accounts
- A written record of what happened, for fraud claims and bank disputes
- A credit freeze at all three bureaus
- Your personal security playbook, printed in large type

3. What is not included

- Recovering money. Your bank decides that; I help you make the claim.
- Legal advice or representing you with your bank
- Repairing broken hardware or buying new equipment

4. How we will work together

- 1 I never ask for your passwords. You type them yourself.
- 2 You can watch everything I do, and you can stop at any time.
- 3 A family member or friend is welcome on every call.

- 4** I explain what I am doing in plain language. If something is not clear, ask me to slow down.

5. Your permission for remote access

Some of this work is done by connecting to your computer or phone over the internet, using Quick Assist (built into Windows). I connect only while we are talking, and only after you start the connection yourself. When we finish, I end the connection and remove the program.

☐ I give permission for remote access as described above. (Tick and initial: _____)

6. Your information stays with you

I keep only what I need to do this work: your name, contact details, and my notes. They are stored on my own encrypted computer, not in an online service. I do not sell or share your information. I do not keep your passwords, card numbers or account numbers. Within 30 days after the work ends I delete my notes, keeping only this agreement, your invoice, and what the law requires.

7. Price and payment

The price for this work is \$1,600. Payment is due before work starts.

You can pay by card through a secure checkout page, or by check. I never accept gift cards, wire transfers, cryptocurrency or payment apps. You will get a receipt.

8. What I cannot promise

- I cannot promise that lost money will be returned. That decision belongs to your bank or card company. I will make your claim as strong and well documented as possible.
- No one can promise that you will never be targeted again. I can make it much harder and make sure you know what to do.
- I am not a lawyer or a financial advisor. I will tell you when it makes sense to talk to one.

If something goes wrong because of a mistake I made, my responsibility is limited to the amount you paid me under this agreement.

9. Changing or cancelling

You can cancel before work starts and receive a full refund. After work starts, you can stop at any time and you pay only for the work already done. If the work turns out to be larger than we agreed, I will tell you and get your approval in writing before doing more.

Before you sign

Take your time. You can talk it over with family first.

If anyone pressures you to sign or pay quickly, including me, stop and call someone you trust.

Your signature: The Example family

Date

Family helper (optional): Casey Example

Date

For Example Security Partners LLC: Alex Sample, CISSP

Date