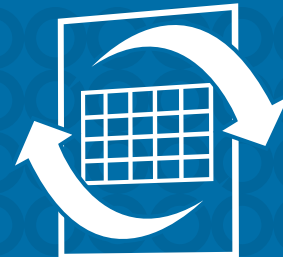


A guide to Envoy's Case Rollover service.

Envoy's Case Rollover service allows your renewal data to be rolled over to the next due date.

This saves you the time and effort of adding new data to your Envoy account - and helps you avoid missing future renewal payments.



What is Case Rollover?

Having Case Rollover activated on your account means that after a renewal has been instructed, we will automatically calculate the next due date and add the subsequent renewal back into your account. Future renewals will be listed in the 'Pending' screen in your account. This saves you having to add new data to your account for the next renewal, and also reduces the risk of you missing the next due date.

Your account can be set up with the Case Rollover function in place, or we can activate it for you at a later date at your request. The Case Rollover setting applies to all cases in your account. It is not possible to apply the Case Rollover feature to only some cases.

You retain control

The Case Rollover setting still affords you the flexibility to 'Abandon' or permanently remove any unwanted cases from your account.

You can also opt to use a different service provider to pay for a renewal by marking it as 'Paid by other.' That particular renewal will be removed from your account, however the case data will still be rolled over to the next due date and the subsequent renewal will appear in your account in the 'Pending' screen.

- ✓ **Less risk for you:** the subsequent renewal will automatically appear in your account, so there's less chance of missing the renewal date
- ✓ **Saves you time and administration:** you don't need to spend time adding case data to your account when your next renewal is due; it's already in your account.
- ✓ **Stress-free:** you can have peace of mind that your next renewal due date is calculated and the renewal is sitting in your account ready for the next instruction.

Is it right for you?

We recommend Case Rollover for corporations and universities who tend to have the same recurring cases for renewal year on year. However, care should still be taken to ensure that any new cases, or changes to existing cases such as changes to status or ownership, are captured and communicated to Envoy.

Case Rollover is less suitable for law firms who typically have a high ratio of new or changeable cases.

If you have any further questions about Envoy and our Case Rollover service, please contact:

Debbie Welch, Head of Sales

d.welch@envoyrenewals.com

+44 (0)141 241 6250

envoyrenewals.com