

# FUND™ Subscription FAQ

## What if I request a FUND report that does not exist in the inventory?

As part of the subscription, if you need a FUND report that is not immediately available, you can request it. We will let you know the timeline for delivery within 48 hours. Timeline for non-inventory requests will vary. A report that is not in inventory will likely not be produced in less than a week, and could be longer depending upon committed production schedule and information availability. For instance, if you are requesting a report for a brand whose new information will be received in the next 45 days, we might wait until the information becomes available.

## Is the subscription an automatic renewal?

Yes, the annual subscription is renewed automatically.

## Can I pay monthly instead of upfront?

Yes, the annual contract can be paid \$3,000 per month.

## How do I let my team know that we've subscribed to the FUND score/report inventory?

As part of your subscription, FRANdata will set up training for your entire team. Before this training takes place, a FRANdata executive will meet with your bank's designated person to discuss how the FUND report will be used. If you would like FRANdata to setup rules specific to your bank and credit needs, and to provide process maps to facilitate this training, there is a separate consulting fee for this service.

## Does my subscription give me access to historical FUND reports?

Yes. Historical FUND reports are part of your subscription but please note that these reports are not delivered via the Franchise Registry, they are provided upon request.

## How can I ensure that I get the FUND score & report that I need at the moment I need it?

Log into the Franchise Registry to access the FUND report for subscribers. As a subscriber, the reports will be available on demand.

## What's the inventory size that I can expect over the course of the year's subscription?

300 unique FUND reports and scores is the minimum promised as part of the yearly subscription.

## Can I provide my borrower or franchisor referral a copy of the FUND report or FUND score?

Contents of the FUND reports and FUND scores are copyrighted by FRANdata. Both the scores and reports are not authorized for circulation to anyone external to the subscribed organization, this includes the borrower and franchisor. If there is interest in providing a copy to someone outside of your organization, for instance, you used the FUND score/report to deny a loan request, please call your FRANdata representative or refer them to FRANdata.

## How often is the FRUNS # database updated and delivered?

The FRUNS # database is updated and delivered monthly.

## Can I get an excel file of the scores with my subscription?

Yes. A spreadsheet will be delivered once a month with new additions along with the FRUNS database.