

CLIENT SERVICE AGREEMENT

1. The following is as far as the law allows, a binding agreement between Citywide Investigations and

.....
of.....

State.....Postcode.....Ph.....Mob.....

Hereafter referred to as the Client.

Hereafter referred to as the Client.

2. Both parties to this contract agree that confidentiality will be maintained from both sides.
3. The Client confirms there is no unlawful or dishonest intent behind this request for the services from Citywide Investigations and that to the best of the Client's knowledge there are no intervention orders between the client and the subject or vice versa, and that Citywide Investigations will be notified immediately when the client becomes knowledgeable of any such orders.
4. Citywide Investigations agrees to be bound by the instructions of the Client to the extent of legal compliance and professional conduct, but reserves the right to reject an instruction which is unlawful, unprofessional, unethical, or dishonest.
5. Citywide Investigations or the Client may at any time cancel this agreement, always agreeing that all fees accrued to the date of cancellation will be due and payable within 2 days of such cancellation and all services agreed to be delivered by Citywide Investigations prior to that cancellation date are provided. Cancellations within 48 hours of the commencement of the service will incur a fee of \$300 plus GST for each day of surveillance that is cancelled. The Client may direct that said services be suspended or postponed. Services which are postponed within 24 hours of the commencement of the service will incur a fee of \$300 plus GST.
6. Terms, rates and conditions may only be changed by agreement between both parties, which will result in an amended contract being offered for acceptance.



- 7. In the event of non-approval for any activities deemed necessary to the successful completion of the Client's instructions, Citywide Investigations may discontinue operations until approval is forthcoming. The Client agrees to supply as much contact data as possible to Citywide Investigations to allow every opportunity for ongoing communication.

- 8. Citywide Investigations will whenever possible, communicate with the Client in the manner and the time frame indicated by the Client; However, if Citywide Investigations feels that by providing information to the Client during an investigation could impede or compromise the investigation or cause the Agent to be at a higher level of risk, then communications will be delayed at Citywide Investigations discretion.

- 9. Citywide Investigations will remain the sole owner of all information, data, film, photographs or other products from its operations, unless and until agreed payments have been made at all stages, but will retain a copy of the relevant file for such time as advised by its legal advisers, after which Citywide Investigations may or if instructed to do so by Client, will destroy said file. Citywide Investigations will provide evidence of expenditure, whenever possible, to support charges.

- 10. While Citywide Investigations make every effort not to lose contact with the Subject's vehicle, the Subject if travelling by public transport or the Subject if travelling on foot, we are still bound by ALL Victorian road laws and other relevant laws. Thus meaning that contact could be broken if unfavourable traffic conditions or other condition occur. All fees up until such an occurrence are due and payable by the Client.

Client Initials.....

11. Investigation instruction to be filled out by Client:

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Client Initials.....



12. Investigation rates

It is noted that a significant deposit is required to be paid before the commencement of any services by Citywide Investigations. The client will be notified regularly in regards to account details if requested. A further deposit may be required during the investigation if the investigation period is continued beyond the stipulated terms above. All prices quoted are valid for twelve months from signing of a contract, or if multiple contracts have been signed, then from the date of the initial contract.

a. Service fees

Surveillance Victoria wide (Minimum of four hours per day)	\$400 minimum fee for one (1) Agent \$800 minimum fee for two (2) Agents \$80 per additional hour - one (1) Agent \$140 per additional hour - two (2) Agents
Court appearance	\$80.00 per hour
Final Report (If required)	\$150-\$200

b. Travel (All jobs are charged from Melbourne GPO)

Surveillance	\$80.00 per hour
Accommodation /Meals	at cost (if applicable)

c. Mileage Allowance (charged from Melbourne GPO)

Surveillance - Travel	\$0.85 per km
Surveillance – During follow	\$0.85 per km

d. Other Disbursements (at cost)

Postage fees, STD calls, photocopying, City Link travel during surveillance, entry to venues etc. Citywide Investigations will at all times keep the client updated on costs as regularly as possible. Prior approval will be requested for any costs that arise that are over \$20.00. If client is unobtainable then Citywide Investigations will make a decision on the charges based in the interest of the investigation and these charges will form part of the final invoice.

All prices quoted are plus 10% GST

Client initials.....

13. Deposit paid prior to commencement of services Please circle below

The amount of has been paid by the Client by way of **Cash / Direct Deposit / PayPal / Bank Deposit** and it is understood that no services will begin until such time as Citywide Investigations is satisfied that the deposit amount listed above has been paid.



14. Finalisation of accounts

At the completion of our investigation all fees are due and payable within 3 working days from the date shown on the invoice. All invoices will be emailed to the client on the same day to avoid any delays.

Client initials.....

Iagree to terms and conditions set out within this contract.

Signature.....

Date.....

I.....**David OLDAKER**.....of Citywide Investigations agree to terms and conditions set within this contract.

Signature.....

Date.....

Please returned the signed contract to us either via fax to (03) 5991 4803 or scan And email back to info@citywideinvestigations.com.au

Bank deposits can be made to the following account:

Financial Institution: Westpac

Account Name: D Oldaker T/as Citywide Investigations

BSB Number: 033 686

Account Number: 436132