



## Myfinancialadvice Customer Satisfaction Guarantee

At Myfinancialadvice, we value your trust in our business and work hard to make sure you receive the best service possible. If you are not satisfied with the service you receive through our site, we will do the best we can to make it right. If we can't make it right, we will refund you the entire cost of your first advice project, up to \$500.

You are entitled to a full refund of your first project at MFA up to \$500 if you meet the following conditions:

1. The work in question is recorded as your first completed project on our site ([www.myfinancialadvice.com](http://www.myfinancialadvice.com)) and must have been accepted as a proposal after 11/29/04.
2. Contact [Community Support](#) within 30 days of when the advisor completed your project.
3. Confer with an MFA Community Support Assistant and the advisor who performed your project with a goal of correcting any failure on behalf of MFA or the advisor in delivering your advice.
4. Complete the post-project rating of your advisor.
5. Take a brief survey about your experience on the MFA service platform.

For subsequent projects, we adhere to our existing "Service Assurance" language already in the Myfinancialadvice customer contract. The Satisfaction Guarantee does not modify the existing terms of the Myfinancialadvice customer agreement.

The terms of this guarantee apply to your satisfaction with the service provided by advisors through the Myfinancialadvice network. It is not a guarantee of financial performance or future results to be obtained by any recommendation provided by advisors in the Myfinancialadvice network.