

A CUSTOMIZED

Proposal

PREPARED FOR





July 5, 2023

The Town of Ashland City 233 SR-455, Suite 101 & 103 Ashland City, TN 37015

Gayle:

Thank you for inviting us to present this proposal, customized for your cleaning requirements. We appreciate the opportunity to work with you.

The Coverall Health-Based Cleaning SystemSM Program is unique. It's designed for **Cleaning for the Unseen®**, meaning that your facility won't just seem clean — it will actually be a **cleaner**, healthier place to work and learn — within your budget.

Did you know that a sick employee can cost your business up to **\$1500 per illness**? Those are real dollars that you could save with health-based cleaning.

- Cost-effective way to clean = a better value priced within your cleaning budget
- Less spreading of germs = fewer trips to the doctor, lower healthcare costs
- Healthy workers = better performance on the job, fewer sick days

Your customized work schedule and proposal are attached. Please review them to learn exactly how the Coverall Health-Based Cleaning System Program will meet and exceed your expectations.

Thank you again. I look forward to working with you and taking the next steps.

Sincerely,

Valentina Manns

Outside Sales Consultant, Coverall Nashville

Office: (615) 365-0086 Cell: (714) 830-9637

vmanns@coverallpacific.com



Your top priorities for cleaning

In our conversations, you told me that the following are your biggest areas of concern regarding the cleaning of your facility:
□ Clean Work Environment □ A crew you can feel confident in. □ Health-Based Cleaning System
Coverall Health-Based Cleaning System uses scientifically proven cleaning supplies, tools and techniques to ensure that these important priorities will be handled properly.
How Coverall helps you meet your goals
You want: To get the best value for your cleaning budget
A lot has changed in the way that cleaning is done today. The work can be much faster than in the past. Coverall leads the industry in finding and using the best tools, techniques and training to give you a cleaning schedule that delivers more value within your budget.
You want: Cleaner work and reception areas
Your cleaning crew will use multi-filtration vacuums to improve indoor air quality by removing 99.97% of dust, dirt, bacteria, mold, yeast, and particles down to 0.3 microns. In contrast, traditional commercial vacuums return 40% of the dirt they pick up directly into the air.
You want: Restrooms that look, smell, and actually ARE clean
Coverall uses only hospital-grade, virucide/germicide disinfectant cleaning products, which are recommended by the Centers for Disease Control (CDC) and many medical studies to limit the spread of germs, especially in bathrooms.
☐ You want: Consistent cleaning and good communication with the cleaners
Your cleaning team was trained to consistently use Coverall Health-Based Cleaning System, so that you have consistent, high-quality results. They will use a log book to communicate notes or questions to you, and you will have direct access to the cleaners, to your local Coverall office, and to a phone support team, 24 hours a day, every day.
You want: A healthier workplace without cross-contamination
Coverall uses Color Coding for Health® microfiber cleaning cloths and mop pads to prevent cross- contamination. In contrast, traditional cleaners use dirty rags and smelly string mops

that merely transfer dirt and bacteria from one area to the next.



Your Work Schedule

Areas to I	be cleaned:				
✓ Of✓ Co✓ Re✓ Brown	obby/Reception fices onference Room estrooms eakroom allway				
Exclude:					
	<u>Cleanable S</u>	Square Feet =	approx 7,20 <u>2</u>	1 sqft	
		/_			
		Initial	Initial		



Coverall services and how often they will be done at your facility:

The following tasks will be included in your Service Plan and delivered by a trained and certified Coverall Franchised Business using the Coverall® Program.

AR	EA: Lobby, Reception Area, Hallways, Offices, Conference Room	Frequency
	GENERAL FIXTURES AND FURNISHINGS: Thoroughly dust and clean using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units. We do not clean or dust machinery and computers. We do not move objects or paperwork for thorough cleaning surfaces must be cleared.	1 x week
	DOORS/FRAMES/SWITCHES/WALLS: Spot clean using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all doors, door frames, light switches, walls and properly position furniture in offices.	1 x week
	GLASS: Thoroughly clean Glass Entry Doors inside and out and Spot clean all internal partition glass using color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray and glass cleaner.	1 x week
	WASTE: Empty all waste paper receptacles replace liners and wipe spot clean receptacle as needed. Transport trash to a designated area in the building for storage or removal. Boxes should be broken down and marked as trash. Excessive quantities of boxes may need to be addressed by special charge. Shredder material will only be disposed of if the materials are in a closed bag outside the machine and labeled trash	1 x week
	TELEPHONES: Clean and sanitize telephones using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray.	1 x week
	DRINKING FOUNTAINS: Clean and sanitize using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray.	1 x week
	DUST HIGH/LOW: Dust all high, up to 12', and low vertical and horizontal surfaces and corners not cleaned in the course of normal dusting with electrostatic dusting cloths or instruments.	1x a month
	DUST BLINDS/SILLS/JAMS/LIGHTS: Dust blinds, sills, jams, light fixtures and ceiling vents accessible from the floor with electrostatic dusting cloths or instruments. Up to 12'.	1x a month

	/	
Initial		Initial



AREA: FLOORS- Hard floors, Carpet, and Floor Mats	Frequency	
☐ FLAT MOP: Sweep or Vacuum and Mop hard surface floors using color-coded microfiber flat mopping system and disinfecting finished floor cleaner.		
□ DETAIL VACUUM: Detail Vacuum all accessible Area Rugs and Floor Mats on with approved HEPA back pack units.		
/		
Initial Initial		

AREA: Break Room / Kitchen	Frequency
□ COUNTERS, TABLES, SINKS: Clean all kitchen counters, tables and sinks using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray and glass cleaner.	1x week
☐ MICROWAVE: Thoroughly clean interior and exterior of microwave with all-purpose disinfectant cleaner ensuring to rinse food contact surfaces.	1x week
SPOT CLEAN APPLIANCES: Spot Clean exterior of appliances and equipment to remove visible soil using color-coded microfiber and all-purpose disinfectant cleaner. Interior of Refrigerator would be a special service.	1x week

	/	
Initial		Initial



AREA: RESTROOMS	Frequency
 TRADITIONAL HEALTH-BASED CLEANING SYSTEM METHOD: Clean and disinfect wash basins, toilet bowls, urinals, and counter tops using color-coded microfiber cloths and disinfecting cleaner. Spot clean walls and toilet partitions to remove visible soil with color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray. Thoroughly clean by wet wiping accessible walls and toilet partitions with color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray. Thoroughly mop all floors using coded microfiber flat mopping system and disinfecting finished floor cleaner. Polish all chrome and mirrors and wipe dispensers with color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray. Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products. 	1x week

Initial

	equency
□ Consistent Cleaning	
	ery visit
□ Communication	24 / 7
/ Initial Initial	

Initial



Closing Instructions:	Frequency
☐ Clean and organize Janitor's closet	Every visit
☐ Turn off Lights (as instructed).	Every visit
☐ Lock doors and windows (as Instructed).	Every visit
☐ Set Alarms (as Instructed).	Every visit
/	
Initial Initial	

Additional Special Services:

On occasion, services other than the regularly scheduled janitorial duties may be required. **Coverall Health-Based Cleaning SystemSM** franchisees will perform special services when requested and invoice separately from the general monthly cleaning contract, unless the services are specifically included in your monthly billing.

If a special service is included, 1/12 of the annual charge is included in each monthly charge.

Coverall Health-Based Cleaning SystemSM franchisees are also able to assist with many other cleaning needs and will provide quotes for any of the following special services upon request:

- Carpet cleaning
- Office furniture cleaning
- Upholstery cleaning
- Window cleaning
- Power washing
- Waste receptacle washing
- Emergency cleaning (fire, flood, etc.)
- Providing of dispenser supplies
- Replacement of burned-out bulbs from customer supply
- Ceiling cleaning
- Floor stripping and refinishing
- Restroom sanitation / odor control

To arrange for any of the above services, please contact your **Coverall Health-Based Cleaning SystemSM** Support Center.



Service Agreement

1.

The Undersigned **The Town of Ashland City** ("CUSTOMER") hereby accepts the proposal of **Pacific Commercial Services LLC**. d/b/a Coverall Of Nashville ("COVERALL"), and the parties agree that COVERALL will supply Health-Based Cleaning System Services for Customer's premises located at:

233 SR-455
Ashland City, TN 37015
Upon the following terms:
COVERALL's service charge will be:
• \$475 per month, to include 1x per week day service *. Initial
• \$555 per month, to include 1x per week day service with Interior Window Cleans 1x per Month*
Initial
• \$635 per month, to include 1x per week day service with Interior & Exterior Window Cleans 1x per
Month*. Initial

The Health-Based Cleaning System Services are to be performed in the evening after 8:00am-4:30pm, unless otherwise agreed to by the parties.

- 2. CUSTOMER acknowledges that the Coverall Health-Based Cleaning SystemSM will delegate all Health-Based Cleaning System Services to be performed hereunder to a COVERALL franchisee and/or subcontractor.
- 3. Included in the service charge will be service, cleaning supplies, and any equipment which will be furnished by the COVERALL franchisee. The service charge does not include liners, paper supplies, and toiletries, which can be provided at CUSTOMER's expense, at competitive prices. The service charge also does not include any use tax, tax on sales, services or supplies, or other such tax, which taxes shall be paid by CUSTOMER. CUSTOMER agrees to reimburse COVERALL the amount of any such taxes if paid by COVERALL on Customer's behalf.
- 4. All Health-Based Cleaning System Services specified in the "Work Schedule" attachment of this proposal will be provided to CUSTOMER in a satisfactory manner.



- 5. All COVERALL franchisees have successfully completed COVERALL's comprehensive training program and are required to carry insurance and a janitorial bond.
- 6. Additional services, not included in COVERALL's service charge, to be performed upon request, priced per occurrence, at Customer's expense, include:

Area and Square Footage \$ 450 a. Strip & Wax Floors Upon request 500sqft/ Restrooms \$ b. Scrub & Recoat Floors Upon request \$ **Burnish Floors** Upon request \$ d. Hot Water Extract Carpets Upon request \$ 80 interior Window Washing Upon request or added to monthly service \$ 80 exterior f. \$ Deep Clean/Initial Cleaning include Other (Electrostatic \$ Upon request disinfection, Covid Cleans) Additional services accepted by: _

Signature

- 7. (a) The term of this service agreement is for one (1) year. This one-year period shall begin on the date services are scheduled to begin. This service agreement shall automatically extend for additional one (1) year periods, unless at least thirty (30) days prior to each anniversary of the date services are scheduled to begin, either party gives the other written notice of its intent not to renew.
 - (b) <u>Termination/Notice</u>: If a party to this service agreement fails to perform according to its obligations (the non-performing party"), the party claiming non-performance shall send the non-performing party written notice by certified mail, specifying the manner of non-performance. This notice will provide that the non-performing party will have fifteen (15) days from receipt of the notice to cure or correct the items of non-performance. If these items have not been corrected or cured within this fifteen (15) day period, the claiming party may issue a thirty (30) day written notice of termination and/or pursue other available remedies for default.
 - (c) Notwithstanding the above, COVERALL may, but shall not be obligated to, terminate this service agreement immediately for non-payment by CUSTOMER for cleaning charges due hereunder.
- 8. The service charge will remain in effect for one year unless there are changes in the original specifications for the premises. In the event of such changes, CUSTOMER will advise COVERALL accordingly, and an adjustment in the service charge, as agreed to by the parties, will be made. After the first year, the monthly price will automatically escalate by 2% each anniversary unless otherwise agreed upon.



9.	CUSTOMER agrees that it will not employ or contra	act with any COVERALL employee, franchisee, or any of the	
	franchisee's employees during the term of this servitermination of this service agreement, without COVI	ice agreement or for one hundred and eighty (180) days after ERALL's written consent.	
10.	D. COVERALL will bill CUSTOMER monthly, and CUSTOMER agrees to pay COVERALL the amount that is due and owing under the terms of this service agreement within 15 days of billing date. Late payments will incur service and finance charges. In the event of default on payment, CUSTOMER agrees to pay COVERALL's attorney's fees and costs for collection.		
11.	1. Services shall be performed as scheduled with the exception of the following six (6) legal holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. However, service can be provided on these holidays at an additional cost if required. Services shall be scheduled during the hours approved or directed by manager/owner.		
	☐ Monday ☐ Tuesday ☐ Wednesday ☐	☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday	
	(To be performed be	etween 8:00am-4:30pm Mon-Fri.)	
12.	cancels any periodic special services described the	dum attached to this Service Agreement, and if CUSTOMER herein for which a prorated monthly charge is included in ant owing by CUSTOMER for special services performed prior than five (5) days after the cancellation.	
13.	The undersigned warrant and represent that they he that it will be binding upon the parties and their res	have full authority to enter into this service agreement, and spective successors and assigns.	
14.	14. This Service Agreement and attached exhibits constitute the complete agreement of the parties concerning the provision of cleaning services to the CUSTOMER, and supersedes all other prior or contemporaneous agreements between the parties, whether written or oral, on the same subject. No waiver or modification of this service agreement shall be valid unless in writing and executed by COVERALL and CUSTOMER. Additionally, in no event shall the terms and conditions of any purchase order or other form subsequently submitted by CUSTOMER to COVERALL becomes a part of this Service Agreement, and COVERALL shall not be bound by any such terms and conditions.		
	CUSTOMER	Coverall Nashville	
	Signature and Date	(Signature and Date)	
	Print Name and Title	Print Name	

Service Start Date

E-mail Address



Please fax signed contract to 615-365-0078

Billing Information:
Same as above
Contact Name:
Billing Address:
Phone:
Fax:
Email:
Purchase Order Number:





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYY

1/21/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in light of such endorsement(s).

this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER	CONTACT NAME: Diane Merrick						
Exchange Underwriters, Inc 2111 N Franklin Dr Ste. 100		FAX (A/C, No): 724-745-0224					
Washington PA 15301	E-MAIL ADDRESS: dmerrick@exchangeunderwriters.com						
	INSURER(S) AFFORDING COVERAGE	NAIC#					
	INSURER A: West American	44393					
PACIF-1 Pacific Commercial Services, LLC	INSURER B: Ohio Security	24082					
dba Coverall of Nashville	INSURER c : Norguard	31470					
Suite 100	INSURER D: The Hanover Insurance Group	22292					
25 Century Blvd. Nashville TN 37214	INSURER E: Ohio Casualty	24074					
Nashville TN 57214	INSURER F:						
COVERAGES CERTIFICATE NUMBER: 2049895359	REVISION NUM	BER:					

CERTIFICATE NUMBER: 2049895359 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

YPE OF INSURANCE		SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	S
RCIAL GENERAL LIABILITY LIMS-MADE X OCCUR	Y	Y	BKW59263181	2/1/2021	2/1/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000 \$ 300,000
						MED EXP (Any one person)	\$ 15,000
						PERSONAL & ADV INJURY	\$ 1,000,000
GATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$ 2,000,000
X PRO- JECT LOC						PRODUCTS - COMP/OP AGG	\$ 2,000,000
							\$
AUTOMOBILE LIABILITY		Υ	BAS59263181	2/1/2021	2/1/2022	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
0						BODILY INJURY (Per person)	\$
SCHEDULED AUTOS						BODILY INJURY (Per accident)	\$
NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	\$
							\$
LA LIAB X OCCUR		Υ	USO59263181	2/1/2021	2/1/2022	EACH OCCURRENCE	\$ 5,000,000
LIAB CLAIMS-MAD	DE					AGGREGATE	\$ 5,000,000
RETENTION\$ 10 000							\$
MPENSATION		Υ	PAWC111809	3/31/2020	3/31/2021	X PER OTH-	
ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBEREXCLUDED? (Mandatory in NH) If yes, describe under						E.L. EACH ACCIDENT	\$ 1,000,000
						E.L. DISEASE - EA EMPLOYEE	\$1,000,000
OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
Third Party Bond			BDY - 1075607	6/1/2020	6/1/2021	Limit	100,000
					BDY - 1075607 6/1/2020 EHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more		

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate holder is named as additional insured as respects to General Liability and Automobile Liability re: Coverall billed contracts. Participating franchisees are covered for General Liability, Workers Compensation and Bond. Waiver of subrogation in favor of additional insured's re: General Liability, Automobile Liability, Workers Compensation and Umbrella Liability where required by written contract. Umbrella policy to follow form over the General Liability, Automobile Liability and Workers Compensation policies.

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CERTIFIC	CATE	HOL	DFR	

CANCELLATION

You will receive an official document with upon Coverall receiving the signed proposal.

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

Susan & Kernan

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ACORD 25 (2016/03)

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Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

internal	Revenue	Service	▶ Go to www.irs.gov/FormW9 for instr	uctions a	nd the latest in	nformati	on.		1 "	criu t	o u	ic ii	10.				
	1 Nam	ne (as shown	on your income tax return). Name is required on this line; do	not leave thi	is line blank.				_			_					
	Pacifi	Pacific Commercial Services, LLC															
			lisregarded entity name, if different from above		7						_						
	Covo	rall of Na	shville														
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Print or type. c Instructions			C if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC other LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC														
F P		disregarded from the owner should check the appropriate box for the tax classification of its owner.															
Print or type. Specific Instructions on		Other (see instructions) ▶									(Applies to accounts maintained outside the U.S.)						
	5 Add	ddress (number, street, and apt. or suite no.) See instructions. Requester's name a															
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Cat. No. 10231X

Form W-9 (Rev. 10-2018)