

**NORTH TEXAS SBDC
CLIENT ENGAGEMENT AGREEMENT**

Thank you for using the North Texas Small Business Development Centers. The SBDC provides expert management and technical assistance to start-up and existing businesses throughout a 49-county North Central Texas Region. The management and technical assistance consists of one-on-one counseling to address the needs of your existing business or to aid you in starting your business.

At your initial meeting, your consultant will review your business or proposal and determine a course of action. Both you and the consultant will identify areas of management assistance and recommendations.

The counseling services are provided at no fee to you and are paid for by Federal/State government and Colleges/Universities. Each of these entities requires outcomes in order to determine the success of counseling provided to individuals and businesses.

To measure this outcome the NTSBDC Region conducts periodic surveys. The surveys are sent to clients who have used the services of the SBDC and are designed to gather business information that justifies the no-fee counseling provided to individuals and businesses. The surveys received will focus on customer satisfaction and economic impact. Upon receiving the surveys, please remember your SBDC experience and assistance you received by the North Texas SBDC and fill them out and return promptly. The business data you provide will ensure that we continue to provide effective small business counseling and training. The data collected will be compiled and converted to summary data and will not be conveyed to third parties.

The NTSBDCs also offer business counseling and training services to small business owner through a number of specialty programs. These programs provide assistance in areas requiring greater depth of knowledge and experience beyond standard business management expertise. The following are the Specialty programs and area of expertise:

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| • Center for Government Contracting SBDC | Procurement assistance |
| • International Trade SBDC | Import and export assistance |
| • Risk Management SBDC | Environmental and risk management assistance |
| • SBDC for Enterprise Excellence | Organizational and process improvement |
| • Technology Assistance SBDC | Intellectual property assistance |

Again, we thank you for becoming a customer of the North Texas SBDC and look forward to assisting your business needs.

Counselor

Client

Signature

Signature