FinDock
Service Level Standard

February 2026 | Version 1.3

Standard Support is included in all FinDock's licenses. Users can submit cases over the Web. Users will be asked to provide their company name and contact information and each case will be assigned a unique case number.

Service availability

FinDock shall use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week, except for: (a) planned downtime or (b) any unavailability caused by circumstances beyond FinDock's reasonable control.

In addition, the following items are explicitly but not limitative, to be considered beyond FinDock's reasonable control:

- ➔ The Salesforce platform, excluding the Heroku services used by FinDock.
- ➔ Any service or connection with a third party such as banks, payment service providers, BACS and BACS service bureaus.

Response times

While FinDock strives to resolve issues as quickly as possible, please note that our response times depend upon the severity level (Level 1, Level 2, Level 3 or Level 4) of the issue.

FinDock's adherence to the response times set forth below is conditioned on Customers and their Users appropriately logging a case in a complete and timely manner, and on an auto-acknowledgement containing the case number being sent to the submitter. Instructions on logging a case are provided below. The response time is officially marked by the first response from FinDock, excluding the auto-acknowledgement.

Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in FinDock's sole reasonable determination.

Standard support	
Response Time	Prio 1: Response time within 4 business hours* Prio 2: Response time within 8 business hours Prio 3: Response time within 2 days** Prio 4: Response time within 3 days

*Business hours = Local business hours (9.00 – 17.00 CET/CEST) excluding weekends and Dutch national holidays
** Days = Local business days excluding weekends and Dutch national holidays

Logging a case

Users may log a case as follows:

➔ Web: https://findock.com/support

Cooperation and reviews

FinDock must be able to reproduce errors in order to resolve them. We ask customers to cooperate and work closely with FinDock to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Subject to

Customer's systems security policies, users may also be asked to provide remote access to their FinDock application and/or desktop system for troubleshooting purposes.

Severity levels

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. Issues will be generally categorized and handled according to an assigned severity level, as follows:

Priority	Description and Examples

Level 1 – Critical	Critical issue, caused by a component of FinDock, that:
	- affects live production org and:
	  - prevents collecting payments via time sensitive bulk collections and/or online payment processing
	  - no workaround is available

Level 2 – High	Issue, caused by a component of FinDock, that:
	- affects live production org and:
	  - prevents importing files or causes negative impact on data integrity
	  - no workaround is available

Level 3 – Medium	Issue, caused by a component of FinDock, that:
	- affects live production orgs and:
	  - affects PaymentHub functionality not mentioned in High and Critical issues
	  - affects functionality mentioned in High and Critical issues and short-term workaround is available, but not scalable
	- affects sandbox orgs

Level 4 – Low	- Information requested on FinDock's capabilities, navigation, installation or configuration - Inquiry regarding a routine technical issue, in a component of FinDock, and reasonable workaround is available