Client Contract Portal FAQ

1. **What is the Client Contract Portal?**

   Dayforce's Client Contract Portal provides prospects and Clients access to Dayforce's terms and conditions that govern the services offered by Dayforce. A Client's execution of an Order Form presented by Dayforce constitutes agreement to the terms applicable to the order.

   While Dayforce may modify the content on the Portal from time to time, the terms and conditions existing at the time an order form is signed by the Client will govern the relationship until otherwise agreed, save and except for any supplemental document referenced therein which expressly stipulates that Dayforce has the right to modify it without notice.

2. **How do I know which terms apply to a given quote?**

   The Order Form will populate the applicable links to the appropriate terms

3. **If there is more than one country in scope, how do I know which documents apply?**

   The Client will be directed to the applicable documents through the links on the Order Form. If a document is country-specific, such as the Managed Services Roles & Responsibilities, each version will indicate which country it applies to (for Traditional and Standard portals only). The Client should select the version that applies to the country in scope. For Annual Subscription model, there are no country-specific contracts.

4. **Is the Dayforce Software Functionality and Global Use Guide on the Client Contract Portal?**

   Yes, and it is kept up to date for each Dayforce release.

5. **I am an Existing Client, why are there additional terms on my Order Form?**

   When an existing Client purchases additional services, additional terms may be linked in the Order Form that relate to the new services that are being purchased. This does not impact on any contract in place with existing Clients unless otherwise agreed between Dayforce and the Client.

6. **How do I know if the document I previously reviewed has been updated on the Portal?**

   Each document has a footer which contains the version number of the document, as well as the month and year the document was posted on the Portal. If a Client has already signed their Order Form, changes to the applicable documents on the Client Contract Portal will not affect the Client's terms (except for documents that Dayforce has the right to update from time to time without notice).

7. **Where can I find the original version of the agreement that was agreed to in the Order Form?**
   The Client can download their applicable terms in the Client Contract Portal by visiting the "Existing Clients" section and putting the Effective Date from the Order Form. If a Client asks to receive a copy of their version of agreement, because has agreed on special terms and conditions or is an old Client before February 2018, or the document version simply isn't available on the portal, please reach out to your Customer Success representative.

8. **What languages are available for the terms and conditions that govern the services within the Client Contract Portals?**

   By default, Order Forms and the contract terms are available in English (globally) and French for Canada.

9. **What does the Due Diligence Portal reference within the Client Contract Portal?**

   The Contracts Portal includes a link to Dayforce's Due Diligence Portal. This website is designed to help our Clients and prospects review and understand the privacy and security program Dayforce uses to protect their data. Dayforce has selected these materials based on its experience supporting Clients' due diligence needs and in alignment with standard industry practice.

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