

nextthinker club **Terms & Conditions**

1. Program and General Terms & Conditions

2. The Nextthinker Club offered by Nextthink, was designed as an ambassador program for Nextthink valued customers, enabling them to amplify their stories to gain positive exposure and brand awareness with a global audience.
3. These Terms & Conditions govern the relationship between Nextthink and the Nextthinker Club Members.
4. Nextthink reserves the right to modify the program structure, benefits and other features including these terms and conditions or to terminate the program at any time.

2. Program Membership

2.1. Membership, Enrollment and Termination

1. The Nextthinker Club is open to every customer of Nextthink. No more than two (2) people from the same account can become Member. Exceptional requests can be made directly to info-nc@nextthink.com
2. Partners of Nextthink are not eligible to join the Nextthinker Club.
3. Enrollment for Membership to the Nextthinker Club is free and the Membership is deemed strictly personal.
4. Members accept that these General Terms and Conditions are subject to modification, in whole or in part, at any time, and without notice.

2.2. How to join the Nextthinker Club

1. Customers can join the Nextthinker Club by filling the Nextthink Club Form that is found on www.nextthink.com/club and commit to a minimum of three (3) Commitments. If the form filled is a hard-copied file as opposed to the electronic form, it needs to be scanned & emailed to info-nc@nextthink.com. This does not apply to members who joined prior to Oct 1st, 2018.
2. The Customer must provide all the necessary information to join and Nextthinker Club Form will not be processed unless all mandatory fields marked with asterisk are completed correctly and

signed or digitally submitted. By submitting the Form, the Members will have accepted to comply with the terms & conditions.

3. Once the Form has been verified, an e-mail message will be sent to the new Member, confirming Membership in the program as a Club Member.
4. Club Member is then entitled to fully benefit from all Club Member Benefits, including the Premium Welcome Package.

3. Termination of Membership & rights to withdraw

3.1. Cancellation by Member

1. At any time, the Member may decide to cancel his or her Membership in the Nextthinker Club. The Member shall inform its desire to withdraw to their local Regional Marketing Manager.
2. A meeting shall be organized for the Member to explain its reasoning for withdrawal, which shall be recorded for internal purposes. Once the meeting is completed, withdrawal shall become effective.
3. A Member which has withdrawn from the Nextthinker Club remain eligible to rejoin after one (1) year after the effective date of the withdrawal.

3.2. Cancellation by Nextthink

Nextthink has the right terminate immediately Membership with a Member, without entitling the Member to claim any compensation of any kind, for the following reasons:

- a. Member is no longer a Customer of Nextthink;
- b. Member fails to enforce its required commitments after one (1) year since enrollment into the Nextthinker Club. Membership can be renewed in accordance with Section 4.3;
- c. Member fails to enforce any of its commitments in the first two (2) years of Membership. In that case, the Member is banned from the Nextthinker Club;
- d. Member is in breach of Nextthink's EULA;
- e. Member commits a misconduct, engages in fraud or conducts him/herself in a way proper to damage Nextthink's reputation;
- f. Member fails to adhere to these terms and conditions will have his/her Membership terminated.

All the Member's benefits and privileges shall cease forthwith and will become void immediately.

3.3. Validity of Membership

1. The Membership is valid for a two (2) year period after enrollment.
2. Membership is automatically renewed after one (1) year if the Member has completed a minimum of three (3) commitments in one (1) year. If not, the Membership will be terminated in accordance with Section 4.2. and Member will need to renew Membership by re-committing to complete his or her commitments in the second year.

3.4. Change of company

If the Member is no longer associated with the specific company he/she enrolled through, he or she will be immediately withdrawn from the Nexthinker Club. However, if the Member meets the Nexthinker Club criteria at a new company, he or she shall be eligible for a new Membership with no waiting period. Any commitment that was completed with their prior company will not count towards the new Membership.

4. Commitments

4.1. Table of Commitments

1. The Table of Commitments exhaustively lists the commitments the Member can commit to. The Table of Commitments is available on the Nexthinker Club web page: www.nextthink.com/club, and it shall be occasionally amended by Nexthink.
2. Each commitment has its specific completion criteria. Those are indicated in the Table of Commitments.
3. Old commitments can be recycled. The recycling policy is determined individually for each commitment and is indicated in the Table of Commitments.
4. The Table of Commitments distinguishes between Person/Contact Commitments from Account/Company Commitments. If two (2) people share the same account and one of them has already committed to three (3) Account Commitments, the other one needs to commit to three (3) Person Commitments.

4.2. Process

1. Through their application, the Member commits to at least three (3) Commitments. Members can add commitments at any time by informing their Regional Field Marketing Manager or Customer Success Manager..

2. Once a Member completes 3 commitments, he/she will receive an email congratulating them on leveling-up and unlocking new benefits. Same will happen once Member completes a total of 5 commitments. The Nextthink internal tracking system will automate this process.

4.3. Removal of commitments

1. At any time, the Member may decide to remove commitments he or she cannot complete. The Member shall inform its desire to remove to their local Nextthink contact (Regional Field Marketing Manager or Customer Success Manager).
2. A meeting shall be organized for the Member to explain its reasoning for removal, which shall be recorded for internal purposes. Once the meeting has been done, removal shall become effective.
3. The removed commitment shall be marked as aborted and will not count towards the needed number of completed commitments to level-up to the superior Program tier.
4. The Member remains eligible only if he or she has three (3) commitments remaining after the removal. If by removing a commitment, the Member falls under the minimum of three (3) commitments, he or she will need to commit to maintain membership.

5. Program tiers

The Nextthinker Club offers Members three (3) possible status levels based on the enforced commitments. Program status levels are Club Member, Premier and Champion. The Member's status changes when he or she satisfies the conditions for obtaining another level, as described below.

The entry level also known as Club Member is the program's base tier. To qualify for Premier Status, the Member requires to complete three (3) commitments. Once the Member has enforced five (5) commitments, it shall qualify for Champion Status.

5.1. Benefits: Club Member

As a **Club Member** you may enjoy these benefits:

1. Quarterly Surprises & Special Giveaways;
2. Premium Welcome Package;
3. Opportunities to share your knowledge: Experience speaking slots, contribute to our blogs, webinars and more;
4. Tier-one press opportunities;
5. Sneak preview on upcoming releases;

6. Comped Certifications on the Nexthink Academy for the Member as well as up to five (5) additional team Members. Certification cost is a minimum of 200 euros, subject to potential changes.

5.2. Benefits: Premier

As a **Premier Member**, you will enjoy the following benefits:

1. Quarterly Surprises & Special Giveaways;
2. Premium Welcome Package;
3. Opportunities to share your knowledge: Experience speaking slots, contribute to our blogs, webinars and more;
4. Tier-one press opportunities;
5. Sneak preview on upcoming releases;
6. Comped Certifications on the Nexthink Academy for the Member as well as up to five (5) additional team Members. Certification cost is a minimum of 200 euros, subject to potential changes;
7. Elite Premier Package;
8. Travel and expenses to Nextthinker Club User Groups.

5.3. Benefits: Champion

As a **Champion Member**, you will enjoy the following benefits:

1. Quarterly Surprises & Special Giveaways;
2. Premium Welcome Package;
3. Opportunities to share your knowledge: Experience speaking slots, contribute to our blogs, webinars and more;
4. Tier-one press opportunities;
5. Sneak preview on upcoming releases;
6. Comped Certifications on the Nexthink Academy for the Member as well as up to five (5) additional team Members. Certification cost is a minimum of 200 euros, subject to potential changes;
7. Elite Premier Package;
8. Travel & Expenses to our Regional Club User Groups;
9. VIP Pass to our Experience Event;
10. Executive Champion Package.

6. Program communications

The Member can access all information related to his or her Membership and to the Nextthinker Club www.nexthink.com/club. Any Member who joins accepts to receive electronic communications from

the Club Team. If the Member no longer wishes to receive communication via E-mail from the Nexthinker Club, he or she may cancel this option at any time without any other consequences. Any changes to E-mail or postal addresses, Member name, or any other relevant Membership information must be made by the Member directly by emailing info-nc@nexthink.com.

7. Data Privacy Policy

Information collected during the registration process and related to the Nexthinker Club is subject to processing in order to be able to handle the Member's request appropriately and to provide the expected benefits. This information is handled by Nexthink, who is responsible for data processing, as well as by its subsidiaries.