

BOOKKEEPING RETAINER SERVICE LEVEL AGREEMENT

This Bookkeeping Retainer Service Level Agreement (the "Agreement") is entered into and made effective as of _____, by and between:

Client: _____

Address: _____

Contact Email: _____

Service Provider: _____

Address: _____

Contact Email: _____

1. Scope of Services

The Service Provider shall perform the following bookkeeping services on an ongoing retainer basis:

1. Reconciliation of bank accounts, credit cards, and loan accounts (up to _____ accounts).
2. Accounts Payable management, including processing of bills and scheduling payments.
3. Accounts Receivable monitoring, including invoice generation and payment tracking.
4. Preparation and delivery of monthly financial statements (Balance Sheet, Income Statement, and Statement of Cash Flows).
5. Quarterly sales tax filing and reporting, if applicable.
6. Coordination with the Client's CPA for year-end tax preparation.

2. Service Level Agreements (SLA) & Performance Standards

The Service Provider agrees to meet the following performance standards and response times:

Service / Activity	Target Deliverable / Response Time
General Email / Phone Inquiries	Within _____ business hours
Monthly Financial Report Packages	By the _____ day of the following month
Transaction Categorization	Updated weekly, completed by the _____ of the following month
Urgent / Escalated Queries	Within _____ business hours

3. Client Responsibilities & Data Provision

To ensure adherence to the SLAs outlined in Section 2, the Client must provide all necessary financial records, bank statements, receipts, and invoices no later than the _____ day of each month. Delays in providing documentation may result in proportional delays in monthly reporting deadlines.

4. Retainer Fees, Billing, & Payment

1. **Monthly Retainer Fee:** The Client agrees to pay a flat recurring monthly fee of \$_____ for the services described in Section 1.

2. **Additional Out-of-Scope Work:** Any work requested by the Client outside the scope of this Agreement will be billed at an hourly rate of \$_____ per hour, subject to prior written approval from the Client.
3. **Payment Schedule:** The retainer fee is due in advance on the _____ day of each service month.
4. **Late Payment:** Payments unpaid for more than _____ days from the due date shall accrue interest at a rate of _____% per month.

5. Term & Termination

1. **Term:** This Agreement will commence on _____ and shall continue on a month-to-month basis.
2. **Termination:** Either party may terminate this Agreement without cause by providing at least _____ days' prior written notice to the other party.
3. **Termination for Cause:** Either party may terminate this Agreement immediately upon written notice if the other party breaches any material term of this Agreement and fails to cure such breach within _____ days of receipt of written notice.

6. Confidentiality & Security

The Service Provider shall maintain strict confidentiality regarding all proprietary, financial, and personal information provided by the Client. The Service Provider shall employ industry-standard digital security and data encryption protocols to safeguard all Client financial systems and credentials.

7. Governing Law

This Agreement and the resolution of any dispute arising hereunder shall be governed by and construed in accordance with the laws of the State/Jurisdiction of _____.

IN WITNESS WHEREOF, the parties hereto have executed this Bookkeeping Retainer Service Level Agreement as of the date first written above.

Client:

Service Provider:

Authorized Signature

Authorized Signature

Printed Name

Printed Name

Title

Title

Date

Date