

## IT MANAGED SERVICES – REFERRAL SCHEME

### 1. INTRODUCTION

Stone Forest IT Pte Ltd (“SFIT”) is pleased to share this referral scheme with all business clients, associates and independent consultants. Should you have a client or friend to refer to SFIT, do email us at [ITSales@StoneForestIT.com](mailto:ITSales@StoneForestIT.com).

In the event that your referral contact successfully engages our IT Managed Services, you will have the option to select between **TWO referral program incentives**. These are mutually exclusive.

#### OPTION 1 – INTRODUCER FEE

This “Introducer fee” is equivalent to the average service fee

$$\text{Average Service Fee} = \frac{\text{Total Contract Value}}{\text{Number of Contracted Months}}$$

#### OPTION 2: - DISCOUNT OFF OWN IT MANAGED SERVICES FEE

Capped at your entitled Introducer fee, you may use this credit to offset any IT Managed Services fee that you would like to engage for your own business.

## 2. WHAT SFIT CAN OFFER?

- a. Backup-as-a-Service
- b. Security-as-a-Service
- c. Disaster Recovery Services

## 3. TERMS

- a. SFIT employees and its affiliated companies are not entitled to the Introducer fee.
- b. All individuals or companies on the referral scheme must have an SFIT referral number.
- c. The Introducer fee is the incentive given for referring a NEW client to SFIT. A new client is defined as any company who does not have any active maintenance contract with SFIT, within the last 12 months from the referral date.

## 4. HOW IT WORKS?

- Step 1                      Email your completed REFERROR REGISTRATION FORM (RRF) to [ITSales@StoneForestIT.com](mailto:ITSales@StoneForestIT.com) to receive a *Referral Number*
- Step 2                      Upon successful signing of our IT Managed Services contract by your referral contact, SFIT will send (email) you a LETTER OF ACCEPTANCE (“LOA”) to notify you of your entitled introducer fee. You need to reply via email with your preferred incentive claim option within 7 working days from the LOA date.
- Step 3                      SFIT will then make payment to you within 45 days, either upon
- (i) The receipt of full payment from your referral contact for their first month service fee,
- OR
- (ii) The date when your returned LOA was received,
- whichever is later.

**SECTION 1 - REFERROR REGISTRATION FORM (RRF)**

Thank you for referring your client/ friend to SFIT. Please complete this form and email it to [ITSales@StoneForestIT.com](mailto:ITSales@StoneForestIT.com). We will acknowledge receipt of your RRF within 3 working days.

**1. REFERRAL LEAD DETAILS**

Company name	
Person to contact	
Company address	
Office DID	
Mobile no	
Email address	
Referral date	
What do they need?	

**2. YOUR DETAILS (REFERRER)**

Company name	
Referrer name	
Mobile no	
Email address	
Fax no	

First time referring contacts to us? Y / N

**3. SFIT - OFFICIAL USE**

Received by		Received date	
Received via	Email / Fax		

Referral no		Approved by	
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Lead assigned to		Lead assigned date	
Lead status	Disqualified / Qualified / Lost / Closed		As at Date: _____

If closed, issue LETTER OF ACCEPTANCE \_\_\_\_\_ < date >

**SECTION 2 - LETTER OF ACCEPTANCE (LOA)**

We are pleased to inform you that your referral has signed an IT Managed Services contract with us.

**Reference No:** \_\_\_\_\_

CONGRATULATIONS, you are entitled to an introducer fee of **MYR** \_\_\_\_\_

Kindly indicate your incentive claim choice with a tick:

- OPTION 1:** Introducer fee payment via cheque

<b>Payee's name</b>	
<b>Mailing address</b>	

- OPTION 2:** You may use your credit as a discount for your IT Managed Services contract, capped at your entitled Introducer fee. Please provide your company details in the table below.

<b>Company name</b>	
<b>PIC name</b>	
<b>Designation</b>	
<b>Office address</b>	
<b>Office DID</b>	
<b>Mobile no</b>	

The Introducer fee will be paid to you either upon 45 days from the receipt of full payment from your referral contact for their first month service fee or from the date of receiving your returned LOA, whichever is later.

Kindly complete and email ([ITSales@StoneForestIT.com](mailto:ITSales@StoneForestIT.com)) this form back to us within 7 working days of the LOA date to claim your referral incentive.

**Thank you for the support and we look forward to receive another referral from you!**