Service Definition Document

January 30, 2026

Executive Summary

Given the elevated risk environment driven by persistent macroeconomic volatility, geopolitical uncertainty, inflationary pressures, and ongoing supply chain disruption, RapidRatings looks forward to collaborating with you to achieve your goal of developing a stronger Supplier Financial Risk Management program—one that helps you clearly identify which suppliers are most at risk of being unable to withstand today's complex and high-risk operating environment.

RapidRatings has been providing predictive analytics and narrative reports on the financial health of global public and private companies since 2007. Our clients include Fortune 100 companies and Top 50 financial institutions that use our Financial Health Rating (FHR®) for supply chain, vendor, third-party, and credit risk management. The FHR is a forward-looking assessment of a company's financial health. Over the last five years, 96% of U.S. industrial companies that defaulted had an FHR signaling High or Very High Risk at the time of default, with indicators of deteriorating financial health appearing up to three years in advance of the default event.

What sets us apart is our ability to provide unparalleled transparency into private supplier relationships. This level of insight equips your business with a forward-looking indicator of supplier performance, while proactively mitigating the risk of costly vendor disruptions. Through our Financial Health Rating (FHR) Exchange, which provides source-validated financial data directly from suppliers, you gain access to industry-leading analytics on both global public and private firms, delivered on a consistent and comparable basis.

RapidRatings has the capability to aggregate supplier financial performance across your organization. Our platform delivers accurate, actionable intelligence on all public companies and can rate virtually any private firm globally. By centralizing this data using a consistent ratings methodology, your business can assess its full third-party exposure, identify areas of concentration risk, and uncover financial strengths and weaknesses that support more resilient and informed decision-making.

An additional element of value we bring is our automated approach, delivered through the RapidRatings online Financial Health System and our suite of Application Programming Interfaces (APIs). By introducing a high degree of automation into Supplier Financial Risk Management workflows, we help improve efficiency, reduce operational cost, and ensure data integrity and consistency across supplier financial statements. These automated workflows enable your organization to scale its program effectively without requiring additional resources.

Scope of Services

RapidRatings will provide the following primary solutions to your business:

1. Financial Health assessments delivered via our on-line, Software as a Service (SaaS), Financial Health System.
2. Financial Health Ratings (FHRs) and analysis reports on global public and private companies.
3. Private Company Outreach and Financial Health Rating (FHR) Network to acquire private company financial statements from your business' global suppliers.
4. Customer Success Management Team to teach and empower your teams to derive the maximum value from the RapidRatings solutions as well as assist with overall risk framework and program workflows

Generating Financial Health Ratings

RapidRatings currently provides Financial Health Ratings (FHRs) on over 16,700 public companies from more than 100 countries, and more can be added at any time with no charge if a client has a need for names not currently in our master coverage. For both US and international public companies, we receive a daily feed from Thomson Reuters of new financial statements. The Financial Health Rating (FHR) is automatically updated as new financial statements become publicly available, which is quarterly for most companies. Our clients have access to our global public company FHR coverage on Day 1 of their relationship with RapidRatings.

For both US and international private companies, RapidRatings partners with our clients to source validated financial statements directly from their global suppliers, vendors, and third-party partners through The FHR Exchange, which is a secure membership platform where private companies can share their Financial Health Rating (FHR) with their business partners.

If a client cannot find one of their private company suppliers on The FHR Exchange, they can invite that private company to join them on The FHR Exchange via a Share Request. To facilitate the requesting and receiving of private company FHRs, our clients are automatically a member of The FHR Exchange on Day 1 of their relationship with RapidRatings.

Clients can purchase a set number of Share Requests, which are used to fund the private company's standard membership in The FHR Exchange. With a standard membership, the private company can only share their FHR with you. RapidRatings recommends using your funded Share Requests for your most critical and important suppliers.

For less critical suppliers, you can request that the private company suppliers fund their own premium membership in The FHR Exchange. With a premium membership, the private company can share their FHR not only with you, but also their other business partners. It also allows the private company to benchmark their FHR and financial performance against their industry peers.

With The FHR Exchange, and our predecessor solutions (Private Company Outreach and FHR Network), we have completed over 100,000 private company data collections, totaling over 250,000 private company year ratings, with more than half completed in the past two years. We currently provide The FHR Exchange to over 380 of our clients, collecting financials from private companies in more than 130 countries.

The Financial Health system includes two Portfolio level reports, based on user-defined Portfolios of the suppliers they are monitoring, that provide both summarization and visualization of the Financial Health Rating (FHR) performance of the suppliers in the Portfolio. Users can create as many Portfolios as they want to help them track and monitor suppliers across multiple factors, such as region, industry, category manager, criticality, and spend.

1. Portfolio Risk Report – Narrative summary of the FHR performance of the Portfolio, including a breakdown by FHR Risk Categories and trends in the performance of the Portfolio. The Portfolio Risk Report is generated as a PDF file.
2. Matrix Report – Excel-based view of the Core Health Score (CHS) and Financial Health Rating (FHR) on all the companies in the portfolio, including a trend over time and identification of the change in the CHS and FHR over the past quarter and year.

Integrations and Application Programming Interfaces (APIs)

The Financial Health System includes Application Program Interfaces (APIs) to facilitate real-time integrations with external systems. The Ingestion APIs allow you to push data into the Financial Health System, such as private company financial statements. The Extraction APIs allow you to pull data points from the Financial Health System and to automatically generate company level reports.

Our APIs have been used to develop integrations with several third-party Vendor Management Systems, including Coupa, Ecovadis, ProcessUnity, Galvanize, IHS Markit KY3P, Lockpath, RSA Archer, SAP Ariba Supplier Risk, Resilinc, and riskmethods. All these integrations are currently in production use at RapidRatings clients.

These integrations with third-party Supplier Management Systems allow our clients to combine the RapidRatings Financial Health assessments with other supply chain data and analytics, including regulatory, legal, environmental, and operational risk factors. Our clients experience of number of benefits by integrating the RapidRatings Financial Health System with external Supplier Risk Management platforms, including:

1. Leveraging existing supplier life cycle workflows to combine the Financial Health Rating (FHR) with RFx processes, onboarding of new suppliers, and the on-going continuous monitoring of supplier performance.
2. Prioritizing suppliers for additional research and follow-up.
3. Gaining efficiencies by linking the FHR to other supplier data and combining all analysis into a holistic view of the supplier via common screens, dashboards, and reports.
4. Expanding the user base of your business team members that can view and analyze all the supplier data and analysis, including the Financial Health Rating (FHR).

Service Levels and Technical Support Available

1.0 TECHNICAL SUPPORT HOURS

1.1 RapidRatings Client Success team is available Monday through Friday from 9:00 AM to 7:00 PM EST. RapidRatings will accommodate scheduled calls and sessions outside of these hours to help the Customer team successfully meet its goals.

2.0 INCIDENT MANAGEMENT

2.1 Incidents can be reported to RapidRatings Client Support team by calling +1 (646) 233-4563 or emailing support@rapidratings.com. For service availability incidents, we encourage Customers to both email and call, explaining the number of users affected and the urgency of the issue.

2.2 A member of the RapidRatings Client Support team will triage within an average of two (2) hours during Technical Support Hours to assess the seriousness and urgency of the issue. This includes assigning a turnaround time which is determined from both the urgency and complexity of the issue.

2.3 The majority of issues are assigned a "Same Day" turnaround time which corresponds to half a working day. For all issues that cannot be resolved in this timeline, RapidRatings Client Support will establish a clear timeline and ensure that this permits business continuity for Customer.

2.4 RapidRatings' Client Support will provide Customer with remote assistance for help using and operating the Subscription Services in order to provide accurate reports of issues. RapidRatings will ensure that each of its personnel performing any Support Services are experienced, knowledgeable, and qualified in the use, maintenance, and support of the Subscription Services.

3.0 AVAILABILITY AND PERFORMANCE

3.1 RapidRatings system is available twenty-four (24) hours seven (7) days a week except for planned and communicated outages to Customer. Except for these outages, the RapidRatings system will operate with at least 98.5% availability, measured as an average over a quarterly period. An availability incident occurs when multiple parties are prevented from accessing the technology platform. RapidRatings will promptly (in no more than 3 business days) provide a summary report of historical availability upon request. Availability is defined as:

Availability = (Total Scheduled Availability-Downtime)/(Total Scheduled Availability)

3.2 Scheduled system maintenance that involves loss of access to the technology platform will usually be performed on Saturday or Sunday between the hours of 4:00 a.m. and 6:00 a.m. (EST). RapidRatings will provide Customer with at least ten business days' prior written notice of any scheduled maintenance that involves loss of access to the technology platform. RapidRatings will provide Customer with as much as reasonably possible, with a goal of at least sixty minutes' advance written notice, for unscheduled emergency maintenance of the Subscription Services.

3.3 The RapidRatings Subscription Services, as a web-based application, are subject to the internet network connection and internet service providers and as such cannot guarantee request turnaround times. In normal operational circumstances, RapidRatings expects any given webpage to load in <10 seconds.

3.4 RapidRatings will: (A) monitor the Subscription Services and supporting infrastructure controlled or maintained by RapidRatings for Errors; (B) identify root causes for any Errors; (C) correct Errors; and (D) minimize recurrences of Errors. Following the occurrence of any Error, upon Customer's request, RapidRatings will promptly (in no more than 3 business days) provide to Customer the RapidRatings' plan for remediating the Error. An "Error" means any bug, defect, or error impacting the availability of the Subscription Services.

3.5 If RapidRatings fails to meet the availability levels in any two quarters in a rolling twelve-month period during an Order Term, Customer may terminate the Agreement or the applicable Order upon thirty (30) days written notice to RapidRatings.

4.0 UPDATES

4.1 RapidRatings may make updates daily if there is expected to be no disruption of the Subscription Services. If suspending or impeding the Subscription Services to implement updates becomes necessary, then RapidRatings will work to minimize any disruption to availability during the agreed maintenance timeframes. All updates will be deemed part of the Subscription Services.

5.0 NETWORK OUTREACH SERVICE LEVELS (IF NETWORK OUTREACH IS PURCHASED BY CUSTOMER)

5.1 RapidRatings provides Network Outreach Subscription Services by interacting with third parties to procure third party financial statement information and provide FHR and related reporting. RapidRatings does not make any commitments with regards to the response times of third parties.

5.2 From the beginning of the process through the end, typical turnaround time for private company FHRs and related reporting is four (4) to (6) weeks.

5.3 RapidRatings will provide Network Outreach Subscription Services according to the following table:

Description	**Normal**	**Surge**
Time from a complete Customer request to a RapidRatings Network Outreach launch	Up to 3 business days	Up to 5 business days
Time from RapidRatings receipt of all required financial information to FHR release	Up to 3 business days	Up to 5 business days

Frequency of RapidRatings communications to third parties in Network Outreach	Unresponsive Third Parties: 8 touches in 45 days Responsive Third Parties: At least one touch every 10 business days	Unresponsive Third Parties: 6 touches in 45 days Responsive Third Parties: At least one touch every 10 business days

5.4 RapidRatings will communicate the occurrence of Surge periods to Customer upon request.

5.5 If RapidRatings does not meet the Network Outreach Service Levels, RapidRatings will provide a resolution plan to return to the Service Levels within no more than two (2) weeks.