



Customer Agreement for Chapman Consulting, LLC / www.HospitalBillReview.com

The following is the understanding of services that will be provided by Chapman Consulting, LLC DBA HospitalBillReview.com.

Description of Services: Chapman Consulting, LLC will review your medical bills for errors and reasonableness of charges. With this information and the financial data base maintained by Chapman Consulting, LLC, we will work with your medical practitioner or hospital for the purpose of negotiating a favorable payment amount.

Timing: As soon as we receive a signed customer agreement and the initial retainer, we will immediately start to work on your claims. After negotiating a lesser payment amount, we will send you copies of the settlement letters. If after 90 days we have not negotiated a favorable payment amount we will turn the case back over to you.

Patient Privacy: Chapman Consulting, LLC will maintain the privacy of all patient information obtained and will not disclose such information to any other person or entity. Chapman Consulting, LLC will maintain the privacy and confidentiality of all patient information according to HIPAA and its' standards.

Cost of Services: An initial retainer of \$350 will be required by Chapman Consulting, LLC to start providing the above services. Any additional savings, over \$350, either found as an error or negotiated, Chapman Consulting, LLC will be paid 25% of that amount.

Guarantee: Chapman Consulting, LLC will guarantee a minimum savings of \$350. If we are unable to get a savings of \$350, the entire initial retainer will be refunded back to you.

_____/_____
Chapman Consulting, LLC/ Date
Marc Chapman
12891 Park Drive
Austin, Texas 78732
(512)852-8265 or (800) 906-8085
(512)681-9411 fax
Email Marc.Chapman@HospitalBillReview.com

_____/_____
Signature of Patient / Legal Date
Guardian If Patient is a Minor

To start working on your case, a \$350.00 retainer fee is required. Please make your check payable to:
Chapman Consulting, LLC
Marc Chapman
12891 Park Drive
Austin, Texas 78732