Dear Counselor/Billing Contact:

On July 8, 2021, you received notification of Resolute Management Inc.'s partnership with CounselLink. In addition to the Introduction letter, Resolute provided its SHARE Template to complete and forward to:

E-PLATFORM_SUPPORT@RESOLUTEMGMT.COM

As set forth in Resolute's Introduction letter, completion of a SHARE Template for each account/ insured for which your firm is retained as counsel is a prerequisite for your firm to invoice in CounselLink.

CounselLink and Resolute Management are moving forward on Phase 2 of Resolute's transition to the LexisNexis® CounselLink platform for receipt, review, and approval of your invoices. Phase 2 is REGISTRATION. This letter provides **KEY DATES** Resolute is targeting for transition to CounselLink as well as tasks your Firm will need to complete to submit invoices in CounselLink.

Your firm will be required to submit invoices in CounselLink beginning with service dates of October 1, 2021 and following. Again, a prerequisite for your Firm to submit invoices in CounselLink is submission of a SHARE Template for each account/ insured. Please be advised that a delay in submitting a SHARE Template will impact Resolute's ability to receive, review and approve your invoices in CounselLink. Your firm should continue to submit invoices to Resolute Management for all invoices with service periods prior to 10/1/2021 using the current process.

KEY DATES

August 9, 2021	**DEADLINE for FIRM – SHARE Template Submission** **E-Platform_Support@RESOLUTEMGMT.COM**
September 1, 2021	**DEADLINE for FIRM – COMPLETE Registration Tasks (described below)**
August 9 to September 30, 2021	**RESOLUTE MANAGEMENT –** • **Reviews and Approves SHARE Templates** • **Reviews and Approves Rate submissions** • **Assigns Matters to Firms**
10/1/2021 TO 10/31/2021 Service Date invoices	**HOLD PERIOD/ NO INVOICE SUBMISSION**
November 1, 2021	**Firms begin submitting invoices in CounselLink for assigned matters**

REGISTRATION - Let's get started! Please complete the following tasks:

1. **Register***
2. **Add Timekeepers**
3. **Enter rates**
4. **Acknowledge Billing Guidelines**

REGISTER

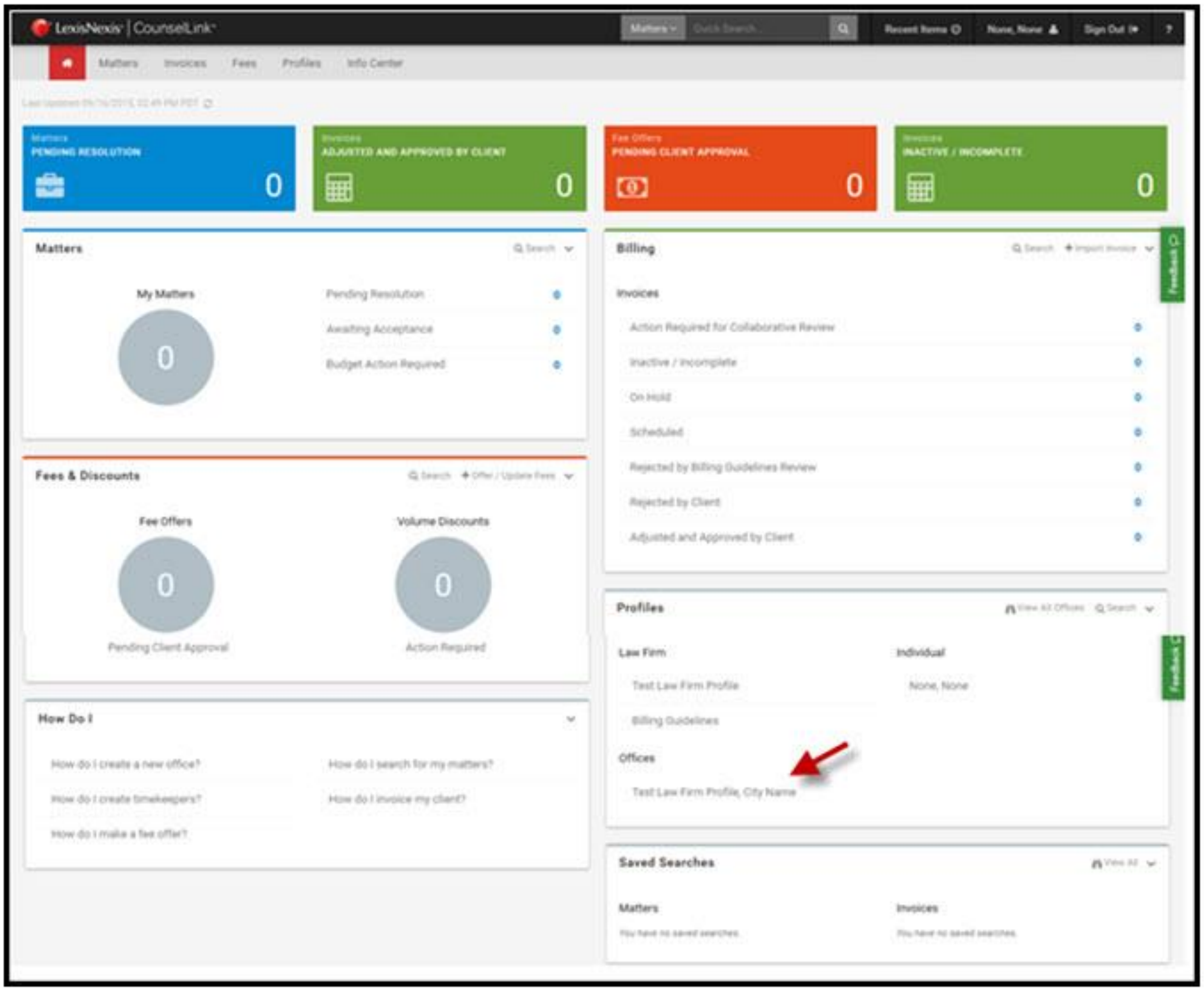
Please go to www.counsellink.net and click the **'Sign Up'** link.

- Click the following link to view the **CounselLink Law Firm User Guide**

If your firm is already registered with CounselLink, there is no need to re-register. You can simply log on to your CounselLink account and add any timekeepers that bill Resolute Management to your office profile and then enter their rates using fee structure ID **8834** (hourly) or **8835** (flat rate).

ADD TIMEKEEPERS

From the Home page, click the link under **Offices:**



- Go to the **Office Staff** section and review timekeepers
- If you need to add billers, click **Add User** and complete one screen per timekeeper
- Repeat until all timekeepers are entered

ENTER RATES

Once your firm is associated with your client, their name will display in the client drop down in the upper left corner of your CounselLink Home page

Click the **Fees** tab and search for fee structure ID **8834**. If you bill Resolute Management a flat rate, please use fee structure ID **8835** Click [here] for instructions to enter rates

Negotiated Discounts: For firms with whom Resolute Management has negotiated discounts, the discount must be present on the fee offer. Click HERE for instructions to add a discount to your fee offer.

ACKNOWLEDGE BILLING GUIDELINES

Resolute Management has developed Outside Counsel Billing Guidelines and requests you review carefully and incorporate these billing guidelines into your billing practices.

To acknowledge the guidelines:

- Click the blue **Billing Guidelines** link at the top of the sent fee offer
  - You may also access this document by going to the **InfoCenter** tab and click **Billing Guidelines**
- Add a check mark in the acknowledgement box
- Click **'Accept'**

TRAINING

LexisNexis provides **FREE** on-line training through the LexisNexis University, which is available at your convenience. A link to access training is provided on the CounselLink Home page. Click HERE for details

This will complete the registration requirements. Resolute Management must complete the following steps before you can submit invoicing. They are:

1. Review and approve the fee offer
2. Assign matters to your CounselLink account

BUDGETS

Upon receipt of your matter assignments, Resolute Management ***may** require* that some or all matters have a budget of fees and expenses expected for the life of the matter. You may be asked to submit such a budget for approval prior to invoicing. Please see the CounselLink Law Firm User Guide for Instructions to Create a Budget.

We look forward to your registration with the CounselLink application.

Sincerely,

Keith Bruni
Attorney Implementation
LexisNexis | www.CounselLink.net
AttorneyImplementation@lexisnexis.com

Free 24x7 Customer Support
Please direct all billing and invoicing questions or issues to:
ask@lexisnexis.com
800-600-2282

International - +1-919-378-2713