



PREMIER OPERATIONAL SUPPORT FOR REAL ESTATE PROFESSIONALS

Payment Terms & Conditions

Electronic payment authorization

EFFECTIVE OCTOBER 21, 2026

By checking the box to accept these terms and submitting your payment, you agree to the terms below and authorize The Personal CEO to charge your card as described.

1. Who these terms cover

These Payment Terms apply to every payment made to The Personal CEO, LLC ("The Personal CEO," "we," "us") for listing, transaction, administrative, property management operations, and document preparation services. They are part of your Client Services Agreement, Schedule A, and, for retainers, Schedule B (Scope of Services). The Client Services Agreement and its addenda take effect immediately upon signing. If anything here conflicts with your signed Agreement, the signed Agreement controls.

2. Fees

Your fees are the prices for the services and tier you select, as listed in Schedule A, in Schedule B (Scope of Services) for retainers, or in a written service confirmation. Custom marketing design is offered only as part of Listing Management or the Listing to Contract Bundle. Printing, postage, photography, and other third-party costs are billed separately.

3. Authorization to charge your card

By submitting your payment details, you authorize The Personal CEO to save your credit or debit card in our client management system (CRM) and to charge it when an approved fee is due, without asking each time. No charge will be made beyond the fees in your Client Services Agreement, Schedule A, Schedule B (Scope of Services), or a written service confirmation. You will receive an invoice or receipt for every charge. A valid credit or debit card must be kept on file for every transaction. If the Transaction Coordination fee or bundle balance is not received from closing, it will be charged to the card on file.

4. Card security

Card details entered online are stored securely in our client management system (CRM) and processed through a secure payment processor. Your card information is used only to collect the fees described in these

terms.

5. When you are charged

SERVICE	WHEN CHARGED
Listing Management	Upfront, once your listing is received and entered, before work begins
Listing to Contract Bundle	Listing portion upfront once received and entered; balance at closing
Transaction Coordination	At closing, only if the transaction closes. Where permitted, added to the CDA; if payment is not received from closing, charged to your card on file
Hourly support	Billed biweekly
Monthly retainers	Billed monthly in advance on the start date in Schedule B (Scope of Services)
Document Preparation Support	Before work begins

6. Declined payments

If a charge is declined, you agree to provide a working card and pay the invoice within 2 business days. Work pauses until payment is received.

7. Late fees

If payment is not received within 10 days of the invoice date, a late fee of 10% of the balance applies, plus 10% for each additional month it remains unpaid. You are responsible for reasonable collection costs on unpaid balances.

8. Cancelling your authorization

You may cancel future charges by written notice to Hello@thepersonalceo.com. Cancelling does not cancel amounts already owed, and you agree to provide another payment method for any remaining balance.

9. Billing questions

If you have a question about a charge, contact us first at Hello@thepersonalceo.com or (256) 384-8498 so we can review it with you right away.

These terms supplement and do not replace the Client Services Agreement.

Your Vision. Our Support.

WWW.THEPERSONALCEO.COM

(256) 384-8498 · Hello@thepersonalceo.com