

Dear Client,

A few changes are effective as of September 10, 2019 and are as follows:

Business Hours

- Business hours are Monday through Friday 8am to 5pm Eastern Time
- Holidays and Weekends will be also reserved.
- In the event that we are out of office you will be followed up with an Out of Office Reply

Payment Plans

For those on payment plans, the final payment initiates the estimated timeline of completion.

For example: If a client makes a \$300 payment on September 1st

Then a payment in full on September 30. The payment in full is not retroactive it starts in 12 weeks from the time the payment was made in full.

Files will be provided in limited format until all payments are made. There is not set schedule as of yet for payments however it is our request that payments are rendered with in 60 days of each other.

Timeline and ESTIMATION delivery of file.

We estimate that full genealogy packages that are paid in full start from the date of payment for file receipt. The Estimated time is 9-12 weeks for a complete project and this is an estimate. We do not give a definitive date due to misinformation that may be provided and discovered later or other variables.

Communication

We will no longer respond via text messages or direct messages on Instagram. There are 2 ways to contact us for assistance as follows:

Email-See Business Hours

The Notebook Feature via Microsoft Sharepoint

Updates on Projects:

We do not provide weekly updates or immediately on demand.

We understand that everyone is excited to want to know and if there are pertinent discoveries made we always reach out, however given that we have numerous clients we have decided to limit our discoveries to the initial search and the rough draft of the final project in order for corrections to be made.

New Platform:

As of September 16th, 2019, We are discontinuing the log in system on our website and moving our clients files to an Encrypted and Shared environment. We are sure that everyone is aware that the files were limited due to the size and also we could not anticipate the huge size because we included the documents. We are moving files over to an encrypted space in the specific order of date in which our clients have paid in full.

With this being stated, if it has been 12 weeks since your last PAYMENT and you have paid in full (Please check your dates before contacting us) then you should have received a link to our new shared space to share files.

Sharepoint

Once you have received the link to your email, there are 2 files.

The first is your Genealogical Report, this report is standard and the only file that you are required to receive from a professional genealogist. It does include any records but sources that allow you to find these for yourself and confirm the findings along with a narrative of those that you descend from.

The Second file is a readable report that includes most documents that are records supporting your lineage. This is not required, this is a courtesy and one that is immense because it helps you not just to pass down a narrative but gives you official documents to support it without having to search. You can print this out in a book and we have a publisher that works with us directly for our ancestry books given the files we provide.

Incorrect Information: If you provide me with incorrect information, that is later uncovered as not being true such as paternity information, the wrong names, etc and knew that such information was not completely true there is a fee on the website for this. We spend hours researching and it is a complete waste of time to search for information that is not correct.

Aboriginal Search:

The most important aspect of our searches is to uncover aboriginal ties. Because this is so important, we must complete the final project in full before we begin our search. Here are a few reasons why:

We have to be sure your family tree is sound, without errors and we are able to tie your bloodline to you.

We must research rolls, information and do a full thorough investigation

We cannot know by looking at the tree and names if people are aboriginal we must examine and explore the records.

Violations and Intrusiveness

In the event, we feel as though we are being asked unreasonably for updates, contacted outside of emails and violating personal boundaries we will finalize the search where we are. We

respect our clients to give a complete project, so we can correct, discuss and confirm. However, we can not provide exception to services to one client instead of allowing ourselves the time to service all of our clients equally. We have numerous clients and although everyone is important we ask that no one family feels as though they can monopolize the time of the genealogist for hours.

Corrections

If there are issues with our search, we have no problem researching again and we can make changes as needed however we can not take into account personal challenges. We do understand life happens therefore we give flexibility with payments and are priced competitively. If we are provided with information that was not correct we do our best to figure this out in return if we make an error we will always go back and correct ourselves ESPECIALLY at a clients request. You can utilize the Notebook feature to communicate corrections and request us to research again a specific people. We will confirm once we have done so.

Appointment/Booking a Call

We offer 2 hours for an initial phone consultation included for full packages as needed. Going forward if a client has exceeded this time limit we do offer a consultation package that can be purchased separately. For half packages we offer 1 hour as needed. If we miss the time scheduled, you are not penalized we reschedule with in a week. As things happen suddenly for everyday people both business and personal we understand we equally hope that this is taken into consideration for us. We do our best to adhere.

If there are any issues with this or any concerns please reach out to me via email and I will explain further.

Thanks for your support,

Jessica

