Review Incident Acknowledgment

DRAFT FOR REVIEW — Not legal advice. An attorney should finalize before use.

Field	Value
Legal party	Alyssa Boyd LLC d/b/a Rep Re: Vault ("Company")
Product	Rep Re: Vault
Document type	Commercial incident acknowledgment template — DRAFT
Companion	Facility Managed Review Subscription Addendum (DRAFT)
Governing law (intended)	State of Indiana
Principal office	1134 English Avenue, Indianapolis, IN 46203
Prepared	September 20, 2026
Status	DRAFT FOR REVIEW — not legal advice

Instructions (internal / commercial)

- **1.** Use this form when a Facility reports a **Review Incident** related to Managed Review or related upload/approval handling.
- **2.** Facility completes Sections A–E; authorized signer signs Section F.
- **3.** Company countersigns Section G and files with the ticket.
- **4.** After signing, parties discuss whether to continue Managed Review for that Facility. **DIY tools may remain available** even if Managed Review pauses or ends.
- **5.** This template is commercial paperwork, not a substitute for counsel-approved releases in high-severity matters.

A. Parties and Ticket Reference

Field	Entry
Facility legal name	
Facility account / site ID	
Company ticket / case ID	
Date Facility first reported	
Managed Review active?	Yes / No
Reporter name / role / email	

B. Description of the Review Incident

Check all that apply:

- [ ] Name or identity mismatch
- [ ] Expired document accepted or recommended
- [ ] Wrong document / wrong version
- [ ] False accept (should have been rejected or needs-info)
- [ ] False reject (should have been accepted or needs-info)
- [ ] Mis-tagged category, facility, or requirement
- [ ] Other: _____

Narrative (facts only):

_____

_____

_____

Affected representative / upload ID(s) (if known): _____

Date/time of Company action (if known): _____

Facility's actual access / credentialing decision after discovery:

_____

C. Facility Acknowledgments

Facility acknowledges and agrees:

- **1. Company is not the final authority.** Facility alone remains responsible for vendor access and credentialing decisions.
- **2. Managed Review is assisted workflow support**, not a guarantee of error-free review and not a substitute for Facility's own policies and judgment.
- **3.** Company may view/handle documents for credentialing workflows, optional Managed Review, and internal fraud/audit/quality checks, as described in the Subscription Agreement / Addendum.
- **4.** Company does **not** sell or share sensitive documents or customer/personal information with third parties for unrelated use; processors are used only as needed to run the Service.
- **5.** Facility has provided a good-faith factual description of the incident above and will cooperate in reasonable investigation.
- **6.** Before pursuing any claim against Alyssa Boyd LLC d/b/a Rep Re: Vault arising from this Review Incident, Facility completes this Acknowledgment as required by the Managed Review Addendum (once finalized).
- **7.** Liability related to this incident is subject to the waiver, liability cap (fees paid for the relevant Managed Review service period), and counsel carve-outs in the Addendum / Subscription Agreement.
- **8.** After this Acknowledgment, Facility and Company will discuss whether to continue Managed Review for this Facility; DIY platform tools may remain available.

D. Immediate Operational Preferences (Facility selects)

Facility's preferred next step for Managed Review (non-binding until confirmed in writing):

- [ ] Continue Managed Review unchanged
- [ ] Continue Managed Review with scope / process adjustments (describe): _____
- [ ] Pause Managed Review pending further discussion
- [ ] End Managed Review; revert to DIY tools
- [ ] Undecided — schedule discussion by: _____

E. Confidentiality

Facility and Company will treat this Acknowledgment and related investigation details as confidential business information, except for disclosures required by law, insurers, or professional advisors under confidentiality, or as needed to operate/secure the Service.

F. Facility Signature

By signing, the signer represents authority to bind Facility.

Facility legal name	_____
Signatory name	_____
Title	_____
Signature	_____
Date	_____
Email	_____

G. Company Receipt / Countersignature

Alyssa Boyd LLC d/b/a Rep Re: Vault acknowledges receipt of this Review Incident Acknowledgment.

Received by	_____
Title	_____
Signature	_____
Date	_____
Follow-up discussion scheduled	Yes / No — date: _____

Managed Review status after receipt	Continue / Pause / End / TBD

Company notice address (commercial):

Alyssa Boyd LLC d/b/a Rep Re: Vault

1134 English Avenue

Indianapolis, IN 46203

In-product support channel / designated ops email as published

H. Optional Attachment Checklist

- [ ] Screenshot or export of the affected credential card / queue item
- [ ] Copy of the document version at issue (if appropriate and permitted)
- [ ] Facility policy excerpt relied upon
- [ ] Timeline notes

Do **not** attach unrelated patient PHI. Prefer redacted operational records.

End of Review Incident Acknowledgment Template — DRAFT FOR REVIEW. Not legal advice. Attorney should finalize.