



INVESTIGATION MANDATE

TERMS AND CONDITIONS

1. The Client (undersigned individual) hereby acknowledges having entrusted a professional Service Mandate to Wolf Group (the Company) and agrees that, as part of the fulfillment of this Mandate, the terms and obligations defined below shall prevail.
2. The Company will conduct operational-search activities in regards to the individual or legal entity indicated by the Client. The operational-search activities may include a background check, physical surveillance, and/or other investigation techniques.
3. The investigation process will begin as soon as the Client submits a duly filled and signed Service Mandate and makes the full or partial payment based on the quote received from the Company. By signing this Investigation Mandate, the Client is accepting Wolf Group Refund Policy and agrees to be bound by its terms in full. Wolf Group Refund Policy can be found by visiting the following web address: <https://investigator911.ca/en/refund-policy>.
4. If the Client is an individual, this document must be filled and signed by the Client only. If the Client is a legal entity (for example a business), this document must be filled and signed by the authorized officer (such as Company CEO).
5. This document as well as the information provided by/to the Client is confidential. The Client agrees not to provide any information associated with the investigation (for example the name and phone number of the investigator who manages the case) to the POI (the person of interest) or any third party who may act as a representative of the POI, unless required by law.
6. For confidentiality reasons, the Client must only contact the Company using the email address and/or phone number indicated in this mandate. If the Client prefers to contact the Company using another email address or phone number, or if the Client delegates the communication with the Company to their representative, the client must notify the Company by email.
7. At all times, the Client agrees to communicate with the Company staff in a polite and courteous manner. If the Client or their representative violates this principle, the Company reserves the right to suspend or terminate the investigation.
8. If the Client does not make the due payment (in case of installments) within 48 hours, the Company reserves the right to suspend or terminate the investigation.
9. If the Client explicitly violates the guidelines of the investigator in charge of the Client's case, the Company reserves the right to suspend or terminate the investigation.
10. If the Client does not return the hardware provided by the Company, for any reason, or if the hardware appears to be damaged upon return, the Client will be charged an additional fee of CAD 200.
11. The service time frame varies, depending on the service package, case complexity, the accuracy of the information provided by the Client, investigation progress, and other factors.



12. By signing this Service Mandate, the Client acknowledges that he/she will not use the information provided by the Company in an unlawful manner. The Client also acknowledges that he/she will not commit any illegal acts with the help of or based upon the information obtained and provided by the Company. Although, upon accepting the current Service Mandate, the Company will make all reasonable efforts to comply with the Client's requirements it cannot guarantee any specific outcome.

13. At all times, the Company will act in accordance with Canadian, Quebec, and international laws. The Company cannot be held responsible for any loss or damage (physical or moral) suffered by the Client, their representatives, employees, subcontractors, and/or any third party. Likewise, the Company can not guarantee the quality and integrity of its services in case of Force Majeure circumstances. Therefore, the Client agrees to hold the Company and its agents, owners, partners, and representatives harmless from and against any and all claims and damages, expenses, or liability that may arise from or in connection with the above-mentioned services.

PLEASE FILL OUT AND SIGN

The Person of Interest and/or Investigation Goal

The Company will conduct an investigation of the following individual or legal entity:

The goal of the investigation:

Client Information

Client name:

Client date of birth:

Client phone number:

Client email:

Date:

Client signature: