

**USER TERMS AND SERVICES AGREEMENT -  
Silver**



Dear newest member of WCS,

Thank you for purchasing a White Coat Strategists Silver Package! Please carefully read the following terms and agreements about our policies. If you agree to these terms, please return a signed agreement.

I – Services to Be Provided

*I.a – Duration of Services:* The provision of services begins upon the date of purchase. Services are valid for only one application cycle..

*I.b – Site and Scheduling of Services:* Services will be provided virtually through email or a third- party platform such as Skype or text message. Meetings will be scheduled by email at mutually convenient times.

*I.c – Comprehensive Itemized List of Silver Package Services:* The Silver package comes with **30 White Coat Credits** to be used for the following services offered by White Coat Strategists. We define below a comprehensive list of all services included in the Silver Package:

1. Personal Statement: Your package includes edits and consultation feedback on your drafted Personal Statement. Each Personal Statement Service requires 2 White Coat Credits.
2. AMCAS Activities: Your package includes edits and consultation feedback on your drafts of the AMCAS Activities list. Each Activities Service requires 2 White Coat Credits.
3. Secondary Applications: Your package includes edits and consultation feedback on your drafts of your Secondary Applications. Each Secondary Service requires 1 White Coat Credit.
4. Mock Interviews and Feedback: Your package includes scheduling of Mock Interviews and Interview Feedback Sessions with a Strategist. Each Interview service requires 1 White Coat Credit.
5. General Application Strategy Consultations: Your package includes 2 general consultations throughout the duration of services for general questions about application strategy.

**See pg 4 below for a complete breakdown of our services and sample package constructions.**

Each edit is defined as written feedback (for example a Word Doc edit) on the draft. For secondaries, a draft is defined as one revision for a single essay. For example, if School X has 3 questions, feedback on the all 3 questions constitutes 3 drafts. Consultation calls with your consultant are calls designed to gain clarification on draft edits or to discuss edits on your personal statement and/or discuss other strategies related to your current application. Within these consultations the first call/meeting may be used as a general “brainstorming” consultation to plan out ideas to consider for your secondary essays.

Additional Credits or services may be purchased online at any time at [www.wcstrategists.com](http://www.wcstrategists.com). Unless otherwise discussed with your consultant and/or WCS Management, the length of time allotted for each consultation is described below on pg 4.

*I.d – Unused Credits:* Credits included in a package are offered for the redemption of services. We offer to provide any and all services desired by you in your package from the list included in the Services

## CONT. TERMS OF SERVICES AND LIABILITY

Breakdown. However, it is up to you to use them. **If you decide not to use some or all of your White Coat Credits, there is no refund for unused Credits.**

*I.e – Clarification of Drafts:* Feedback on drafts will be provided by email. We will try to provide feedback within 48 hours, but can not guarantee this. Additionally, the number of drafts offered is the maximum number of drafts offered. If the Client and Consultant mutually agree no further drafts are necessary prior to exhausting all drafts, this is not a violation of the package offerings.

II – Return Policy: We will accept requests for a full refund at any time within 15 days from the date of purchase. Refund requests made after this period may not be considered.

III - No Guarantee of Admission: White Coat Strategists does not guarantee admission to any undergraduate, graduate, or medical program or school.

IV – Reasonable Scheduling Clause: Scheduling of meetings, drafts, and all other services will be done when mutually convenient for both the consultant and the client. When there are legitimate scheduling conflicts – including but not limited to exams, travel, or illness – on either side, both the Consultant and Client are expected to respect conflicts when scheduling the original meeting.

V – Privacy and Confidentiality: White Coat Strategists uses third parties to conduct financial transactions and email hosting. Apart from this, White Coat Strategists will not share your personal information with any third parties or publicize any of your information with any third parties without prior written consent. **All consulting is kept fully confidential between White Coat Strategists and the Client except when disclosure is required by law.**

VI – Missed Sessions and Rescheduling: We allow the Client to reschedule by providing an advance notice of at least 24 hours, or prior recognition of the consultant. Rescheduling requests made less than 24 hours or without prior understanding of consultant prior may be considered a cancellation and thereby may forfeit claim to the applicable service.

VII – Issues with Consultant: If the client has any issues with their consultant, White Coat Strategists will do our best to resolve such conflicts including, but not limited to, instructing consultant or re-assigning a new consultant. You can submit all issues with any consultant by email: Lamin Sonko, Melaku Arega, Haziq Siddiqi, or [management@wcstrategists.com](mailto:management@wcstrategists.com) All requests and issues will be taken very seriously.

VIII – Ethics Statement: It is the responsibility of the client to write all application material themselves and hold themselves to standards of academic integrity and honesty. White Coat Strategists will not write any application materials for the client and will not be held liable for any falsehoods or inaccuracies presented on the client's application.

IX – Indemnification:

- a) User shall defend and indemnify and hold harmless White Coat Strategists and its directors, officers, employees, agents, affiliates, subcontractors and customers from and against all allegations, claims, actions, suits, demands, damages, liabilities, obligations, losses, settlements, judgments, costs and expenses (including without limitation attorneys' fees and costs) which arise

**CONT. TERMS OF SERVICES AND LIABILITY**

out of, relate to or result from any act or omission of primary operations or business related activities of White Coat Strategists.

- b) White Coat Strategists shall defend and indemnify and hold harmless User and his/her affiliates from and against all allegations, claims, actions, suits, demands, damages, liabilities, obligations, losses, settlements, judgments, costs and expenses (including without limitation attorneys' fees and costs) which arise out of, relate to or result from any act or omission of application materials or actions related to the medical school admissions process.

X - Other: White Coat Strategists reserves the right to modify, update, and amend the clauses and sections of this Agreement at any time subject to recognition and resignation of both White Coat Strategists and User. Failure to recognize and resign any updated Agreement that may arise will result in forfeiture and cancellation of services without refund.

XI - Termination: User reserves the right to Cancel services or terminate their relationship with White Coat Strategists at any time with or without cause and with or without notice. Cancellation of services are subject to the provisions mentioned in this Agreement, including but not limited to Section II (Return Policy)

I have read, understood, and agree to these terms:

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Consultant Signature

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Consultant Name

Date:

Date:

**CONT. TERMS OF SERVICES AND LIABILITY**

**Services Breakdown\***

Service	# Credits	Allotted time (min)
PS Edits	2	60
PS Consult	2	60
Activities Edits	2	60
Activities Consult	2	60
Secondary Edits	1	30
Secondary Consult	1	30
Mock Interview	1	30
Mock Interview Consult	1	30
General Consult	1	30

Packages:	# Credits
Bronze	20
Silver	30
Gold	55

Sample Bronze Package			
Bundled Packages	# Edits	# Consults	Credits Used
PS	2	1	6
Activities	2	1	6
Secondaries	3	1	4
Mock Interviews	2	2	4
General Consults		0	0
Credits:			20

Sample Silver Package			
Bundled Packages	# Edits	# Consults	Credits Used
PS	3	2	10
Activities	3	2	10
Secondaries	4	2	6
Mock Interviews	2	2	4
General Consults		0	0
Credits:			30

Sample Gold Package			
Bundled Packages	# Edits	# Consults	Credits Used
PS	5	4	18
Activities	5	3	16
Secondaries	6	3	9
Mock Interviews	4	4	8
General Consults		4	4
Credits:			55

\*Note: All package components are subject to periodic adjustment and restructuring