



June 1, 2026

**Assignment of Service Agreement — Enco Utility Services to Cerida Investment Corporation d/b/a AnswerNet**

Dear Valued Customer,

Cerida Investment Corporation dba AnswerNet, recently completed an asset purchase agreement with Enco Utility Services, (“Enco”) the business process outsourcer with which you have been doing business. We want you to know that this transition was undertaken with your continued satisfaction firmly in mind, and we are committed to ensuring that your experience remains seamless throughout this process.

As part of this acquisition, AnswerNet has assumed all of Enco’s rights and obligations under your existing service agreement (the “Agreement”). This means that your Agreement has been assigned from Enco to AnswerNet, effective as of June 1, 2026. All of the terms and conditions of your Agreement remain in full force, nothing about your service commitments, pricing, or contract terms is changing as a result of this assignment.

AnswerNet is a nationwide provider of call center, print and mail, remittance and billing services with decades of experience serving clients across a wide range of industries. We are proud to welcome you to the AnswerNet family and look forward to building on the relationship Enco has worked hard to establish with you.

We respectfully ask that you acknowledge and consent to this assignment by signing and returning a copy of this letter to us at your earliest convenience. A signature block has been provided below for your convenience. Please return the signed copy to our Legal Department by email at **legal@answernet.com**.

Please note that if we do not receive a response from you by Friday June 5, 2026, we will proceed on the basis that you have no objection to the assignment of your Agreement to AnswerNet and that you consent to the same.

Should you have any questions or concerns regarding this assignment or the acquisition generally, please do not hesitate to reach out to our Legal Department at **legal@answernet.com**. We are happy to assist and want to make this transition as smooth as possible for you.

Thank you for your continued trust and partnership. We look forward to serving you.

Sincerely,

*Gary A. Pudles*

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Gary A. Pudles  
President & C.E.O.  
Cerida Investment Corporation dba AnswerNet.

With Approval By,

*Hala Fathi*

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Hala Fathi, CFO  
Enco Utility Services, LLC and its affiliated entities

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**CUSTOMER ACKNOWLEDGMENT AND CONSENT TO ASSIGNMENT**

The undersigned hereby acknowledges receipt of this letter and consents to the assignment of the Agreement, previously entered into with Enco, to Cerida Investment Corporation, effective as of June 1, 2026. The undersigned further acknowledges that Cerida Investment Corporation has assumed all rights and obligations of Enco under the Agreement and agrees to continue to be bound by the terms and conditions thereof.

Agreed and Accepted:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Name

Date: \_\_\_\_\_