

Operated by JMV Support Inc.

Effective Date: April 20, 2026 JMV Support Inc. · 767 Broadway #1466, Manhattan, NY 10003

Please read these Terms of Service carefully before accessing or using the ProSupport Squad Platform. By creating an account, clicking "I Agree," or otherwise accessing or using the Platform, you agree to be bound by these Terms of Service and all policies incorporated herein by reference. If you do not agree, do not access or use the Platform.

## 1. INTRODUCTION AND PLATFORM DESCRIPTION

ProSupport Squad is an online marketplace platform owned and operated by JMV Support Inc., an Illinois S-Corporation ("Company," "we," "us," or "our"). The Platform connects United States-based individuals and business entities seeking virtual assistant services ("Clients") with independent, non-U.S.-based virtual assistant professionals ("Virtual Assistants" or "VAs") who offer their services to Clients through the Platform.

The Company is a technology intermediary and marketplace facilitator only. The Company is not an employer, staffing agency, professional employer organization, or labor broker with respect to any VA, and nothing in these Terms shall be construed to create any such relationship.

## 2. DEFINITIONS

**"Platform"** means the ProSupport Squad website, web application, and all associated services.

**"Client"** means any individual or entity that registers to hire VAs through the Platform.

**"VA" / "Virtual Assistant"** means an independent contractor registered on the Platform to provide services to Clients.

**"Hiring"** means a contractual engagement between a Client and a VA facilitated through the Platform.

**"Add-On"** means optional supplementary services (e.g., US Number, Unlimited Calling) available to Clients at additional cost.

## 3. ELIGIBILITY AND ACCOUNT REGISTRATION

You must be at least 18 years of age and legally authorized to enter into contracts in your jurisdiction to use the Platform. By registering, you represent and warrant that all information you provide is accurate, current, and complete.

## 4. PLATFORM FEES AND BILLING

Clients pay a weekly service fee based on the VA's agreed hourly rate and scheduled hours. The Company charges a platform fee (commission) on each transaction. All fees are disclosed at the time of hiring and are subject to change with 30 days' notice. Fees are non-refundable except as expressly stated herein.

## 5. ADD-ON SERVICES

Clients may subscribe to optional Add-On services, which are billed monthly in addition to the standard weekly service fee. Add-Ons include, but are not limited to:

- **US Number (Included):** A dedicated US business phone number for inbound/outbound calls, subject to the Fair Use Policy (Section 26).
- **VA Unlimited Calling (\$49/month):** Removes the per-shift minute cap described in the Fair Use Policy and permits unlimited standard business calls per shift.

Add-On subscriptions are billed at the start of each monthly cycle. Cancellation of an Add-On takes effect at the end of the current billing cycle.

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## 6. VA INDEPENDENCE

VAs are independent contractors, not employees of the Company or the Client. VAs are solely responsible for their own taxes, insurance, and compliance with applicable laws. Clients may not treat VAs as employees for any legal or regulatory purpose.

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## 7. SCHEDULING AND ATTENDANCE

VAs are expected to adhere to the schedule agreed upon at the time of hiring. Clients must provide reasonable notice of schedule changes. Repeated unexcused absences or tardiness by a VA may be reported through the Platform's support system.

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## 8. TERMINATION OF HIRING

Either party may terminate a hiring engagement through the Platform. Clients must pay all outstanding fees accrued up to the termination date. The Company is not liable for losses arising from an early termination of a hiring relationship.

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## 9. DISPUTE RESOLUTION

Any disputes between Clients and VAs must be raised through the Platform's dispute resolution process within 14 days of the incident. The Company will mediate in good faith but is not an arbitrator and bears no liability for the outcome.

Disputes between a User and the Company shall be resolved by binding arbitration under the rules of the American Arbitration Association, seated in Illinois, except that either party may seek injunctive relief in a court of competent jurisdiction.

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## 10. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY'S TOTAL LIABILITY TO ANY USER FOR ANY CLAIM ARISING OUT OF OR RELATED TO THESE TERMS OR THE PLATFORM SHALL NOT EXCEED THE GREATER OF (A) THE TOTAL FEES PAID BY THAT USER TO THE COMPANY IN THE THREE MONTHS PRECEDING THE CLAIM OR (B) USD \$100.

THE COMPANY SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, LOSS OF DATA, OR BUSINESS INTERRUPTION.

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## 11. WARRANTIES AND DISCLAIMERS

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. THE COMPANY DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF HARMFUL COMPONENTS.

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## 12. PRIVACY AND DATA

The collection and use of personal data is governed by the Company's Privacy Policy, which is incorporated herein by reference. By using the Platform, you consent to the processing of your data as described in the Privacy Policy.

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## 13. INTELLECTUAL PROPERTY

All content, trademarks, logos, and technology on the Platform are owned by or licensed to the Company. Users may not copy, reproduce, distribute, or create derivative works without the Company's prior written consent.

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## 14. PROHIBITED CONDUCT

- Circumventing the Platform to hire or work with matched parties outside the Platform.
- Engaging in fraud, misrepresentation, or harassment.
- Violating any applicable law or regulation.
- Attempting to gain unauthorized access to the Platform or other users' accounts.
- Using the US Number for bulk auto-dialing, robocalling, or TCPA-violating activity.

## 15. MODIFICATIONS TO TERMS

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The Company reserves the right to modify these Terms at any time. Material changes will be communicated via email or prominent notice on the Platform at least 14 days before taking effect. Continued use of the Platform after the effective date constitutes acceptance of the revised Terms.

## 16. GOVERNING LAW

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These Terms are governed by and construed in accordance with the laws of the State of Illinois, without regard to its conflict of law provisions.

## 17-25. GENERAL PROVISIONS

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These Terms, together with the Privacy Policy, Cookie Policy, Acceptable Use Policy, and any other policies expressly incorporated herein, constitute the entire agreement between each User and the Company with respect to the Platform. If any provision is held unenforceable, the remaining provisions continue in full force. The Company may assign these Terms freely. Users may not assign their rights without the Company's prior written consent.

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End of Platform Terms of Service