

Statement of Understanding

The counseling relationship is a two-way street. The quality of our assistance depends, in many ways, on you and the information you provide. In order for the Small Business Development Center to properly advise and assist you, it is important that you understand your role as a client, and the roles and limitations of the SBDC.

The Client's Role

- Speak openly and honestly with your consultant.
- Provide all information necessary to enable your SBDC consultant to assist you.
- Ask questions about anything that is unclear.
- Honor scheduled appointments.
- Advise the SBDC director of any concern or dissatisfaction you may have with the service. (SBDC Regional Director, Greg Bergman 218-855-8145 or email gbergman@clcmn.edu)

The SBDC's Role

- Provide one-on-one business consulting at no charge to you.
- Keep all proprietary information confidential. In cases where disclosure of information is required, client consent will be requested before proceeding.

Please indicate the services you are seeking at this time: _____

Limitations of the SBDC: The client is responsible for doing the work. We are only permitted to provide consulting services. The SBDC is unable to write your business plan or do your market research.

The SBDC makes no guarantee about the time it may take to complete services. Many conditions may affect service completion, including client's ability to deliver timely and accurate information, and the SBDC workload. Consulting engagements will stay open for as long as both parties feel worthwhile progress is being made, but the working relationship may be limited by time constraints and ongoing demand for the services of the SBDC.

We will provide assistance in loan application preparation, and will help you assemble the information in a format for presentation to the lender. This assistance does not imply approval of your loan request by any lending institution. The SBDC is not a lending agency.

Additional Client Requirements: Since a portion of the SBDC program funding is provided by the U.S. Small Business Administration, we are required to obtain a signed copy of the *Request for Counseling, SBA Form 641*, from all Small Business Development Center clients before providing assistance.

Acknowledgment: I have read and understand the SBDC Client Engagement Letter.

Print your name _____

Signature _____

Date _____

Small Business Development Center
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