

**EXHIBIT 4**  
**BUSINESS TERMS**

| Category                 | Feature  | Response |
|--------------------------|--|----------|
| Initial Term             | Initial term following Implementation Services of 2 years  |          |
| Optional Renewal Terms   | Two 1 year renewal terms at the election of YHI  |          |
| Additional Renewal Terms | Subsequent renewal terms of 1 year each until notice of nonrenewal from either party at least 180 days in advance  |          |
| Price Increases          | Pricing fixed for Initial Term, increase thereafter not to exceed 5% per year on at least 90 days advance written notice   |          |
| Service Level Credits    | 25% of the monthly SAAS fees will comprise a pool for Service Level Credits.   |          |
| Service Level Credits    | Violation of each Service Level will be 25% of the pool, up to 100% of the pool except for egregious violations  |          |
| Service Level Credits    | Each egregious violation will result in a credit of 100% of the pool, in addition to any amounts owed for other non-egregious violations   |          |
| Implementation Delay     | If production go-live is delayed except for a reason beyond the reasonable control of Respondent, for each business day of delay the fees for Implementation Services will be reduced by 1%. |          |