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## **Transcription FAQ**

### **Financials**

1. Please upload the following files to the data room:
  - 2017-2020YTD P&L and BS
  - 2017-2020YTD Monthly Revenue by Customer
  - Aging receivables report

### **Employees/ICs**

2. Please describe your labor and employee force—i.e. number of employees, ICs, positions etc.
3. Describe the employee and IC compensation structure?
4. What positions presently on the payroll would not, in your opinion, be strictly necessary under new owners?
5. What certifications are held by your employees, ICs?

### **Customers**

6. Please describe your customers by type and approx. percentage of revenue—i.e. 30% insurance transcription, 20% legal transcription, 15% financial transcription, 30% medical; 5% translation etc.
7. Please describe the general terms of the contracts you have with customers?
8. Please describe any of your revenue that is generated by doing sub-contracting work for another vendor—i.e. for another vendor who actually holds the contract with the end user client.
9. Please provide copies of the contracts for your 5 largest revenue producing customers?
10. Do you think your customers (particularly your larger customers) will be open to you merging with another company—i.e. do you see any problem with assigning the contracts to the buyer prior to closing?

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11. Please provide a brief overview of the geographical break down of you customer base—i.e. percentage of business by province etc?
12. How do you market for new customers?
13. Please describe any significant changes in revenue over the past couple of years—i.e. due to loss or gain of a major customer, technology changes etc.?
14. Please describe any significant situations in which any current customers have indicated possible plans to decrease, increase or discontinue using your services?

### **Technology**

15. Please provide some detail regarding technologies used and any software platform that work is processed on?
16. What costs are associated with your technologies and software platforms?

### **Misc. Questions**

17. Do you have any outstanding or potential tax obligations?
18. Please upload copies of all vendor agreements
19. What assets would be sold with the business?
20. What assets would be excluded from the sale?
21. Is cash or accrual accounting being used?
22. Describe your competition?
23. Please describe in some detail the primary selling points of your business?
24. Write a summary of what you and any other owners/shareholders do in the way of day to day work in the business. This is to give potential buyers an idea of either how many hours they would need to work to run the business after the acquisition or what they would need to budget to get this work done by others post close.

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25. What are the terms of your real estate lease? Is it assignable to a buyer of the business?
26. Is having a physical office important to your business or could it be operated virtually?
27. What is the legal name of the business and in what states/provinces is the business legally registered?
28. If you were to sell the business, what are the employment plans post close of the shareholders—i.e. continue on with the new owner, retire, etc.?
29. Any additional information you think we should know in marketing the business to potential buyers?