

## Sample Pre-LOI Due Diligence Request List

### Service Titan Information

#### 1. Jobs Data

- a. List of all Completed Jobs from Service Titan (1/1/2021 – 12/31/2023) – *in Excel*
- b. Customer specific info can be removed
- c. This will help us understand trends for Revenue Mix, Avg Ticket and Job Type
- d. Include the following fields
  - i. Completion Date
  - ii. Location
  - iii. End Market – Residential, Commercial, New Construction, or Other (Entry Doors / Gates)
  - iv. Job Type – Service or Install
  - v. Opportunity – Labels job as an Opportunity Job
  - vi. Converted – Labels job as a Converted Job
  - vii. Total – Provides Completed Job revenue \$ amount that includes Sales Tax
  - viii. Subtotal – Provides Completed Job revenue \$ amount that excludes Sales Tax

#### 2. Call Volume Data

- a. There is a report in Service Titan under the “Call” category where you can download call volume over a defined timeframe
- b. List of all Calls from Service Titan (1/1/2021 – 12/31/2023) – *in Excel*
- c. Include the following fields
  - i. Call Date
  - ii. Direction – Labels call as Inbound or Outbound call
  - iii. Call Length – Duration of the Call
  - iv. Lead – Labels the call as a Lead
  - v. Opportunity – Labels the call as an Opportunity
  - vi. Converted – Labels the call as a Converted Job

### Financial Information

1. **Income Statement (Monthly 1/1/2021 – 12/31/2023) – in Excel, if possible**
2. **EBITDA Adjustments (2021, 2022, 2023) - in Excel, if possible**
  - a. Any private company/personal expenses, one-time or non-recurring expenses
3. **Balance Sheet (Most Recent)**
  - a. Provide any outstanding debt items or liabilities owed to vendors that are not included on the balance sheet
4. **Customer Deposit Report**
  - a. Latest balance of customer deposits
    - i. Jobs where a \$ deposit was taken, but the job is going to be completed at a later date

### Operational Information

#### 1. Employee Overview

- a. Provide the latest employee roster, names can be redacted
- b. Include the following fields
  - i. Position Title
  - ii. Location
  - iii. Hire Date

## 2. Fleet Overview

- a. Provide an overview of the Company's vehicle fleet
- b. Are any new vehicles on order?
- c. Include the following fields
  - i. Vehicle Type
  - ii. Location
  - iii. If vehicle is owned, financed, or leased
  - iv. If vehicle is financed or leased, please provide \$ amount remaining on loan or lease

## 3. Facility Lease Overview

- a. Provide an overview of the Company's facilities
- b. Provide the following information for each facility
  - i. Location
  - ii. Sq. ft.
  - iii. Lease terms - # of years left on the lease and annual cost

## 4. Marketing Spend Breakdown by Vendor (Last Twelve Months December 2023)

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