

VELOXP

Statement of Work

Managed Agentic Workforce Intelligence Deployment — Dual-Entity:
CosmetiCare & Physicians' Assets

May 25, 2026

VeloXP, Inc. | Max Koby, CEO

STATEMENT OF WORK v1.1

Managed Agentic Workforce Intelligence Deployment — Dual-Entity: CosmetiCare & Physicians' Assets

Prepared For: CosmetiCare **Prepared By:** VeloXP, Inc. **Date:** May 25, 2026 **Engagement Tier:** Growth [FINAL]

1. Introduction

This Statement of Work (SOW) outlines the scope, structure, and delivery plan for VeloXP, Inc.'s Managed AI Workforce deployment across two distinct business entities under Devon Niccole's management: **CosmetiCare** (medical aesthetics practice and surgery center) and **Physicians' Assets** (personal injury medical lien purchasing). Each entity receives a dedicated AWI instance: separate infrastructure, separate agent teams, separate Mission Control environments, and separate data containers. Agent learnings are linked on the backend where permitted, but operational data and workflows remain fully isolated at the entity level.

The engagement is structured in three phases, each tied to a specific client-defined use case. Phase 1 validates the highest-priority use case before scope expands. If the value proposition is established, the engagement scales into subsequent use cases per the roadmap below.

The agents described in this document operate as an integrated workforce, not a software toolset. Each agent has a defined role, reporting chain, and set of capabilities aligned to your business objectives. Human approval requirements are documented for all client-facing and financial actions. This document is a working draft. All terms, pricing, and scope are subject to review and mutual agreement prior to execution.

1A. Dual-Entity Deployment Structure

This engagement provisions two separate AWI (Agentic Workforce Intelligence) instances. Each instance operates as an independent deployment with its own infrastructure, agent roster, Mission Control workspace, and data container. The two entities share Devon Niccole as the decision maker and principal approver but are otherwise managed independently.

INSTANCE	ENTITY	FOCUS	PHASE
AWI Instance 1	CosmetiCare / Surgery Center	Lipedema patient acquisition, prior authorization, practice operations, surgery center procurement	Phases 1 & 3
AWI Instance 2	Physicians' Assets	Personal injury medical lien sourcing, data collection, and underwriting	Phase 2

Each instance receives: dedicated server environment, isolated Mission Control workspace, separate agent knowledge containers, and independent reporting chains. Agent learnings may be shared at the infrastructure level where Devon elects to do so, but no operational data crosses entity boundaries without explicit authorization.

2. Parties

VELOXP, INC.	COSMETICARE
Max Koby, CEO	Devon Niccole
max@veloxp.com	dniccole@pledgemedical.com
(949) 490-6629	
San Francisco, CA	Newport Beach, CA, USA

3. Client Team & Stakeholders

Other

NAME	TITLE	EMAIL
Devon Niccole	Decision Maker	dniccole@pledgemedical.com

4. Scope of Services

VeloXP will deploy two independent AWI instances for Devon Niccole's business entities. Each instance is a complete Managed AI Workforce deployment: dedicated infrastructure, agent team, Mission Control environment, and data container. The engagement spans three client-defined use cases across two entities, each mapped to a deployment phase. All agents are managed and maintained by VeloXP. The client provides data access and designated human approvers as described in this document.

Deployment Use Cases — Goals & Target Outcomes

PHASE	VENTURE	USE CASE	TARGET OUTCOME
Phase 1	CosmetiCare	Source and convert Lipedema patients to scheduled consultations, including all required prior insurance authorizations	Increase qualified Lipedema consultation volume; reduce staff time on prior auth from intake to carrier submission
Phase 2	Physicians' Assets	Source medical providers interested in selling personal injury medical liens; collect lien data and underwrite for principal review	Build a qualified lien acquisition pipeline; deliver structured lien packages to Devon for review and purchase decisions
Phase 3	Surgery Center	Act as surgery center team's procurement assistant — price every purchase across McKesson, Medline, and Amazon; execute purchase from lowest-cost vendor	Reduce supply costs through systematic cross-vendor price comparison; eliminate manual ordering across three vendor portals

4A. Platform Architecture

Each AWI instance operates across three integrated infrastructure layers. This architecture is what separates a managed AI workforce from generic AI tools: every agent is grounded in a model of your business, maintains entity-specific intelligence, and is coordinated and monitored in real time through Mission Control.

Layer 1 — World Model

The foundation of every AWI deployment is the World Model — a structured representation of your business built specifically for your entities. Unlike generic AI tools that operate without context, every agent in your workforce reasons from a model that understands your company, your customers, and the centralized intelligence that drives your operations.

Your World Model is built from three components:

Company Model: a structured representation of your organizations — CosmetiCare and Physicians' Assets — including your procedures, services, team structure, approval chains, vendor relationships, and operational workflows. Agents reference this to understand how your business works before taking any action.

Customer Model: a living model of your patients, prospects, and provider relationships. For CosmetiCare, this captures lipedema patient profiles, consultation history, insurance carrier patterns, and influencer relationships. For Physicians' Assets, this captures the provider outreach universe — pain specialists, orthopedic surgeons, chiropractors, imaging facilities — and lien opportunity profiles. Every interaction refines the model.

Centralized Intelligence: a shared knowledge layer that includes your indexed documents, runbooks, communication templates, approval histories, and agent learnings. This is the memory that makes agents smarter over time. Within each entity instance, every correction your team makes, every approval pattern established, and every workflow outcome recorded is fed back into the centralized intelligence layer — continuously improving agent output without requiring manual retraining.

The World Model is built and maintained by VeloXP. It is not a one-time configuration — it evolves with your business. As your practice grows, adds procedures, onboards new staff, or expands the lien purchasing pipeline, the World Model is updated to reflect the new reality. Agents always operate from current context, not stale data.

Layer 2 — Intelligence Layer (Entity-Specific)

On top of the World Model, each entity instance runs a dedicated Intelligence Layer — the active agent workforce operating within your specific business context:

Organizational memory: every correction, preference, and approval pattern from Devon's team is captured and applied to future agent outputs. Agents get more accurate over time without manual intervention.

Container isolation: CosmetiCare and Physicians' Assets each run in a dedicated container. No cross-entity data access. No shared operational memory. Isolation enforced by architecture, not policy.

Self-improving feedback loops: when your team overrides or corrects an agent output, that correction is logged and used to improve the agent. Over time, agents require fewer corrections and produce higher-quality work.

Entity-specific context: each instance learns the specific procedure mix, patient profiles, authorization patterns, and lien opportunity criteria unique to that entity — and applies that context to every output.

Agent Roster — Intelligence Layer

The following agents are deployed as part of the CosmetiCare Intelligence Layer. Each agent operates with a defined role, reporting chain, human QA reviewer, and capability set. Agents operate as managed employees: they receive tasks, execute within defined guardrails, report to human QA reviewers, and escalate all exceptions before acting.

Grace — Executive Assistant & Chief of Staff — Phase 1

Reports To: Devon Niccole | Human QA: Devon Niccole

- Daily briefing: priorities, pending approvals, and agent status across the deployment
- Meeting prep: context on patients, partners, and vendor relationships before every scheduled call
- Commitment tracking: log every verbal or written commitment; surface unactioned items before they go stale
- Inbox triage: flag high-priority emails requiring Devon's attention; draft responses for review
- Cross-agent coordination: route tasks between Iris, Aria, Apex, and Sterling based on Devon's priorities
- Weekly priorities digest aligned to active deployment milestones and goals

Iris — Patient Acquisition & Influencer — Phase 1

Reports To: Devon Niccole | Human QA: Devon Niccole

- Forum and community monitoring: Reddit r/lipedema, Facebook groups, patient advocacy boards
- High-intent post detection and lead scoring
- Compliant outreach message drafting — HIPAA-safe, brand-aligned, human-reviewed before send
- Warm lead routing to scheduling and prior auth workflows
- Influencer campaign management: posting compliance, schedule enforcement, sentiment monitoring
- Micro-influencer platform management with pay-per-view ROI tracking
- Influencer-to-patient conversion tracking — closes the loop from awareness to booked consultation
- Weekly report: forum leads, influencer posts, campaign ROI, conversion rates

Aria — Prior Authorization Agent — Phase 1

Reports To: Devon Niccole | Human QA: Devon Niccole

- Prior auth intake: collect patient demographics, clinical documentation, referral info
- Carrier-specific package assembly for major insurance carriers
- Submission tracking and status monitoring across all active cases
- Denial alert and resubmission queue management
- Staff dashboard: pending auths, approvals, denials, average completion time

Apex — Lien Purchasing Outreach — Phase 2

Reports To: Devon Niccole | Human QA: Devon Niccole

Voice agent outreach: pain specialists, orthopedic surgeons, chiropractors, imaging facilities, urgent cares

Data enrichment: identify main point of contact at each target facility

Email sequence execution: introduction, follow-up, lien inquiry qualification

Lien opportunity pipeline: track facilities contacted, response status, liens identified

Weekly outreach report: calls made, response rates, qualified lien opportunities

Sterling — Practice Operations Controller — Phase 2

Reports To: Devon Niccole | Human QA: Devon Niccole

Consultation scheduling optimization and no-show tracking

Patient journey milestone tracking (inquiry to consult to procedure to follow-up)

Review platform monitoring and response queue (Google, Yelp, RealSelf)

Staff workflow automation for intake, follow-up, and post-procedure check-ins

KPI dashboard generation: consultations booked, show rates, conversion by procedure

Ledger — Financial Intelligence — Phase 3

Reports To: Devon Niccole | Human QA: Devon Niccole

Revenue tracking by procedure category (surgical vs. non-surgical)

Patient financing approval rate monitoring and optimization

Marketing channel ROI tracking (paid, organic, referral, AI-driven)

Cash flow forecasting and seasonal trend analysis

Cost-per-acquisition tracking by channel

Layer 3 — Human Interface Layer

Every agent operates within a defined human oversight chain. No agent takes final action on patient communications, financial transactions, or external publishing without explicit human approval.

QA gates: no patient-facing communications, procedure pricing quotes, or external content published without Devon Niccole's approval

Reporting chains: every agent reports to a named human reviewer — defined in the Agent Roster above

Escalation protocols: agents flag exceptions and ambiguity rather than guessing. Humans make judgment calls.

Approval audit trail: every human approval is logged in Mission Control with timestamp, reviewer, and action taken

Mission Control — Coordination & Oversight Layer

All agents are coordinated and monitored through Mission Control, VeloXP's proprietary agent operations platform. CosmetiCare's team receives real-time visibility into agent activity, task queues, approval requests, and performance metrics through the Mission Control dashboard.

Real-time agent activity feed: every task executed, queued, or escalated is visible in the dashboard

Approval queue: pending human approvals surface in a dedicated queue with full context — one click to approve or redirect

KPI dashboard: consultation conversion, inquiry response time, AI visibility score, review platform ratings, and agent utilization — all in one view

Squad Chat: direct communication channel between your team and VeloXP agents, replacing ad hoc email threads

Audit trail: immutable log of all agent actions, approvals, and escalations for compliance and QA review

Performance reports: weekly automated summaries delivered to CosmetiCare's team every Monday morning

Mission Control is included at no additional cost for all Growth and Enterprise tier clients. Access is provisioned within 48 hours of SOW execution.

5. Agent Roster

The following agents are deployed as part of the CosmetiCare Managed AI Workforce. Full capabilities, core responsibilities, and workflows for each agent are detailed in Appendix B.

AGENT	ROLE	VENTURE	PHASE	REPORTS TO
Grace	Executive Assistant & Chief of Staff	CosmetiCare	1	Devon Niccole
Iris	Patient Acquisition & Influencer	CosmetiCare	1	Devon Niccole
Aria	Prior Authorization Agent	CosmetiCare	1	Devon Niccole
Apex	Lien Purchasing Outreach	Physicians' Assets	2	Devon Niccole
Sterling	Practice Operations Controller	CosmetiCare	2	Devon Niccole
Quill	Procurement & Supply Intelligence	Surgery Center	3	Devon Niccole
Ledger	Financial Intelligence	CosmetiCare	3	Devon Niccole

See Appendix B for full agent capabilities, core responsibilities, and workflow inventory.

6. Reporting Structure

AGENT	REPORTS TO	HUMAN QA
Grace	Devon Niccole	Devon Niccole
Iris	Devon Niccole	Devon Niccole
Aria	Devon Niccole	Devon Niccole
Apex	Devon Niccole	Devon Niccole
Sterling	Devon Niccole	TBD
Quill	Devon Niccole	Devon Niccole
Ledger	Devon Niccole	TBD
Client Principal (Human)	— Final Authority —	N/A

Human Approval Requirements

- All outbound client-facing emails require stakeholder approval before sending
- Financial documents and invoices require Controller/Owner approval
- Any commitment over \$500 requires Principal sign-off
- New contact creation in CRM requires Operations review
- Agent-generated contracts or proposals require Principal review

7. Integrations

SYSTEM	TOOL / PLATFORM	INTEGRATION PURPOSE
CRM	HubSpot / Salesforce / Pipedrive	Lead sync, pipeline updates, contact enrichment
Email	Gmail / Outlook	Outbound comms, follow-up sequences, inbox triage
Accounting	QuickBooks / Xero	Invoice tracking, payment status, financial alerts
Communication	Slack / Microsoft Teams	Internal alerts, agent status updates
Documents	Google Drive / Dropbox	Deliverable storage, report distribution

Data Isolation

RAG (Retrieval-Augmented Generation): Agent knowledge is sourced from client-specific indexed content only.

Container Isolation: Each client deployment runs in a dedicated agent container with no cross-client data access.

Database Isolation: Client operational data is stored in separate, access-controlled database instances.

Self-Improving Memory: Agents learn from interaction patterns within their client container only. No data leaves the container for training shared models.

Audit Trail: All agent actions, decisions, and data access events are logged with timestamps and available for client review.

8. Onboarding, Workflow Setup & Training

Kickoff & Configuration

- Discovery session with client team to map workflows and approval chains
- Agent persona customization to match company voice and communication standards
- Tool access provisioning: OAuth, API keys, CRM credentials
- Initial knowledge base ingestion from client-provided documents

Workflow Setup

- Automation mapping: identify top 5 repetitive workflows for immediate automation
- Trigger configuration: email received, form submitted, appointment booked, etc.
- Integration testing across all connected systems

Approval chain setup: define human gates and escalation paths

Runbook creation for each deployed agent

Training & Handoff

Client team walkthrough of agent capabilities and interaction protocols

Human QA reviewer training: how to review, approve, and override agent actions

Escalation path documentation: what happens when an agent is uncertain

30-day post-launch check-in to review performance and adjust configurations

9. Deployment Roadmap

Phase 1 — Use Case 1: Lipedema Patient Acquisition + Prior Auth (Month 1)

Entity: CosmetiCare (AWI Instance 1) | **Agents:** Grace, Iris, Aria

Goal: Source and convert Lipedema patients to scheduled consultations, including all required prior insurance authorizations. Reduce staff time on prior auth from intake to carrier submission.

Deploy Grace (EA), Iris (patient acquisition), and Aria (prior auth) as the Phase 1 team

Complete discovery session — map current inquiry-to-consultation workflow and prior auth bottlenecks

Provision tool integrations: CRM, intake forms, insurance carrier portals, email

Stand up RAG knowledge base with CosmetiCare's procedure mix, carrier requirements, and patient personas

Launch Iris forum monitoring across lipedema communities; begin lead scoring and compliant outreach drafting

Launch Aria prior auth intake and carrier packet assembly automation

Run 2-week supervised pilot with daily check-ins; measure consultation conversion rate and auth cycle time

Milestone: First AI-sourced Lipedema patient scheduled for consultation by end of Month 1

Phase 2 — Use Case 2: Medical Lien Acquisition Pipeline (Month 2)

Entity: Physicians' Assets (AWI Instance 2) | **Agents:** Apex, Sterling

Goal: Source medical providers interested in selling personal injury medical liens; collect and underwrite lien data for Devon's review and purchase decisions.

Deploy Apex (lien outreach voice agent) and Sterling (operations and pipeline tracking)

Build and enrich target list: pain specialists, orthopedic surgeons, chiropractors, imaging facilities, and urgent care centers

Launch Retell AI voice campaign for facility introductory outreach

Collect lien data: case value, liability carrier, treatment summary, outstanding balance

Underwrite each lien opportunity and deliver structured package to Devon for review and purchase decision

Automate top workflows identified from Phase 1; expand CRM integrations to lien pipeline

Milestone: First qualified lien package delivered to Devon for review by end of Month 2

Phase 3 — Use Case 3: Surgery Center Procurement Intelligence (Month 3)

Entity: CosmetiCare / Surgery Center (AWI Instance 1) | **Agents:** Quill, Ledger

Goal: Build a procurement agent that acts as the surgery center team's purchasing assistant — pricing every supply item across McKesson, Medline, and Amazon, then executing purchases from the lowest-cost vendor automatically.

Deploy Quill as the Surgery Center's dedicated procurement and supply intelligence agent

Integrate vendor accounts: McKesson, Medline, and Amazon Business APIs and/or portal-based pricing

Build unified item catalog from historical purchase orders; map SKUs across all three vendors

Configure Quill to intercept purchase requests, run real-time cross-vendor price comparison, and surface the lowest-cost option for one-click staff approval

Enable autonomous purchase execution: Quill places the approved order directly on the winning vendor's platform

Deploy Ledger for procurement financial reporting: track savings by vendor, week-over-week cost delta, and total surgery center supply spend

Milestone: Quill processing 100% of surgery center supply orders through the price comparison engine by end of Month 3

10. Deployment Commitment

VeloXP, Inc. commits to deploying, maintaining, and continuously improving the AI workforce described in this document for CosmetiCare. Our team is accountable for agent uptime, quality of outputs, and alignment with your business goals throughout the engagement term.

All agents are monitored 24/7. Any degradation in performance, unexpected behavior, or integration failure will be addressed within 4 business hours of detection. Clients receive a monthly performance report covering task completion rates, accuracy metrics, and next-month improvement priorities.

This engagement is not software licensing — it is a managed workforce. VeloXP owns the operational responsibility. You own the results.

Appendix B: Agent Deployment Inventory

This appendix defines the complete capability set, core responsibilities, and workflow inventory for each deployed agent.

Grace — Executive Assistant & Chief of Staff

Phase: 1 | Entity: CosmetiCare (AWI Instance 1) | Reports To: Devon Nicole | Human QA: Devon Nicole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Daily executive briefing	Compile priorities, pending approvals, and agent status every morning; deliver by 8 AM PT
Commitment tracking	Log all verbal and written commitments by Devon's team; surface unactioned items after 48 hours
Inbox triage	Scan Devon's inbox; flag high-priority items; draft responses for review
Meeting preparation	Pull context on patients, vendors, and partners; deliver 30 min before each scheduled call
Cross-agent task routing	Route tasks to Iris, Aria, Apex, or Sterling based on Devon's priorities and queue depth

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
Morning Briefing Generator	Low	Compile overnight agent activity, pending approvals, and today's priorities into a single daily digest
Commitment Tracker	Low	Log commitments from meetings and emails; auto-surface items unactioned after 48 hours

Iris — Patient Acquisition & Influencer

Phase: 1 | Entity: CosmetiCare (AWI Instance 1) | Reports To: Devon Nicole | Human QA: Devon Nicole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Forum and community monitoring	Run forum lead scans daily across target communities
High-intent post detection and lead scoring	Score and rank leads based on interest and urgency signals
Compliant outreach drafting	Draft HIPAA-safe, brand-aligned outreach messages
Influencer campaign management	Manage posting compliance and sentiment monitoring

CAPABILITIES	CORE RESPONSIBILITIES
Influencer-to-patient tracking	Track conversion from awareness to booked consultation

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
Forum Lead Scraper	Medium	Scrape target subreddits and forums for lipedema/aesthetic queries
Influencer ROI Tracker	Medium	Correlate influencer posts with new inquiry spikes and attributed leads

Aria — Prior Authorization Agent

Phase: 1 | Entity: CosmetiCare (AWI Instance 1) | Reports To: Devon Niccole | Human QA: Devon Niccole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Prior auth intake	Collect demographics and clinical docs from CRM/intake forms
Carrier package assembly	Assemble submission packets per specific carrier requirements
Submission tracking	Monitor status of all active auth requests daily
Denial management	Queue denials for immediate staff review and resubmission

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
Auth Packet Automator	High	Map clinical data fields into insurance submission PDFs
Status Monitor	Medium	Scrape/API check carrier portals for auth approval status

Apex — Lien Purchasing Outreach

Phase: 2 | Entity: Physicians' Assets (AWI Instance 2) | Reports To: Devon Niccole | Human QA: Devon Niccole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Voice agent outreach	Execute automated introductory calls to target facilities
Data enrichment	Identify office managers and decision makers at outreach targets
Email sequence execution	Send automated intro and follow-up emails to facilities
Lien pipeline tracking	Maintain status of all facilities in the lien outreach funnel

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
Retell Voice Campaign	Medium	Set up Retell AI voice agent for facility intro calls
Facility Data Scraper	Low	Enrich target facility lists with contact details and NPI data

Sterling — Practice Operations Controller

Phase: 2 | Entity: CosmetiCare (AWI Instance 1) | Reports To: Devon Niccole | Human QA: Devon Niccole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Scheduling optimization	Identify gaps and high-density conflicts in consultation schedule
Patient journey tracking	Monitor progression from inquiry to procedure booking
Review monitoring	Scan Google, Yelp, and RealSelf for new reviews daily
KPI dashboarding	Publish weekly practice performance metrics every Monday

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
No-Show Predictor	Medium	Flag patients with high no-show risk based on history/behavior
Review Auto-Draft	Low	Draft responses for all reviews for human approval

Quill — Procurement & Supply Intelligence

Phase: 3 | Entity: Surgery Center (AWI Instance 1) | Reports To: Devon Niccole | Human QA: Devon Niccole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Cross-vendor price comparison	Price every supply item across McKesson, Medline, and Amazon before any purchase is placed
SKU mapping and catalog management	Maintain a unified item catalog with cross-referenced SKUs across all three vendor platforms
Autonomous purchase execution	Place orders on lowest-cost vendor upon staff approval — no manual portal login required
Procurement savings tracking	Report weekly cost delta vs. prior purchasing patterns; surface top savings opportunities
Vendor account management	Maintain authenticated sessions with McKesson, Medline, and Amazon Business portals

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
Price Comparison Engine	High	On every purchase request, query all three vendor portals for item price and availability; return ranked results with one-click staff approval
Autonomous Order Executor	High	Upon approval, authenticate with winning vendor and place order; log confirmation number and delivery ETA
SKU Catalog Builder	Medium	Import historical purchase orders; map each item to equivalent SKUs across McKesson, Medline, and Amazon Business
Weekly Savings Report	Low	Calculate total spend, savings vs. single-vendor baseline, and vendor win rates; deliver to Devon every Friday

Ledger — Financial Intelligence

Phase: 3 | Entity: CosmetiCare (AWI Instance 1) | Reports To: Devon Niccole | Human QA: Devon Niccole

Capabilities & Responsibilities

CAPABILITIES	CORE RESPONSIBILITIES
Revenue tracking	Segment revenue by surgical vs non-surgical categories
Financing optimization	Monitor CareCredit/ALPHAEON approval rates and trends
Marketing ROI tracking	Compute CPA and ROAS across all active channels
Cash flow forecasting	Generate 90-day cash flow forecast on the first of month

Workflows to Build

WORKFLOW	COMPLEXITY	DESCRIPTION
ROI Calculator	Medium	Pull spend from GHL/Ads and revenue from QBO; compute ROI
Forecasting Model	High	Apply seasonal trends to revenue data for 90-day projection

Signature Block

By signing below, both parties agree to the terms outlined in this Statement of Work.

VELOXP, INC.	COSMETICARE
Max Koby	Devon Niccole
CEO	Title
Date: May 25, 2026	Date: _____
Signature: _____	Signature: _____