



Concierge Gold Services (CGS) offers unparalleled value, convenience, and credibility in the gold buying industry. While the practice of buying gold is not novel, the assets we bring to the industry are quite unique.

POSITION DESCRIPTION:

Company: CGS is a wholly owned subsidiary of Citadel Gold Services, based in La Jolla, CA. The co-founders of CGS each have an outstanding track record in the financial services industry. The CEO of CGS founded and managed two distinct billion-dollar investment management firms, managing capital for some of the world's largest and highest profile institutional investors. Our Director of Programs has a 27-year track record of building successful client relations and developing leaders in the direct to the consumer business. Concierge has developed an appraisal protocol designed to promote ethical conduct in the appraisal procedure. CGS is a member of the Jewelers' Security Alliance, a non-profit trade association established in 1883.

Purpose: CGS is a for profit business with high social consciousness. Metal mining, specifically gold mining, is extremely harmful to our environment. According to the U.S. Environmental Protection Agency, in 2008, metal mining released approximately 80% of arsenic releases, 89% of mercury releases and 86% of the lead releases in the United States. Helping people recycle gold can dramatically reduce the demand for newly mined metal, thus having a significant positive impact on the environment.

We also partner with local charities for fundraising activities. Clients can donate the proceeds from recycling their gold items and the company places a 10% matching donation. The client receives all the tax benefits of their personal as well as the corporate donation.

Training: CGS places high value on training. We hold a core business philosophy that training is critical and should be ongoing. Before doing appraisals for clients, each rep is trained by a qualified local manager. This unpaid training is typically five to seven hours and consists of two sessions on consecutive days, typically a Thursday and a Friday. In the training, reps learn, among other things, how to properly test and weigh gold to determine fair market value.

Pay: On a weekly basis, CGS Appraisal Reps are paid a base rate of \$12.00 for each appraisal plus a bonus if the customer chooses to recycle any gold items. A typical appraisal will take 30 - 45 minutes, longer if there are more items to test and weigh.

Immediately after the initial two-day training program, reps are paid to conduct practice appraisals in the home of people over 35 years old. Reps are allowed to practice only once per household and CGS does not put territory limitations on practice appraisals.

Market: Our target market is people over 35 years old who have gold to appraise and potentially recycle. Appraisals take place in the home of the client, therefore reliable transportation is needed.

Clients are acquired through personal recommendations. Reps are given the responsibility and flexibility to make initial contact with each personally referred client to schedule a professional appointment. Training includes specific training on scheduling appointments and building a client base.

Hours are flexible with full-time and part-time availability. Some evenings and weekends may be required. Attire for this position is business casual or professional business attire. Other details are explained and questions are answered in a face-to-face, preset, professional interview.

