

Statement of work

Customer portal design system

Reference	SOW-2026-0019
Date	September 30, 2026
Client	Meridian Group
Provider	Northstar Studio

This statement of work is issued under the master services agreement dated June 2, 2026. Where the two differ, the agreement prevails.

1 Scope

Northstar Studio will deliver a navigation model, a documented design system, and designs for the five highest-traffic customer journeys. Native mobile apps, content migration, and production engineering are out of scope.

2 Responsibilities

Northstar Studio provides design leadership, research, and delivery coordination. Meridian provides a named product sponsor, access to customers for research, and feedback within three working days of each review.

3 Acceptance

Each milestone is reviewed against the measures agreed in discovery. Meridian accepts the milestone or lists specific changes within five working days of delivery. A milestone with no response after that period is treated as accepted.

4 Milestones

Schedule from the October 5 start date

Milestone	Deliverable	Due
Discovery	Research findings and success measures	Week 2
Design system	Components, tokens, and documentation	Week 6
Handover	Annotated journeys and team training	Week 8

5 Fees

Discovery	\$8,500.00
Design system	\$12,000.00
Handover	\$3,200.00
Total fees	\$23,700.00

Notes

Fees are invoiced when each milestone is accepted and are payable within 30 days. Changes to scope are agreed in writing before work starts.

For Northstar Studio

Accepted by Meridian Group

Alex Rivera
Client partner, Northstar Studio

_____ Signature	_____ Name and title	_____ Date
--------------------	-------------------------	---------------