

MetricStream

WORK ORDER

This work order ("Work Order"), dated as of 17th July 2019 (the "Effective Date"), refers the Master Professional Services Agreement entered into by and between MetricStream, Inc., a Delaware company headquartered at 2479 East Bayshore Road, Suite 260, Palo Alto, California 94303 ("MetricStream" or "Company") and CHUBB INA HOLDINGS INC. f/k/a/ ACE INA HOLDINGS, INC. ("CHUBB" or "Customer") and dated December 2, 2013 ("Agreement"). MetricStream and Customer may be referred to individually as a "Party" and collectively as the "Parties".

Work Order Number	WO-001 – PQAP
Activity/Project	PQAP Data Mart
Agreement pursuant to which this Work Order is [made/placed]	Master Professional Services Agreement dated December 2, 2013
Commencement Date	17 th July 2019
[Completion Date]	10 Weeks
Site/location for delivery of the Software/Services/Deliverables	MetricStream Offices in Palo Alto, CA and Bangalore, India Or London or location it is being delivered
Customer contact	Rosas, Jorge A
MetricStream contact	Raman Shrivastava

Unless otherwise stated in this Work Order, capitalized terms have the meaning set forth in the Agreement.

MetricStream agrees to perform the Services described in this Work Order, on the terms set out or otherwise referred to herein.

1 Scope of Work - Description of Services:

Data Mart:

Report extracts to be shared with regions via SFTP. Each region will be having a separate folder to access their data with user credentials. Please refer to the change description section for more details. These extracts shall include all Quality Review Categories, Questions and Checklists in existence as of the signature date of this document, as well as future Quality Review Categories, Questions and Checklists implemented within PQAP in the future. If new columns (data dimensions) are required, MetricStream will estimate any potential additional cost.

2 Assumptions:

NA

3 Commercial Terms:

3.1 Professional Services Fee: USD 12,244 (to be paid in one single payment)

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3.2 Milestones breakup

SI.No	Milestones and Deliverables	%	Fees	Acceptance
1	Delivering EMEA Report Extracts	25	3,061	Sign off on EMEA Report Extract
2	Delivering LATAM Report Extracts	25	3,061	Sign off on LATAM Report Extract
3	Delivering COG Report Extracts	25	3,061	Sign off on COG Report Extract
4	Delivering APAC Report Extracts	25	3,061	Sign off on APAC Report Extract

4 Following will be schedule for delivering the Data Mart Extracts on to Production

Task Name	Duration	Start	Finish
• Data Mart	54 days	Tue 7/9/19	Mon 9/23/19
Requirement gathering	2 days	Tue 7/9/19	Wed 7/10/19
Approach and solution needs to be finalized	3 days	Thu 7/11/19	Mon 7/15/19
Obtain approval from CHUBB	1 day	Tue 7/16/19	Tue 7/16/19
Share the Effort and Cost Estimates	1 day	Wed 7/17/19	Wed 7/17/19
Obtain approval from CHUBB	1 day	Thu 7/18/19	Thu 7/18/19
Create an Work Order and reviewed by contracts Team	3 days	Fri 7/19/19	Tue 7/23/19
Sign off from CHUBB	2 days	Wed 7/24/19	Thu 7/25/19
Implement the change request - COG	5 days	Fri 7/19/19	Thu 7/25/19
QA Validation - COG data	1 day	Fri 7/26/19	Fri 7/26/19
Implement the change request - EMEA	5 days	Fri 7/26/19	Thu 8/1/19
QA Validation - EMEA data	1 day	Mon 7/29/19	Mon 7/29/19
Implement the change request - LATAM	5 days	Fri 8/2/19	Thu 8/8/19
QA Validation - LATAM data	1 day	Fri 8/9/19	Fri 8/9/19
Implement the change request - APAC	4 days	Mon 8/12/19	Thu 8/15/19
QA Validation - APAC data	1 day	Fri 8/16/19	Fri 8/16/19
Data Mart Release documentation Preparation	5 days	Mon 8/19/19	Fri 8/23/19
Verification of data extracts shared through email	11 days	Mon 8/26/19	Tue 9/10/19
SFTP Configuration to share periodic data extracts	17 days	Mon 8/19/19	Wed 9/11/19
Demonstration of Data Mart extracts in SFTP server to all regions	5 days	Thu 9/12/19	Wed 9/18/19
User Acceptance Testing on Data Mart Extracts by all regions	2 days	Thu 9/19/19	Fri 9/20/19
Release to Production	1 day	Mon 9/23/19	Mon 9/23/19

5 Training and Training Materials:

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MetricStream will be providing necessary training on how to access the Data Mart Extracts from the SFTP server.

MetricStream will also be providing the necessary training documentations on how to access the Data Mart extras.

6 User Acceptance Tests and Acceptance Criteria:

Chubb key stakeholders will be performing the User Acceptance Test on the Data Mart Extracts provided on to the MetricStream SFTP server and Sign off on the data extracts for the work order is considered as Acceptance.

Formal acceptance by Chubb should be done after UAT.

7 Governance:

The services performed under this work order will be governed by Client and Metricstream team's as a part of ongoing IA technology implementation project

8 Roles and Responsibilities:

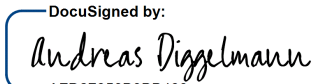
MetricStream Responsibilities: MetricStream will capture the data mart requirements for each region of Chubb, document them and deliver software patch to deploy it in UAT and Production environment.

CHUBB Responsibilities: Client will provide an appropriate level resource to provide Metricstream reasonable access to business and technical contacts (if needed), background information and Production data sources.


If there is any conflict between the terms of the Agreement and those of this Work Order, the terms of this Work Order shall govern the relationship between the Parties. This Work Order may be executed in counterparts, each of which shall be deemed an original, but all of which taken together shall constitute one single document between the Parties. Except as amended herein, all terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS, WHEREOF, the Parties intending to be legally bound have caused this Work Order to be executed by their duly authorized representatives as of the later date written below.

METRICSTREAM, INC.

By: 
DocuSigned by: AFD27850B3BB489...
 Name:
 Title:
 Date:

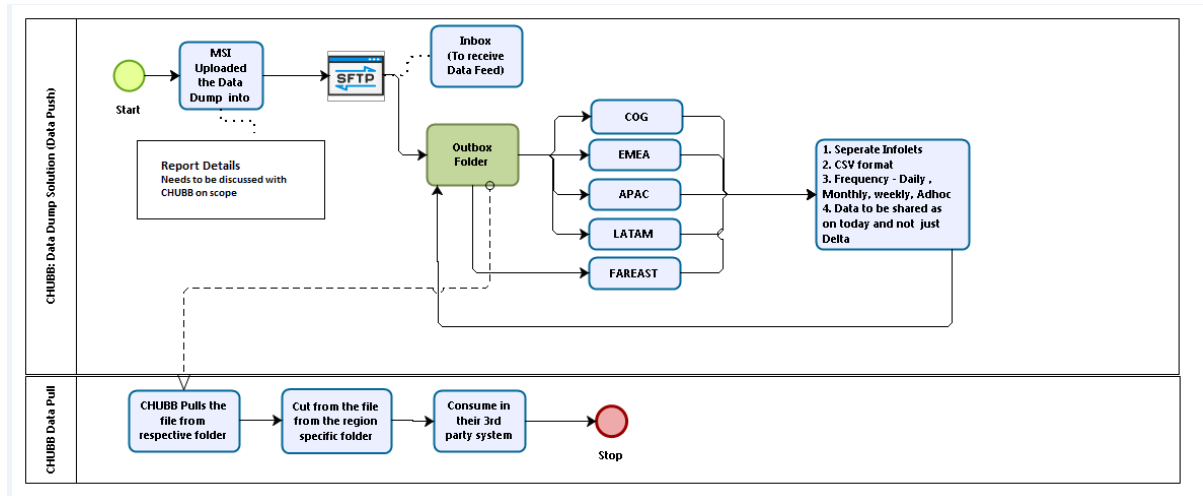
[CUSTOMER]

By: 
DocuSigned by: 83E779B187004B4...
 Name: Anne Rocco
 Title: EVP, Overseas General
 Date: September 30, 2019

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Change Description:

Data Dump Approach:



Regions in Scope: EMEA, LATAM, COG

- o EMEA would get only reviews related to EMEA
- o LATAM would get only reviews related to LATAM
- o COG would get all the reviews originated from APAC, EMEA, LATAM, COG, FAR East

Reports in Scope:

1. Report Name: Review List and Response Report

Column Details:

Review Title
Review Quality Score
Review ID
Account ID
Review Assigned Date
Region ID
Status
Quality Specialist
Review Completion Date
Line Manager Comments
Quality Manager Comments
Country Name
Quality Review Category
Checklist Name
Transaction ID

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Targeted Review Indicator
Targeted Review Description
Calibrated Review Indicator
Transaction Date
Transaction_Month
Transaction_Year
Processor Name
Line Manager Name
Transaction Type
Lifecycle
Multinational Indicator
Gross Written Premium
Currency
Document ID
Source System
Policy Number
Quote Number
Certificate Number
Insured Name
Major Line of Business
Minor Line of Business
Sponsor
Call ID
Start Time
Stop Time
Duration
Caller Name
Caller Date
Direction Type
Agent Name
Invoice Number
Seller Supervisor
Agent ID
Phone 1
Phone 2
Contact Date
Date Policy Effective
Policy
Prefix
Product Name
Sponsor Name
Portfolio
Premium
Benefit
Account ID
Call Classification 1

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Call Classification 2
Customer Name
Contact Date
Date Policy Effective
Caller Date
Debit Note Number
REC Number
CCS Log Number
Service
Type
PO/TE Number
Process Type
Call Type
Call Center Name
Major Description
Contact ID
Section Name
Section Quality Score
Question No
Question Description
Question Response
Question Weightage
Question Comments
Reason for Answer No
Review Comments
Line Manager
Quality Manager
Peer
Feedback Required
Feedback Provider
Feedback
Rejection Reason Code
Review Observation

2. Report Name: Review Task and Throughput Time

Column Details:

Review ID
Review Title
User Name
Stage Name
Stage Action
Form Action
In-Stage Date
Task Time (In hrs)

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Stage Task Time (In hrs)
Overall Task Time (In hrs)
Throughput Time
Overall Throughput Time (In hrs)

3. *Report Name: Checklist and Questions Report*

Column Details:

Quality Review Category ID
Quality Review Category
Checklist ID
Checklist Name
Question ID
Question
Reason Code ID
Reason Code
Reason Description

Regions in Scope: APAC

Reports in Scope:

1. *Report Name: Review List and Response Report*

Column Details

Review ID
Review Name
Review Status
Review Status Date
Review Assigned To
Review Completion Date
Quality Specialist
Overall Task Time (In hrs)
Overall Throughput Time (In hrs)
Policy Number
Quality Score
Line Manager
Line Manager Name
Review Start Date and Time
Feedback Provided
Feedback Provided By
Quality Manager's Name
Peer Reviewer's Name

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Number of Questions
Number of Yes Response
Number of No Response
Number of NA Response
Quality Specialist's Overall Comments
Line Manager's Comments
Rejection Comments
Quality Manager's Comments
Review Observation
Line Manager's Action
Quality Manager's Action
Reject Reason
Review Assigned Date and Time
Targeted Review Indicator
Calibrated Review Indicator
Lifecycle
Transaction Type
Major Line of Business
Minor Line of Business
Country
Region ID
Quality Review Category ID
Quality Review Category
Checklist ID
Checklist Name
Targeted Review Description
Transaction ID
Transaction Date
Source System
Processor Name
Quote Number
Certificate Number
Insured Name
Multinational Indicator
Document ID
Gross Written Premium
Currency
Sponsor
Call ID
Caller Name
Stop Time
Call Date
Direction Type
Agent Name
Invoice Number

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Seller Supervisor
Customer Name
Agent ID
Phone 1
Phone 2
Contact Date
Date Policy Effective
Prefix
Product Name
Sponsor Name
Portfolio
Premium
Benefit
Call Classification 1
Call Classification 2
Policy
Account ID
Duration
Call Center Name
Call Type
CCS Log Number
Contact ID
Debit Note Number
Major Description
PO/TE Number
Process Type
REC Number
Service
Type
Quality Score
Section Name
Section Quality Score
Question Number
Question Description
Response
Weight
Question Comments
Reason Code ID
Reason Code
Reason Description

2. *Report Name: Review Task and Throughput Time*

Column Details:

Review ID

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Review Title
From User Name
To User Name
From Stage Name
To Stage Name
From Stage Action
To Stage Action
Form Action
Throughput Start Timestamp
Throughput End Timestamp
Task Time Start Timestamp
Task Time End Timestamp
In-Stage Date
Task Time (In hrs)
Stage Task Time (In hrs)
Overall Task Time (In hrs)
Throughput Time
Overall Throughput Time (In hrs)

3. *Report Name: Checklist and Questions Report*

Column Details:

Quality Review Category ID
Quality Review Category
Checklist ID
Checklist Name
Question ID
Question
Reason Code ID
Reason Code
Reason Description

Note:

- 1) Extracts will be shared on daily basis at the defined time (Based on regional stakeholders' expectation)
- 2) Format of the file would be '.txt'
- 3) System would overwrite the file daily in the outbox folder
- 4) Also, admins from specific regions can run the job from UI (Application) whenever they want