

Capital One Change Request Form



CR-031 (assigned by Change Management Administrator)					
<ul style="list-style-type: none"> This form is to be used for all Change Requests between Capital One and the Managed Services Provider. This form is intended for on-line use. Each form field will expand to accommodate the necessary information. 					
To Be Completed by Requestor/Manager					
Requestor	Amit Sonnilal	Phone (416) 816-7639	E- mail amit.sonnial@capitalone.com		
Capital One Manager	Sohail Mall	Phone (437) 229-6285	E- mail sohail.mall@capitalone.com		
Initiated By	Capital One Request <input checked="" type="checkbox"/> Supplier Request <input type="checkbox"/>	Capital One Call Type			
Change To	Scope/SOW, including Pricing <input checked="" type="checkbox"/>	Application <input type="checkbox"/>	Documentation <input type="checkbox"/>		
	Training <input type="checkbox"/>	Special Project <input type="checkbox"/>	Other <input type="checkbox"/>		
	Call Duration Change <input type="checkbox"/>	Staffing - not included in monthly staffing forecast (must complete Staffing Section, below) <input type="checkbox"/>			
	Call Volume <input type="checkbox"/> Volume Decrease:				
Name of Change	Q4 2020 Target Setting for SOW CW80384				
Description of Change	1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 4th Quarter of 2020 (October 1, 2020 to December 31, 2020) for Branded CS in compliance with section 3.1 Key Performance Indicators of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE:				
	CTQ	October	November	December	BAU Target
	AHT	Branded-340	Branded-340	Branded-340	Branded-350
		Costco-360	Costco-355	Costco-340	Costco-340
		HB-325	HB-325	HB-325	HB- 330
	NPS	Branded- 45	Branded- 45	Branded-45	Branded-44
		Costco-35	Costco-38	Costco-40	Costco-40
				HB- 70 (CSAT)	
Supplier Comments (other business impacts)					
Justification for Change	Target Setting for 4th quarter 2020 in compliance with section 2.3 (a) of Annex 2-A to Exhibit 2 Service Levels, Performance Incentives and Service Level Credits for Customer Service				
Schedule	Request Date: October 8, 2020				
Type	Temporary <input checked="" type="checkbox"/>		Permanent <input type="checkbox"/>		
Service Location	City: Moncton	State/Province: NB		Country: Canada	

Associated Costs			
Equipment Costs	NA		
Other Costs	NA		
Additional Staffing Requirements			
Staffing Type	Per Incident CA <input type="checkbox"/>	Project Hourly Positions <input type="checkbox"/>	
	# of Positions (if applicable) <input type="checkbox"/>	# of Positions	
	Start date	Start date	
	Day Shift <input type="checkbox"/>	End date	
	After Hours <input type="checkbox"/>	# for Day Shift	
NOTE: a MAC request must also be completed for new hires.		# for After Hours	
Position Requirements (check all applicable)			
<input type="checkbox"/> Sales queue	<input type="checkbox"/> Phone Support	<input type="checkbox"/> U.S. Citizens Only	
<input type="checkbox"/> Customer Relations queue	<input type="checkbox"/> e-Mail Support	<input type="checkbox"/> Canadian Citizens Only	
<input type="checkbox"/> Contact Administrator	<input type="checkbox"/> Chat Support	<input type="checkbox"/> Philippines Citizens Only	
<input type="checkbox"/> Project Work	<input type="checkbox"/> Web Support	<input type="checkbox"/> Multi-Lingual (List Languages needed) English and French	
<input type="checkbox"/> Other (Describe in Comments)	<input type="checkbox"/> Token Processing	<input type="checkbox"/> Security Clearance (describe in Comments)	
<input type="checkbox"/> off phone support to front line			
Staffing Comments	Not Applicable		
Special Requirements			
Hardware Products Supported	Not Applicable		
Software Products Supported	Not Applicable		
Required Skills	Not Applicable		
Required Certifications	Not Applicable		
Required Professional Experience / Tenure	Not Applicable		
Required Tasks to be performed	Not Applicable		
Application/Industry Knowledge Required	Not Applicable		

APPROVED AND AGREED TO:

Capital One

Concentrix Technologies Services (Canada) Limited

<p>DocuSigned by:  10937060960B444...</p> <p>Capital One Authorized Representative (Signature)</p> <p>Holly Jackson</p> <p>Capital One Authorized Representative (printed name)</p> <p>October 20, 2020</p> <p>Date</p> <p>Vice President, Card Operations</p> <p>Title</p>	<p>DocuSigned by:  14DC1243A4024CF...</p> <p>Concentrix - Authorized Representative (Signature)</p> <p>Wendy Wilson</p> <p>Concentrix Authorized Representative (printed name)</p> <p>October 20, 2020</p> <p>Date</p> <p>Director, Corporate Counsel</p> <p>Title</p>
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