

AMENDMENT NO. 1 to the Master Services Agreement and the SOW

This Amendment No. 1 ("**Amendment**") to Master Service Agreement dated 24th November 2017 ("**MSA**") and Statement of Work dated 27th November 2017 ("**SOW**"), (hereinafter referred to as "**Agreement**") is executed on this 11th day of OCTOBER, 2018 by and between

BETWEEN

ADITYA BIRLA FINANCIAL SHARED SERVICES LIMITED, having its registered office located at One Indiabulls Centre, Tower-1, 16th Floor, Jupiter Mill Compound, 841, S.B. Marg, Elphinstone Road, Mumbai 400 013 (hereinafter referred to as "**ABFSSL/Company**") (which expression shall include its successors and permitted assigns) of the **FIRST PART**,

M/S ADITYA BIRLA HOUSING FINANCE LIMITED (ABHFL), having its registered office located at One Indiabulls Centre, Tower-1, 16th Floor, Jupiter Mill Compound, 841, S.B. Marg, Elphinstone Road, Mumbai 400 013 (which expression shall include its successors and permitted assigns) of the **SECOND PART** AND

M/S ADITYA BIRLA MONEY LIMITED (ABML), having its registered office located at One Indiabulls Centre, Tower-1, 16th Floor, Jupiter Mill Compound, 841, S.B. Marg, Elphinstone Road, Mumbai 400 013 (which expression shall include its successors and permitted assigns) of the **THIRD PART** AND

The party of First Part, Second Part, Third Part and any other entities ALONG WITH Aditya Birla Financial Shared Services Limited are hereinafter individually referred to as Aditya Birla Capital Group Companies ("ABGC/Customer")

AND

CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED a company registered under the provisions of the Companies Act 1956, having its registered office at R Cube, Suite Nos 06 & 07, Lower ground floor level, Shivaji Stadium Metro Station, Airport Express Line, New Delhi - 110001 on behalf of itself and its affiliates ("**CONCENTRIX**")

The Customer and Concentrix shall be referred to as 'Party' in the singular and 'Parties' in the collective, as the context requires.

WHEREAS

1. The Parties hereto are currently working together pursuant to a Master Services Agreement dated 24th November 2017 (MSA), and have executed a Statement of work (SOW) dated 27th November 2017, thereunder (hereinafter referred to as "Agreement") pursuant to which Client is receiving certain call center services from Concentrix as more particularly described under the SOW.
2. The term of the SOW ended on 30th June 2018 in accordance with the terms of the SOW.



3. The Parties now wish to extend the Term of the MSA and the SOW through this Amendment to a limited extent as specified herein.

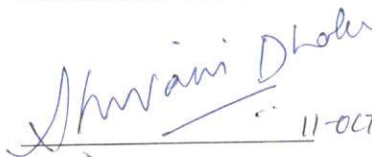
NOW IT IS AGREED BY AND AMONGST THE PARTIES HERETO AS FOLLOWS:

1. As mutually decided by both the Parties, the said MSA & SOW shall stand amended by this Amendment and the Term shall be extended by a further period of 3 months and shall read thus:

“The term of the MSA and the SOW shall begin from 1st July, 2018 (“Effective Date”) until 30th September, 2018.

2. The rates and payment terms mentioned under clause 14 – ‘Charges’, in the document ‘Exhibit A Statement of Work’ dated 27th November 2017 shall be applicable for this Amendment and the rates shall be revised as mutually agreed by both the Parties and will be deemed to be effective from 1st July, 2018.
3. This Amendment, together with the Agreement, the SOW and any other amendments and attachments constitutes the entire agreement between the Parties with respect to the subject matter and no statement, promise, or inducement made by either Party or agent of either Party that is not contained in this written Amendment shall be valid or binding. This Amendment may not be enlarged, modified or altered except in writing signed by both Parties. The Parties hereby confirm and acknowledge that, save and except for the inclusion/addition referred to hereinabove, all the provisions of the Agreement and the SOW shall continue to be in full force and effect and remain unchanged and the Parties will be bound by the terms therein in all respects. The Parties intend that this Amendment shall be deemed to form an integral part of the Agreement and the SOW, as and from the date of execution of this Amendment.
4. This Amendment together with the Agreement and the SOW reflects the complete understanding between the Parties. This Amendment is incorporated into and deemed to be part of the Agreement and the SOW. In the event of any conflict between the Agreement/SOW and this Amendment regarding the subject matter contained herein, this Amendment shall prevail over all other documents mentioned herein.

Concentrix Services India Pvt. Ltd.

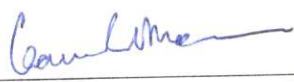

11-OCT-2018

Authorized Signatory: Shivani Dhaka

Designation: Director and Corporate Counsel



**Aditya Birla Sun Capital Group
Company Limited**


Authorized Signatory: GAURAV RATHORE

**Designation: SR. VICE PRESIDENT
- CUSTOMER EXPERIENCE**

