Capital One Change Request Form

This forms is to be		d by Change Management Administrator)										
 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.sonnilal@capitalone.com										
Capital One Manager	Alex Thomka	Phone (437) 235-4114 E- mail alex.thomka@capitalone.com										
Initiated By	Capital One Request Supplier Request	Capital One Call Type										
	Scope/SOW, including Pricing											
	Training	Special Project Other										
Change To	Call Duration Change	Staffing - not included in monthly staffing forecast										
	Call Volume	(must complete Staffing Section, below)										
	Volume Decrease:											
Name of Change	Q2 2019 AHT & NPS Target Setting											
	1. Capital One and Conce Quarter of 2019 (April Indicators (a) – Averag	entrix have agreed to the following monthly Service Level targets for 2nds 1, 2019 -June 30, 2019) in compliance with section 3.1 Key Performance ge Handling Time (AHT) of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, CENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE:										
		conds onds onds										
Description of Change	Hudson's Bay CS Cred based on overall AHT a using the baseline provi	conds onds onds T target for Hudson's Bay CS is 325 based on a call mix consisting of 88% dit and 12% Hudson's Bay CS Store. Hudson's Bay Penalty and Incentive is attained with adjustments to the overall target based on actual call mix and yided for Hudson's Bay CS Store and Hudson's Bay CS Credit if applicable.										
	Quarter of 2019 (April NPS of ANNEX 2-A T	entrix have agreed to the following monthly Service Level targets for 2nd 1, 2019 -June 30, 2019) in compliance with section 2.3 CEMP (a) – TPLA TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND EDITS FOR CUSTOMER SERVICE Level Targets:										

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		• .	April 46.0								
		•	May: 47.5								
			June: 49.0								
		Costco									
		•	April: 34.0	1							
			May: 35.0								
			June: 36.0								
Supplier											
Comments (other											
business impacts)		C 111 C			T: //	=\				. 1.	
		_	_	_	-	-		Costco, Branded and		-	:e
		with section 2.3 (a) of Annex 2-A to Exhibit 2 Service Levels, Performance Incentives and Service Level									
Justification for	Credits	s for Custo	omer Servi	ce							
Change									()		
								n compliance with sec			0
					e Incen	tives ar	id Servi	ce Level Credits for Cu	istomer Serv	vice	
Schedule	Reques	st Date: N	/larch 15, 2	.019							
_	_										
Туре	Tempo		Х		Perma			0			
Service Location	City: M	loncton				rince: N		Country: Can	ada		
Equipment Costs	NA			ASS	ociate	d Cost	is .				
Other Costs											
Other Costs NA Additional Staffing Requirements											
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	INA	Per I			Staffing	g Requ	uireme		v Positions	П	
Staffing Type			Incident CA		Staffing	g Requ	ıireme	Project Hourl	y Positions		
			<i>Incident CA</i> applicable))	Staffin	g Requ	ıireme	Project Hourl # of Positions	y Positions		
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APPROVED AND AGREED TO:

Capital One

Concentrix Technologies Services (Canada) Limited

DocuSigned by:

Holly Jackson

Capital One Authorized Representative (Signature)

Holly Jackson

Capital One Authorized Representative (printed name)

April 24, 2019

Date

Vice President, Card Operations

Title

Wendy Wilson

Concentrix - Authorized Representative (Signature)

Wendy Wilson

Concentrix Authorized Representative (printed name)

April 23, 2019

Date

Director, Corporate Counsel

Title

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