



AMENDMENT #2 TO CONTACT CENTER MEMBER SERVICES AGREEMENT (Agreement # N/A)

This Amendment #2 ("Amendment") is entered into as of April 30, 2021 (the "Amendment Effective Date") to modify and amend the Contact Center Member Services Agreement, effective July 30, 2018, as amended ("the "Agreement") between AARP and Concentrix Solutions Corporation ("Supplier"), which remains in full force and effect as supplemented or modified herein. If there is a conflict between the terms of this Amendment and the terms of the Agreement, the terms of this Amendment shall govern.

FOR GOOD AND VALUABLE CONSIDERATION, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. Amendment

1.1 The Parties agree to modify the Renewal Term in Article 9, Term and Termination to be four (4) six-month periods instead of two (2) one-year terms and exercise the first six-month Renewal Term through this amendment. Therefore, delete the text set forth in paragraph 9.1 in its entirety and replace with the following:

9.1 Term. Subject to the termination provision of this Article, the initial term of this Agreement shall commence on July 30, 2018 and shall continue through January 30, 2022 ("Initial Term"). This Agreement may be renewed for up to three (3) additional six-month terms (each a "Renewal Term") upon mutual agreement of the Parties, such agreement to extend to be arrived at least one hundred and eighty (180) days prior to termination. Supplier agrees to notify AARP at least one hundred and eighty (180) days prior to the end of the then current Term if it intends to increase pricing in any Renewal Term by an amount that exceeds the increase permitted by Exhibit 3.6. The Initial Term, any Renewal Terms, plus any Termination Assistance Period (as defined in Section 9.4 – Termination Assistance), shall be deemed to be the "Term."

2. Execution

This Amendment may be executed in counterparts, all of which shall be considered an original and shall constitute one agreement. The signature of each Party may be delivered by scanned image (PDF format) as an attachment to electronic mail (email) and such scanned signature shall be treated in all respects as having the same effect as an original inked signature.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be duly executed by their respective authorized representatives as of the date last signed below.

AARP

Signature: _____

Name: Shannon Tyson

Title: Director, PCM

Date: 05/18/2021

Concentrix Solutions Corporation

Signature: Wendy Wilson

Name: Wendy Wilson

Title: Senior Director, Legal Counsel

Date: 05/06/2021