Capital One Change Request Form

This form is to be used for all Change Requests between Capital One and the Manager Intended for on-line use. Each form field will expand to accommodate the necessary information. To Be Completed by Requestor/Manager	CR-034 (assigned by Change Management Administrator)												
Phone (416) 816-7639 E- mail amit.sonnilal@capitalone.com	This form is to be used for all Change Requests between Capital One and the Managed Services Provider.												
Some of Change Capital One Capital One Request Capital One Call Type													
Capital One Request Supplier Reguest Supplier	Requestor	Amit Son	nilal	P	Phone (416) 816-7639 E- ma			il amit.sonnilal@capitalone.com					
Supplier Request		Sohail Mall			Phone (437) 229-6285 E- m			mail sohail.mall@capitalone.com					
Training Special Project Other Call Duration Change Staffing - not included in monthly staffing forecast (must complete Staffing Section, below) Call Volume Decrease: Name of Change Name of Change 1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 1" Quarter of 2021 (January 1, 2021 to March 31, 2021) for Branded CS in compliance with sections 2.3 and 3.1 Key Performance Indicators of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE: CTQ January February March BAU Target Branded-340 Branded-340 Costco-340 Costco-340 Costco-340 HB-325 HB-32	Initiated By												
Call Duration Change		Scope/	SOW, including Pr	icing [ation		Documentation	n 🔲				
Call Volume		Trainin	g	[Specia	al Project		Other					
Call Volume	Change To	Call Du	ration Change		Staffing - not included in monthly staffing forecast								
Name of Change Q1 2021 Target Setting for SOW CW80384 1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 1st Quarter of 2021 (January 1, 2021 to March 31, 2021) for Branded CS in compliance with sections 2.3 and 3.1 Key Performance Indicators of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE: CTQ January February March Branded-340 Branded-340 Costco-340 Costco-340 Costco-340 HB-325	Onlange 10		•										
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JUSTIFICATION FOR													
Change	Justification for Change												

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Schedule	Reques	t Date: <mark>Ja</mark>	nuary 1, 20	21						
Туре	Tempo	rary	Х		Permanent					
Service Location		Moncton State/Province: NE						Country: Canada		
	City: III			Asso						
Equipment Costs	NA					J				
	NA									
5	IVA		Addi	itional St	affin	na Ra	auireme	inte		
Staffing Type		Per li	ncident CA	itional St	aiiii	ig ive	quireine	Project Hourly Position	·	
Otaling Type	# of Pos				<u>_</u>	=		# of Positions	<u> </u>	
# of Positions (if applicable)										
			Day Shift		ſ	End date				
		Δ	fter Hours			┪				
NOTE: a MA	C reques			pleted for	for new hires			# for Day Shift # for After Hours		
Position Requireme				orotou ror	7.011	7111 00	, <u> </u>	" Tel Tiller Fledie		
☐ Sales queue	(Phone		П	U.S. Citizens Only				
	Customer Relations queue							Citizens Only		
☐ Contact Administ		e-Mail Support Chat Support				Philippines Citizens Only				
☐ Project Work		☐ Web Support				Multi-Lingual (List Languages needed) Englis				
Other (Describe in Comments)			☐ Token Processing			Security Clearance (describe in Comments)				
off phone support										
Staffing Comr		Not Applic	able							
Special Requirer										
Hardware Pro		Not Applic	able							
	ported									
Software Pro										
•	ported									
Required										
Required Certific										
Required Profes Experience / 1		Not Applic	able							
Required Tasks		Not Applic	ablo							
	ormed	Not Applic	able							
Application/In		Not Applic	ahle							
Knowledge Re		tot /tppiic	abio							
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			AITIOV	LD AND	AUI	\ L LL	710.			
(Capital C	ne		Co	ncer	ntrix	Γechnolog	gies Services (Canada) Limite	d	
DocuSigned by:						OocuSig	ned by:			
Lanie Hear					///	1	u Wilson			
EAMN CHAN					L_{m}	wa		, , , , , , , , , , , , , , , , , , ,	—	
Capital Offer Politioniz	ed Repres	entative (S	ignature)		Conc	SAIDATIN24	3 A48140FIZE 0	d Representative (Signature)		

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