

Capital One Change Request Form

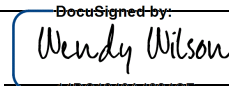
CR-022 (assigned by Change Management Administrator)			
<ul style="list-style-type: none"> This form is to be used for all Change Requests between Capital One and the Managed Services Provider. This form is intended for on-line use. Each form field will expand to accommodate the necessary information. 			
To Be Completed by Requestor/Manager			
Requestor	Amit Sonnilal	Phone (416) 816-7639	E- mail amit.sonnial@capitalone.com
Capital One Manager	Alex Thomka	Phone (437) 235-4114	E- mail alex.thomka@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	Q2 2019 AHT & NPS Target Setting		
Description of Change	<p>1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 2nd^s Quarter of 2019 (April 1, 2019 -June 30, 2019) in compliance with section 3.1 Key Performance Indicators (a) – Average Handling Time (AHT) of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE:</p> <p>AHT Monthly Service Level Targets:</p> <p>(i) Costco CS</p> <ul style="list-style-type: none"> April: 350 seconds May: 350 seconds June: 350 seconds <p>(ii) Branded CS</p> <ul style="list-style-type: none"> April: 324 seconds May: To be determined by May 1 June: To be determined by May 1 <p>(ii) Hudson's Bay CS Credit</p> <ul style="list-style-type: none"> April: 325 seconds May: 325 seconds June: 325 seconds <p>The above overall AHT target for Hudson's Bay CS is 325 based on a call mix consisting of 88% Hudson's Bay CS Credit and 12% Hudson's Bay CS Store. Hudson's Bay Penalty and Incentive is based on overall AHT attained with adjustments to the overall target based on actual call mix and using the baseline provided for Hudson's Bay CS Store and Hudson's Bay CS Credit if applicable.</p> <p>2. Capital One and Concentrix have agreed to the following monthly Service Level targets for 2nd Quarter of 2019 (April 1, 2019 -June 30, 2019) in compliance with section 2.3 CEMP (a) – TPLA NPS of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE</p> <p>NPS Monthly Service Level Targets: Branded (CFL G)</p>		

	<ul style="list-style-type: none"> • April 46.0 • May: 47.5 • June: 49.0 Costco <ul style="list-style-type: none"> • April: 34.0 • May: 35.0 • June: 36.0
Supplier Comments (other business impacts)	
Justification for Change	<p>Target Setting for Average Handling Time (AHT) – AHT for Costco, Branded and Hudson's Bay 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</p> <p>Target Setting for CEMP – TPLA NPS Branded and Costco 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</p>
Schedule	Request Date: March 15, 2019
Type	Temporary <input checked="" type="checkbox"/> Permanent
Service Location	City: Moncton State/Province: NB Country: Canada
Associated Costs	
Equipment Costs	NA
Other Costs	NA
Additional Staffing Requirements	
Staffing Type	<i>Per Incident CA</i> <input type="checkbox"/> <i>Project Hourly Positions</i> <input type="checkbox"/>
# of Positions (if applicable)	<input type="checkbox"/> # of Positions
Start date	Start date
Day Shift	End date
After Hours	# 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"/> Customer Relations queue	<input type="checkbox"/> e-Mail Support
<input type="checkbox"/> Contact Administrator	<input type="checkbox"/> Chat Support
<input type="checkbox"/> Project Work	<input type="checkbox"/> Web Support
<input type="checkbox"/> Other (Describe in Comments)	<input type="checkbox"/> Token Processing
<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><small>DocuSigned by:</small>  <small>18937080960D444...</small></p> <p>Capital One Authorized Representative (Signature)</p> <p>Holly Jackson</p> <p>Capital One Authorized Representative (printed name)</p> <p>April 24, 2019</p> <p>Date</p> <p>Vice President, Card Operations</p> <p>Title</p>	<p><small>DocuSigned by:</small>  <small>14DC1243A4824CF...</small></p> <p>Concentrix - Authorized Representative (Signature)</p> <p>Wendy Wilson</p> <p>Concentrix Authorized Representative (printed name)</p> <p>April 23, 2019</p> <p>Date</p> <p>Director, Corporate Counsel</p> <p>Title</p>
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