

Capital One Change Request Form

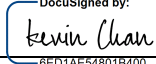
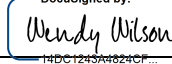
CR-032 (assigned by Change Management Administrator)			
<ul style="list-style-type: none"> This form is to be used for all Change Requests between Capital One and the Managed Services Provider. This form is intended for on-line use. Each form field will expand to accommodate the necessary information. 			
To Be Completed by Requestor/Manager			
Requestor	Carrie Pollari	Phone (506) 639-6151	E-mail carrie.pollari@concentrix.com
Capital One Manager	Sohail Mall	Phone (437-229-6285)	E-mail sohail.mall@capitalone.com
Initiated By	Capital One Request <input type="checkbox"/> Supplier Request <input checked="" 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	Price Adjustment to English Elevation Rate		
Description of Change	Increase the Elevations English rate from \$34.99 to \$37.44 Effective as of the date of the last signature below, Section 3.2 Hourly Charges in Exhibit 3 (Charges) the Billable Hour Table will be updated for Elevations/English Rate (CAD) from \$34.99 to \$37.44. For clarification, only this one rate will be adjusted.		
Supplier Comments (other business impacts)			
Justification for Change	Adjusting the rate up allows Concentrix flexibility in providing incentive to the Agents (e.g. rate increases, commissions) to perform the more demanding Elevations work.		
Schedule	Request Date: December 10, 2020		
Type	Temporary	Permanent <input checked="" type="checkbox"/>	
Service Location	City: Moncton	State/Province: NB	Country: Canada
Associated Costs			
Equipment Costs	NA		
Other Costs	NA		
Additional Staffing Requirements			
Staffing Type	Per Incident CA <input type="checkbox"/>		Project Hourly Positions <input type="checkbox"/>
	# of Positions (if applicable)	<input type="checkbox"/>	# of Positions <input type="checkbox"/>
	Start date		Start date
	Day Shift <input type="checkbox"/>		End date
	After Hours <input type="checkbox"/>		# 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"/> U.S. Citizens Only	
<input type="checkbox"/> Customer Relations queue	<input type="checkbox"/> e-Mail Support	<input type="checkbox"/> Canadian Citizens Only	
<input type="checkbox"/> Contact Administrator	<input type="checkbox"/> Chat Support	<input type="checkbox"/> Philippines Citizens Only	
<input type="checkbox"/> Project Work	<input type="checkbox"/> Web Support	<input type="checkbox"/> Multi-Lingual (List Languages needed) English and French	
<input type="checkbox"/> Other (Describe in Comments)	<input type="checkbox"/> Token Processing	<input type="checkbox"/> Security Clearance (describe in Comments)	
<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 align="center"><small>DocuSigned by:</small>  <small>8ED1AE54801B400...</small></p> <p>Capital One Authorized Representative (Signature)</p> <p>Kevin Chan</p> <p>Capital One Authorized Representative (printed name)</p> <p>December 15, 2020</p> <p>Date</p> <p>Vice President</p> <p>Title</p>	<p align="center"><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>December 14, 2020</p> <p>Date</p> <p>Senior Director, Legal Counsel</p> <p>Title</p>
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