

## Capital One Change Request Form



| CR-029 (assigned by Change Management Administrator)   |  |   |   |                          |  |
|--|--|---|---|--------------------------|--|
| <ul style="list-style-type: none"> <li>This form is to be used for all Change Requests between Capital One and the Managed Services Provider.</li> <li>This form is intended for on-line use. Each form field will expand to accommodate the necessary information.</li> </ul> |  |   |   |                          |  |
| 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"/><br>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"/><br>Volume Decrease:   |   |   |                          |  |
| Name of Change   | Price Adjustment to Elevation Rate   |   |   |                          |  |
| Description of Change  | Increase the Elevations bilingual rate from \$37.84 to \$40.49   |   |   |                          |  |
|  | 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/Bilingual Rate (CAD) from \$37.85 to \$40.49. 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: July 21, 2021  |   |   |                          |  |
| 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                                   |                          |  |
| <b>NOTE: a MAC request must also be completed for new hires.</b>   |  |   | # for After Hours                                 |                          |  |
| <b>Position Requirements (check all applicable)</b>  |  |   |   |                          |  |
| <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

|   |   |
|---|---|
| <div>DocuSigned by:<br/><br/>18827080060D444...</div> <div>Capital One Authorized Representative (Signature)</div> <div>Holly Jackson</div> <div>Capital One Authorized Representative (printed name)</div> <div>July 28, 2020</div> <div>Date</div> <div>Vice President, Card Operations</div> <div>Title</div> | <div>DocuSigned by:<br/><br/>148C1243A4824CF...</div> <div>Concentrix - Authorized Representative (Signature)</div> <div>Wendy Wilson</div> <div>Concentrix Authorized Representative (printed name)</div> <div>July 24, 2020</div> <div>Date</div> <div>Senior Director, Legal Counsel</div> <div>Title</div> |
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