

Capital One Change Request Form


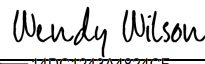
CR-028 (assigned by Change Management Administrator)			
<ul style="list-style-type: none"> This form is to be used for all Change Requests between Capital One and the Managed Services Provider. This form is intended for on-line use. Each form field will expand to accommodate the necessary information. 			
To Be Completed by Requestor/Manager			
Requestor	Amit Sonnilal	Phone (416) 816-7639	E- mail amit.sonnial@capitalone.com
Capital One Manager	Sohail Mall	Phone (437) 235-4114	E- mail sohail.mall@capitalone.com
Initiated By	Capital One Request <input checked="" type="checkbox"/> Capital One Call Supplier Request <input type="checkbox"/> 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 2020 AHT & NPS Target Setting		
Description of Change	<p>1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 2nd Quarter of 2020 (April 1, 2020 – June 30, 2020) 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: 380 seconds May: 380 seconds June: 350 seconds <p>(ii) Branded CS</p> <ul style="list-style-type: none"> April: 420 seconds May: 420 seconds June: 360 seconds <p>(ii) Hudson's Bay CS Credit</p> <ul style="list-style-type: none"> April: 365 seconds May: 365 seconds June: 330 seconds <p>2. Capital One and Concentrix have agreed to the following monthly Service Level targets for 2nd Quarter of 2020 (April 1, 2020 – June 30, 2020) 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:</p> <p>Branded (CFL G)</p> <ul style="list-style-type: none"> April: 32 May 32 June: 38 		

	Costco
	<ul style="list-style-type: none"> • April: 32 • May: 32 • June 38
	Given the current COVID Pandemic that resulted in short term operational changes; such as support staff on the phone and agents dual skilled, risk and reward is waived for April 2020.
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: April 1, 2020
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	<div> <div>Per Incident CA <input type="checkbox"/></div> <div>Project Hourly Positions <input type="checkbox"/></div> </div>
# of Positions (if applicable)	<input type="checkbox"/>
Start date	<input type="checkbox"/>
Day Shift	<input type="checkbox"/>
After Hours	<input type="checkbox"/>
NOTE: a MAC request must also be completed for new hires.	
# for Day Shift	<input type="checkbox"/>
# for After Hours	<input type="checkbox"/>
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

<div>DocuSigned by:  18937080900D444...</div> <div>Capital One Authorized Representative (Signature)</div> <div>Holly Jackson</div> <div>Capital One Authorized Representative (printed name)</div> <div>May 5, 2020</div> <div>Date</div> <div>Vice President, Card Operations</div> <div>Title</div>	<div>DocuSigned by:  14DC1243A4824CF...</div> <div>Concentrix - Authorized Representative (Signature)</div> <div>Wendy Wilson</div> <div>Concentrix Authorized Representative (printed name)</div> <div>May 5, 2020</div> <div>Date</div> <div>Senior Director, Legal Counsel</div> <div>Title</div>
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