

Capital One Change Request Form

CR-033 (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	SOW CW80384 – Exhibit 3 (Charges) - Section 3.2 Price Table Adjustment					
Description of Change	Effective as of the date of the last signature below (Effective Date), Exhibit 3 (Charges) - Section 3.2 (Hourly Charges) rate tables will be deleted in their entirety and replaced as follows. <u>Hourly Charges.</u> The Billable Hour rates and Scheduled Hour rates apply to all Branded or Partner Brand queues unless specifically noted in this Section 3.2. The all-inclusive charge for each approved:					
	Billable Hour:					
	Service/Queue	Line(s) of Business	English Rate (CAD)	English Training Rate (CAD)	Bilingual Rate (CAD)	Bilingual Training Rate (CAD)
	Customer Service	Branded, HB, Costco, Saks	\$34.73	\$29.52	\$40.49	\$34.42
	Elevations	Branded, HB, Costco, Saks	\$39.99	\$33.99	\$43.20	\$36.72
	Fraud Detection	Branded, HB, Costco, Saks	\$37.44	\$31.82	\$40.49	\$34.42
	Call to Apply	Branded	\$34.73	\$29.52	\$40.49	\$34.42
	Scheduled Hour:					
Service/Queue	Line(s) of Business	English Rate (CAD)	English Training Rate (CAD)	Bilingual Rate (CAD)	Bilingual Training Rate (CAD)	
GCORR and Specialty Operations	Branded, HB, Costco, Saks	\$33.31	\$30.80	\$37.05	\$34.26	

	Fraud Recoveries and Disputes Case work	Branded, Costco	\$33.31	\$30.80	\$37.05	\$34.26
	Other Fraud Back Office	Branded	\$33.31	\$30.80	\$37.05	\$34.26
	LMBO	Branded	\$33.31	\$30.80	\$37.05	\$34.26
	MMBO	Branded	\$33.31	\$30.80	\$37.05	\$34.26
	Credit Bureau and KYC	Branded	\$33.31	\$30.80	\$37.05	\$34.26
	Customer Advocate Coach	Branded, Costco, HB, Saks	\$37.44	\$31.82	\$40.49	\$34.42
	ERC Rate	Branded, HB, Costco, Saks	\$37.75	\$32.09	\$40.84	\$34.71
Adjustment of the rates above allows Concentrix flexibility in providing incentives to the Agents (e.g. rate increases, commissions) to perform the required work. In making these changes in price, Concentrix agrees to increase agent wages to align with the new pricing model and to align with similar work in market.						
Supplier Comments (other business impacts)						
Justification for Change	Adjustment of the rates allows Concentrix flexibility in providing incentives to the Agents (e.g. rate increases, commissions) to perform the required work.					
Schedule	Request Date: January 29, 2021					
Type	Temporary		Permanent X			
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		<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>DocuSigned by:</p> <p><u>Kevin Chan</u></p> <p>Capital One Authorized Representative (Signature)</p> <p><u>Kevin Chan</u></p> <p>Capital One Authorized Representative (printed name)</p> <p><u>February 1, 2021</u></p> <p>Date</p> <p><u>Vice President</u></p> <p>Title</p>	<p>DocuSigned by:</p> <p><u>Wendy Wilson</u></p> <p>Concentrix Authorized Representative (Signature)</p> <p>Wendy Wilson</p> <p>Concentrix Authorized Representative (printed name)</p> <p><u>January 29, 2021</u></p> <p>Date</p> <p><u>Senior Director, Legal Counsel</u></p> <p>Title</p>
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