



AMENDMENT #1 TO CONTACT CENTER MEMBER SERVICES AGREEMENT (Agreement # N/A)

This Amendment # 1 (“Amendment”) is entered into as of March 17, 2021 (the “Amendment Effective Date”) to modify and amend the Contact Center Member Services Agreement, dated July 30, 2018 (“the Agreement”) between AARP and Concentrix Solutions Corporation (“Supplier”), which remains in full force and effect as supplemented or modified herein. If there is a conflict between the terms of this Amendment and the terms of the Agreement, the terms of this Amendment shall govern.

FOR GOOD AND VALUABLE CONSIDERATION, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. The first paragraph of the preamble shall be amended to replace “Concentrix” with “Concentrix Solutions Corporation”.
2. The Parties agree to amend Exhibit 3.3 labeled as AARP Call Center Balanced Scorecard to read as follows: Delete entirely the Balanced Scorecard Diagram outlining the weight of the CSAT, Conversion, and AHT Metrics, to be replaced with the Balanced Scorecard Diagram as illustrated below:

Balanced Scorecard
<p>CSAT –</p> <ol style="list-style-type: none">1. Worth 60% Weight;2. 3 month scores;3. Must hit 84% at a minimum or no changes will occur even if that center won the scorecard;4. Keep the decimal point – (i.e. – 83.7 is not rolled up to 84) <p>Conversion –</p> <ol style="list-style-type: none">1. New/Renew = 40% weight;2. Join/Renew goal = 12%3. Above based on iVR campaigns only, not provided will not be included.
AHT – N/A
<p>General –</p> <ol style="list-style-type: none">1. Scorecard will be based on the quarterly results for CSAT and Membership conversions;2. The winner of the scorecard will receive 8% more volume of General Membership for the next quarter.3. The winner of the scorecard does not need to win by any set amount of points. Even a 0.1% difference will win the scorecard, assuming that the winning center has a CSAT score of at least 84%;4. The allocation of volumes will not exceed a 70/30 split.

- 2.1 The Parties further agree to amend Exhibit 3.3 as follows:

Delete: “AARP will consider initiating an RFP to replace an underperforming supplier should the supplier miss both CSAT and AHT targets for two consecutive quarters in cases where the other supplier has met CSAT and AHT targets”

Add: “AARP will consider initiating an RFP to replace an underperforming supplier should the supplier miss CSAT targets for two consecutive quarters in cases where the other supplier has met CSAT targets.”

Delete: “The Scorecard will officially begin on 4/1/2019 to allow for hiring, ramp up and training. The 1st time volumes, based on the results of the scorecard, will be adjusted is July 2019.”

Add: “The Scorecard will officially begin on 4/1/2021. The first time volumes, based on results of the scorecard, will be adjusted is July 2021.”

3. Execution. This Amendment may be executed in counterparts, all of which shall be considered an original and shall constitute one agreement. The signature of each Party may be delivered by scanned image (PDF format) as an attachment to electronic mail (email) and such scanned signature shall be treated in all respects as having the same effect as an original inked signature.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be duly executed by their respective authorized representatives as of the date last signed below.

AARP

(signature)

Don Injety, Manager, Procurement

(typed name and title)

April 7, 2021

(date)

Supplier *Wendy Wilson*

(signature)

Wendy Wilson

(typed name and title)

03/25/2021

(date)