
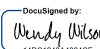


## Capital One Change Request Form

CR-036 (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				
<b>Requestor</b>	Amit Sonnilal	Phone (416) 816-7639	E- mail amit.sonnilar@capitalone.com	
<b>Capital One Manager</b>	Sohail Mall	Phone (437) 229-6285	E- mail sohail.mall@capitalone.com	
<b>Initiated By</b>	Capital One Request <input checked="" type="checkbox"/> Supplier Request <input type="checkbox"/>	<b>Capital One Call Type</b>		
<b>Change To</b>	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:			
<b>Name of Change</b>	Q3 2021 Target Setting for SOW CW80384			
<b>Description of Change</b>	1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 3rd Quarter of 2021 (July 1, 2021 to September 30, 2021) for Branded CS in compliance with sections 2.3 and 3.1 Key Performance Indicators of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE:			
	<b>CTQ</b>	<b>July</b>	<b>August</b>	<b>September</b>
	<b>AHT</b>	Branded-340 Costco-330	Branded-340 Costco-330	Branded-340 Costco-330
	<b>NPS</b>	Branded-48 Costco-44	Branded-48 Costco-44	Branded-48 Costco-44
	A qualifier for receiving the monthly AHT incentive is achieving the below agreed upon landed rates in Empath:			
<b><u>Banded and Costco Empath Landed Rate</u></b> Target 94%				
<b>Supplier Comments (other business impacts)</b>				
<b>Justification for Change</b>	Target Setting for 3rd quarter 2021 in compliance with section 2.3 (a) and 3.1 (a) of Annex 2-A to Exhibit 2 Service Levels, Performance Incentives and Service Level Credits for Customer Service			
<b>Schedule</b>	Request Date: <b>July 6, 2021</b>			

<b>Type</b>	Temporary	X	Permanent
<b>Service Location</b>	City: Moncton	State/Province: NB	Country: Canada
<b>Associated Costs</b>			
<b>Equipment Costs</b>	NA		
<b>Other Costs</b>	NA		
<b>Additional Staffing Requirements</b>			
<b>Staffing Type</b>	<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
<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			
<b>Staffing Comments</b>	Not Applicable		
<b>Special Requirements</b>			
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**

 Capital One Authorized Representative (Signature) Kevin Chan Capital One Authorized Representative (printed name) July 19, 2021 Date Vice President Title	 Concentrix - Authorized Representative (Signature) Wendy Wilson Concentrix Authorized Representative (printed name) July 16, 2021 Date Sr. Director, Corporate Counsel Title
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