

## Capital One Change Request Form

CR-028 (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>	Jeff Nehajowich	Phone (416) 816-7639	E- mail jeffery.nehajowich@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 2020 Target Setting				
<b>Description of Change</b>	1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 3 <sup>rd</sup> Quarter of 2020 (July 1, 2020 to September 30, 2020) for Branded CS in compliance with section 3.1 Key Performance Indicators of ANNEX 2-A TO EXHIBIT 2 SERVICE LEVELS, PERFORMANCE INCENTIVES AND SERVICE LEVEL CREDITS FOR CUSTOMER SERVICE:				
	CTQ	July	August	Sept	BAU Target
	AHT	Branded-350 Costco-350 HB-330	Branded-340 Costco-340 HB-325	Branded-340 Costco-340 HB-325	Branded-350 Costco-340 HB- 330
	NPS	Branded- 45 Costco-40	Branded- 45 Costco-40	Branded-45 Costco-38	Branded-44 Costco-40 HB- 70 (CSAT)
<b>Supplier Comments (other business impacts)</b>					

<b>Justification for Change</b>	Target Setting for 3 <sup>rd</sup> quarter 2020 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		
<b>Schedule</b>	Request Date: <b>August 17, 2020</b>		
<b>Type</b>	Temporary <input checked="" type="checkbox"/>	Permanent <input type="checkbox"/>	
<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 <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			
<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**

<p>DocuSigned by:</p> <p><i>Holly Jackson</i></p> <p>18937080960D444</p> <p>Capital One Authorized Representative (Signature)</p> <p><b>Holly Jackson</b></p> <p>Capital One Authorized Representative (printed name)</p>	<p>DocuSigned by:</p> <p><i>Wendy Wilson</i></p> <p>14DC1243A4824CF</p> <p>Concentrix - Authorized Representative (Signature)</p> <p><b>Wendy Wilson</b></p> <p>Concentrix Authorized Representative (printed name)</p>
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August 31, 2020	August 28, 2020
Date	Date
Vice President, Card Operations	Director, Corporate Counsel
Title	Title