

Capital One Change Request Form



| CR-026 (assigned by Change Management Administrator) | | | |
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| <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 | Alex Thomka | Phone (437) 235-4114 | E- mail alex.thomka@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 | Q4 2019 AHT & NPS Target Setting | | |
| Description of Change | <p>1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 4th Quarter of 2019 (October 1, 2019 – December 31, 2019) 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"> October: 370 seconds November: 370 seconds December: 360 seconds <p>(ii) Branded CS</p> <ul style="list-style-type: none"> October: 432 seconds November: 424 seconds December: 393 seconds <p>(ii) Hudson's Bay CS Credit</p> <ul style="list-style-type: none"> October: 365 seconds November: 377 seconds December: 362 seconds <p>2. Capital One and Concentrix have agreed to the following monthly Service Level targets for 4th Quarter of 2019 (October 1, 2019 – December 31, 2019) 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"> October: 40 November: 42 December: 43 | | |

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| | Costco <ul style="list-style-type: none"> October: 30 November: 32 December: 34 |
| Supplier Comments (other business impacts) | |
| Justification for Change | 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 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 |
| Schedule | Request Date: October 1, 2019 |
| Type | Temporary <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> |
| Service Location | City: Moncton State/Province: NB Country: Canada |
| Associated Costs | |
| Equipment Costs | NA |
| Other Costs | NA |
| Additional Staffing Requirements | |
| Staffing Type | Per Incident CA <input type="checkbox"/> Project Hourly Positions <input type="checkbox"/> |
| # of Positions (if applicable) | <input type="checkbox"/> # of Positions |
| Start date | Start date |
| Day Shift | End date |
| After Hours | # 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

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| <div>DocuSigned by:  18937080960D444...</div> <div>Capital One Authorized Representative (Signature)</div> <div>Holly Jackson</div> <div>Capital One Authorized Representative (printed name)</div> <div>November 6, 2019</div> <div>Date</div> <div>Vice President, Card Operations</div> <div>Title</div> | <div>DocuSigned by:  14DC1245A4824CF...</div> <div>Concentrix - Authorized Representative (Signature)</div> <div>Wendy Wilson</div> <div>Concentrix Authorized Representative (printed name)</div> <div>November 5, 2019</div> <div>Date</div> <div>Senior Director, Legal Counsel</div> <div>Title</div> |
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