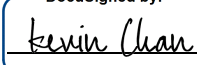
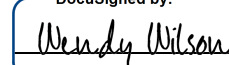


Capital One Change Request Form

| CR-034 (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 | Amit Sonnilal | Phone (416) 816-7639 | E- mail amit.sonnial@capitalone.com | | |
| Capital One Manager | Sohail Mall | Phone (437) 229-6285 | E- mail sohail.mall@capitalone.com | | |
| Initiated By | Capital One Request <input checked="" type="checkbox"/> Supplier Request <input 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 | Q1 2021 Target Setting for SOW CW80384 | | | | |
| Description of Change | 1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 1 st Quarter of 2021 (January 1, 2021 to March 31, 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: | | | | |
| | CTQ | January | February | March | BAU Target |
| | AHT | Branded-340 Costco-340 HB-325 | Branded-340 Costco-340 HB-325 | Branded-340 Costco-340 HB-325 | Branded-340 Costco-340 HB-325 |
| | NPS | Branded-44 Costco-40 | Branded-44 Costco-40 | Branded-44 Costco-40 | Branded-44 Costco-40 HB- 70 (CSAT) |
| | A qualifier for receiving the monthly AHT incentive is achieving the below agreed upon landed rates in Empath: | | | | |
| <u>Branded</u> January- 80% February-80% March-80% | | | | | |
| <u>Costco</u> January- 75% February-80% March-80% | | | | | |
| Supplier Comments (other business impacts) | | | | | |
| Justification for Change | Target Setting for 1 st 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 | | | | |

| | | | |
|--|---|---|--|
| Schedule | Request Date: January 1, 2021 | | |
| Type | Temporary <input checked="" type="checkbox"/> | Permanent | |
| 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**

| | |
|---|---|
| DocuSigned by:  Capital One Authorized Representative (Signature) Kevin Chan Capital One Authorized Representative (printed name) January 18, 2021 Date Vice President Title | DocuSigned by:  Concentrix Authorized Representative (Signature) Wendy Wilson Concentrix Authorized Representative (printed name) January 18, 2021 Date Director, Corporate Counsel Title |
|---|---|