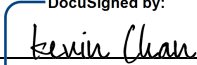
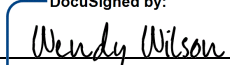


Capital One Change Request Form

CR-035 (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.sonnilar@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	Q2 2021 Target Setting for SOW CW80384				
Description of Change	1. Capital One and Concentrix have agreed to the following monthly Service Level targets for 2nd Quarter of 2021 (April 1, 2021 to June 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:				
	CTQ	April	May	June	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>Banded and Costco Empath Landed Rate</u> April - Target 92% May- Target 95% June- Target 95%					
Supplier Comments (other business impacts)					
Justification for Change	Target Setting for 2nd 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: March 24, 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) March 26, 2021 Date Vice President Title	DocuSigned by:  Concentrix Authorized Representative (Signature) Wendy Wilson Concentrix Authorized Representative (printed name) March 26, 2021 Date Director, Corporate Counsel Title
---	---