

Fair Isaac Support Services Description

(FICO SaaS Services)

Effective 29 August, 2018*

** This Fair Isaac Support Services Description document (the “Documentation”) is subject to change by Fair Isaac and any such revised Documentation will be made available to Fair Isaac customers.*

This Fair Isaac Support Services Description Documentation further describes the Tiered Support Services defined in the Service Level Agreement (“SLA”) for the subject SaaS Service, as provided under the terms of the ORDER FORM: FICO® Software as a Service (“SaaS”) Solution (“**Order Form**”) and relevant SaaS Subscription. This Documentation applies solely with respect to Tiered Support Services that have been purchased by Client under the terms of a SaaS Subscription, and to no Fair Isaac software, products, services, deliverables, solutions or other SaaS Service. Fair Isaac obligations set forth in this Documentation are subject to and conditioned on Client’s performance of its obligations under the terms and conditions of the SLA and relevant SaaS Subscription. In case of a conflict between the terms of the SLA and this Documentation, the terms of this Documentation will control solely with respect to such conflict. Unless defined below, all capitalized terms are defined in the SaaS Subscription and SLA. **Pursuant to the terms of the Order Form, Client is not receiving any Fair Isaac Product or Software under this Documentation; and Client is only receiving access through the SaaS Service to the functionality of the applicable Fair Isaac Product or Software. There is no delivery under any circumstances of any Software and/or Fair Isaac Product or Software.**

General

1.0 General Support Services by Tier. This Section describes the support features for which Client is entitled, based on the support level purchased with their SaaS Subscription, and provided Client has met their stated obligations as part of the associated Service Level Agreement.

1.1 Standard Support Services for all SaaS Subscriptions. For the SaaS Service whereby the Client has purchased a SaaS Subscription and is current, Client is entitled to the Standard Support Services pursuant to the Service Level Agreement.

1.2 Preferred Support Services. For the SaaS Service(s) whereby the Client has purchased a SaaS Subscription and is current on Fair Isaac Preferred Support, Client will receive following:

- a. Unless otherwise noted, all support services as described for Preferred Support will be provided on a 9am – 5pm local time basis.
- b. Access to Fair Isaac Helpdesk to address more advanced configuration, troubleshooting assistance, and general product expertise questions, limited to thirty-six (36) such requests per annum. Once eligibility has been verified, a service specialist will be assigned the request and respond back within 48 hours. If Client exceeds thirty-six (36) such requests within the annual term, Fair Isaac reserves the right to charge Client on a Time and Materials basis against published list rates. If Client requires support for modifications or extensions made by the Client or are the result of Outside Factors, then Fair Isaac reserves the right to charge for services performed, on a Time and Materials basis against published list rates, to diagnose or repair problems not covered under Fair Isaac’s Support obligations.

- c. An annual solution health-check, designed to assess the high level performance of the solution from an operational, architectural, and business perspective.
 1. The solution health-check does not include any changes or modifications to the solution, the scope of which will be limited to three (3) general areas of assessment, and limited to a maximum of one hundred-twenty (120) consulting hours.

1.3. Premier Support Services. For the SaaS Service(s) whereby the Client has purchased a SaaS Subscription and is current on Fair Isaac Premier Support, Client will receive the following:

- a. Unless otherwise noted, all support services as described for Premier Support will be provided on a 9am – 5pm local time basis.
- b. An extension of Fair Isaac Support obligations beyond stated Standard Support Service Levels and Response Times, to include troubleshooting and resolution of Severity 1 or Severity 2 Errors from Fair Isaac implemented and approved configuration changes, custom extensions, or custom product workflows as documented by Fair Isaac. If Client requires support for modifications or extensions made by the Client or are the result of Outside Factors, then Fair Isaac reserves the right to charge for services performed, on a Time and Materials basis against published list rates, to diagnose or repair problems not covered under Fair Isaac’s Support obligations.
- c. A designated Technical Account Manager (TAM) and Business Account Manager assigned to the engagement.
- d. A Quarterly Business Review (QBR), attended by the Fair Isaac TAM, demonstrating Fair Isaac’s performance to Service Level Agreements (SLAs)
- e. Access to Fair Isaac Helpdesk to address more advanced configuration, troubleshooting assistance, and general product expertise questions. Once eligibility has been verified, a service specialist will be assigned the request and respond back within 48 hours. If Client requires support for modifications or extensions made by the Client or are the result of Outside Factors, then Fair Isaac reserves the right to charge for services performed, on a Time and Materials basis against published list rates, to diagnose or repair problems not covered under Fair Isaac’s Support obligations.
- f. A semi-annual solution health-check, designed to assess the performance of the solution from an operational, architectural, and business perspective.
 1. The solution health-check does not include any changes or modifications to the solution, the scope of which will be limited to three (3) general areas of assessment, and limited to a maximum of one hundred-twenty (120) consulting hours.

<i>SaaS Service Specific</i>

2.0 Origination Manager SaaS Services. This section describes the support features for which Client is entitled for their Originations Manager SaaS Service, based on the support level purchased with their SaaS Subscription for Origination Manager, and provided Client has met their stated obligations as part of the associated Service Level Agreement. These support features are in addition to the General Support Features, for the level purchased, as described in Section 1 of this Documentation.

2.1 Standard Support Services for Origination Manager SaaS Services. For the Origination Manager SaaS Service whereby the Client has purchased a SaaS Subscription and is current, Client will receive the following:

- a. Standard Support Service upgrades defined as follows:

1. Fair Isaac will install latest versions of the infrastructure technology stack, application software, underlying SaaS Services, and related technology components that provide the SaaS Service, supported by Fair Isaac.
 2. Fair Isaac will install Client custom code but not upgrade, nor modify it.
 3. Client is responsible for upgrading Client custom code, in the Origination Manager Application Processing Module (APM) modules and Origination Manager Decision Module (DM) Configuration.
 4. Client is responsible for completing all testing and allowing Fair Isaac to promote the new solution into Production within 90 days of notification of availability from Fair Isaac.
 5. Unless stated elsewhere, Fair Isaac will not test, triage, troubleshoot, or remediate Client custom code.
- b. Standard Support Service monitoring as described below, provided that Client has purchased the setup of this standard monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
1. Standard infrastructure monitoring, for example: CPU, I/O, Database connections, memory, and external ping tests.
 2. Services Health-check monitoring, for example: decision services, data acquisition services.
 3. Up to three (3) Origination Manager Data Acquisition Module (DAM) 3rd-party monitors
 4. Transaction volumes, for example: aggregate, non-segmented volume, and basic business segmentation
 5. Average Response Time, for example: aggregate, non-segmented volume, and basic business segmentation.

2.2 Preferred Support Services for Origination Manager SaaS Services. If Client has purchased a SaaS Subscription for Origination Manager SaaS Services, and is current on Fair Isaac Preferred Support Services for that SaaS Subscription, in addition to what is described as Standard Support Services for Origination Manager, Client will receive the following:

- a. Preferred Support Service upgrades defined as follows:
1. Fair Isaac will apply remediation(s) for documented upgrade issues, as documented in installation guide or release notes, within the Origination Manager Application Processing Module (APM) custom configuration.
 2. Fair Isaac will perform the manual upgrade of Client's Origination Manager Decision Module (DM) configuration for up to three (3) decision flows and all of the Client custom Origination Manager Application Processing Module (APM) modules in a solution using up to 600,000 Software Units as defined in the SaaS Subscription including transaction UI monitoring and standard 3rd-party API monitoring outside of Origination Manager Data Acquisition Module (DAM).
- b. Preferred Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
1. Fair Isaac will monitor up to a total of six (6) Origination Manager Data Acquisition Module (DAM) configured third party monitors
 2. Fair Isaac will monitor up to a total of five (5) custom external service monitors including transaction UI monitoring and any standard 3rd-party API monitors outside of Origination Manager Data Acquisition Module (DAM).

2.3. Premier Support Services for Originations SaaS Services. If Client has purchased a SaaS subscription for Origination Manager, and is current on Fair Isaac Premier Support Services under that SaaS Subscription, in addition to what is described as Standard Support Services for Origination Manager SaaS Services, Client is entitled to the following:

- a. Premier Support Service upgrades defined as follows:
 1. Fair Isaac will perform any diagnostics and remediation for any non-documented upgrade issues, not included within documented installation guide or release notes, related to configurations or Fair Isaac implemented and approved custom workflows
 2. Fair Isaac will perform the manual upgrade of Client's Origination Manager Decision Module (DM) configuration for up to five (5) decision flows and all of the Client custom Origination Manager Application Processing Module (APM) modules in a solution using up to 900,000 Software Units as defined in the SaaS Subscription including transaction UI monitoring and standard 3rd-party API monitoring outside of Origination Manager Data Acquisition Module (DAM).
- b. Premier Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
 1. Fair Isaac will monitor up to a total of ten (10) Origination Manager Data Acquisition Module (DAM) configured 3rd-party monitors
 2. Fair Isaac will monitor up to five (5) Client-specific batch file monitors
 3. Fair Isaac will monitor up to ten (10) custom external service monitors including transaction UI monitoring and any standard 3rd-party API monitors outside of Origination Manager Data Acquisition Module (DAM).

3.0 Debt Manager SaaS Services. This section describes the support features for which the Client is entitled for their Debt Manager SaaS Services, based on the SLA purchased under the SaaS Subscription for Debt Manager, and provided Client has met its obligations under the SLA and SaaS Subscription. These support features are in addition to the General Support Features, for the level purchased, as described in Section 1 of this Documentation.

3.1 Standard Support Services for Debt Manager SaaS Service. For the Debt Manager SaaS Service whereby the Client has purchased a SaaS Subscription and is current, Client will receive the following:

- a. Standard Support Service upgrades defined as follows:
 1. Fair Isaac will install latest versions of the infrastructure technology stack, underlying Fair Isaac Services, and related technology components that provide the SaaS Service, supported by Fair Isaac.
 2. Fair Isaac will perform upgrades to the consumer account data database, configuration data database, and existing rules and reports.
 3. Client is responsible for completing all testing and allowing Fair Isaac to promote the new solution into Production within a maximum of 90 days from notification of availability from Fair Isaac.
 4. Unless stated elsewhere, Fair Isaac will not test, triage, troubleshoot, or remediate Client custom code.

- b. Standard Support Service monitoring as described below, provided that Client has purchased the setup of this standard monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
 - 1. Standard infrastructure monitoring, for example: CPU, I/O, Database connections, memory, and external ping tests.
 - 2. Services Health-check monitoring, for example: applications servers.

3.2 Preferred Support Services for Debt Manger SaaS Service. If Client has purchased a SaaS subscription for Debt Manger SaaS Service, and is current on Fair Isaac Preferred Support Services for that SaaS Subscription, in addition to what is described as Standard Support for Debt Manger SaaS Service, Client will receive the following:

- a. Preferred Support Service upgrades defined as follows:
 - 1. Fair Isaac will perform additional configuration for documented "changes" that effect current configuration (i.e. new privileges).
 - 2. Fair Isaac will provide an overview of the release notes and highlight key new features and updates.
 - 3. Fair Isaac will perform regression testing on up to ten (10) configured workflows.
- b. Preferred Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
 - 1. Fair Isaac will monitor up to twenty (20) notifications associated with batch file processing and Debt Manager Cloud Edition data processing jobs.

3.3 Premier Support Services for Debt Manger SaaS Service. If Client has purchased a SaaS Subscription for Debt Manger SaaS Service, and is current on Fair Isaac Premier Support Services for that SaaS Subscription, in addition to what is described as Standard Support for Debt Manger SaaS Service, Client will receive the following:

- a. Premier Support Service upgrades defined as follows:
 - 1. Fair Isaac will also perform any diagnosis and remediation for any documented changes that effect FICO implemented and approved customizations.
 - 2. Fair Isaac will perform additional configuration for documented "changes" that effect current configuration (i.e. new privileges).
 - 3. Fair Isaac will provide an overview of the release notes, highlight key new features and updates, and conduct a detailed upgrade readiness review.
 - 4. Fair Isaac will perform regression testing on up to twenty (20) configured workflows.
- b. Premier Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:

1. Fair Isaac will monitor up to twenty (20) notifications associated with batch file processing and Debt Manager Cloud Edition data processing jobs.
2. Fair Isaac will monitor operational processes such as: total amount of payments applied in the system, number of accounts forwarded out of the system, number of letters sent, number of customers going to a broken promise status, and number of dialer calls made outside of established thresholds.

4.0 Decision Management Suite (DMS) SaaS Services. This section describes the support features for which Client is entitled for their Decision Management Suite (DMS) SaaS Services based on the support level purchased with their SaaS Subscription for purchased DMS products, and provided Client has met their stated obligations as part of the associated Service Level Agreement. These support features are in addition to the General Support Features, for the level purchased, as described in Section 1 of this Documentation.

4.1 Standard Support Services for Decision Management Suite (DMS) SaaS Services. For the DMS SaaS Service whereby the Client has purchased a SaaS Subscription and is current, Client will receive the following:

a) Standard Support Service upgrades defined as follows:

1. Fair Isaac will install latest versions of the infrastructure technology stack, application software, underlying SaaS Services, and related technology components that provide the SaaS Service, supported by Fair Isaac.
2. Fair Isaac will install Client custom code but not upgrade, nor modify it.
3. Client is responsible for upgrading any Client-specific code, and validating their configuration and/or any deployed decision services, in their DMS solution(s).
4. Client is responsible for completing all testing and allowing Fair Isaac to promote the new solution into Production within 90 days of notification of availability from Fair Isaac.
5. Unless stated elsewhere, Fair Isaac will not test, triage, troubleshoot, or remediate Client custom code.

b) Standard Support Service monitoring as described below, provided that Client has purchased the setup of this standard monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:

1. Standard infrastructure monitoring, for example: CPU, I/O, Database connections, memory, and external ping tests.
2. Services Health-check monitoring, for example: decision services, data acquisition services.
3. Transaction volumes, for example: aggregate, non-segmented volume, and basic business segmentation.
4. Up to three (3) Origination Manager Data Acquisition Module (DAM) 3rd-party monitors

5. Average Response Time, for example: aggregate, non-segmented volume, and basic business segmentation.

4.2 Preferred Support Services for Decision Management Suite (DMS) SaaS Services. If Client has purchased a SaaS Subscription for Decision Management Suite (DMS) SaaS Service, and is current on Fair Isaac Preferred Support Services for that SaaS Subscription, in addition to what is described as Standard Support Services for Decision Management Suite (DMS), Client will receive the following:

- a) Preferred Support Service upgrades defined as follows:
 1. Fair Isaac will apply remediation(s) for documented upgrade issues, as documented in installation guide or release notes, within the DMS FICO Application Studio (FASt) and Decision Management Platform (DMP) products custom configurations.
 2. Fair Isaac will perform the manual upgrade and validation of Client's decisioning configuration for up to three (3) decision services. The decisioning configuration must be in the Blaze Advisor, Decision Modeler or Strategy Director DMS products.
 3. Fair Isaac will perform the manual upgrade of all of the Client's custom FICO Application Studio (FASt) modules in a solution using up to 300,000 Software Units as defined in the SaaS Subscription including transaction user interface (UI) monitoring and standard 3rd-party API monitoring outside of the Data Acquisition Module (DAM).
- b) Preferred Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:
 1. Fair Isaac will monitor up to a total of six (6) Data Acquisition Module (DAM) configured third party monitors.
 2. Fair Isaac will monitor up to two (2) Client-specific batch file monitors.
 3. Fair Isaac will monitor up to a total of five (5) custom external service monitors including transaction UI monitoring and any standard 3rd-party API monitors outside of the Data Acquisition Module (DAM).
- c) The scope of Preferred Support Services will cover a single "named" DMS solution and is limited to the following products:
 - i. FICO Application Studio (FASt);
 - ii. Decision Management Platform (DMP);
 - iii. Decision Modeler;
 - iv. Strategy Director.

4.3 Premier Support Services for Decision Management Suite (DMS) SaaS Services. If Client has purchased a SaaS Subscription for Decision Management Suite (DMS) SaaS Service, and is current on

Fair Isaac Premier Support Services under that SaaS Subscription, in addition to what is described as Standard Support Services for Decision Management Suite (DMS) SaaS Services, Client is entitled to the following:

a) Premier Support Service upgrades defined as follows:

1. Fair Isaac will perform any diagnostics and remediation for any non-documented upgrade issues, not included within documented installation guide or release notes, related to custom configurations.
2. Fair Isaac will perform the manual upgrade and validation of Client's decisioning configuration for up to five (5) decision services. The decisioning configuration must be in the Blaze Advisor, Decision Modeler or Strategy Director DMS products.
3. Fair Isaac will perform the manual upgrade of all of the Client's custom FICO Application Studio (FASt) modules in a solution using up to 600,000 Software Units as defined in the SaaS Subscription including transaction UI monitoring and standard 3rd-party API monitoring outside of the Data Acquisition Module (DAM).

b) Premier Support Service monitoring as described below, provided that Client has purchased the setup of this preferred monitoring capability as part of a Fair Isaac Professional Services engagement. At Fair Isaac's discretion, this may include:

1. Fair Isaac will monitor up to a total of ten (10) Data Acquisition Module (DAM) configured 3rd-party monitors.
2. Fair Isaac will monitor up to five (5) Client-specific batch file monitors.
3. Fair Isaac will monitor up to ten (10) custom external service monitors including transaction UI monitoring and any standard 3rd-party API monitors outside of the Data Acquisition Module (DAM).

c) The scope of Premier Support Services will cover a single "named" DMS solution and is limited to the following products:

- i. FICO Application Studio (FASt);
- ii. Decision Management Platform (DMP);
- iii. Decision Modeler;
- iv. Strategy Director.