MRI Global Client Support Policy
May 2022

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PRE-REQUISITES FOR CLIENT ACCESS TO MRI GLOBAL CLIENT SUPPORT

Access to MRI Global Client Support will be provided to MRI Clients for the term outlined within their Master Agreement and incorporated Schedules, Order Documents and amendments (the "Agreement"), based on the following criteria:

- The Client has a current and fully executed governing Agreement in place with MRI Software LLC or its subsidiaries ("MRI")
- The Client has a current license for all applicable MRI Software in use by Client.
- The MRI Software is being used in accordance with the terms contained within the governing Agreement and the Client is not in breach of their Agreement.

UNLIMITED SUPPORT

MRI's Global Client Support shall provide "Unlimited Support" for the MRI Software*. MRI Software that has been altered or modified by anyone other than MRI or its licensors may not be supported. Unlimited Support includes general product and technical assistance for all current and supported MRI Software releases, running on the infrastructure and/or environment for which they are intended. Unlimited Support shall not include:

- Professional Services, including without limitation:
  - Data imports and/or data conversion;
  - Data entry, data set-up, and/or data maintenance;
  - Training
  - Project management, Configurations, or any services otherwise provided by MRI's Global Professional Services group;
- Support for Configurations (formerly Customizations), including without limitation:
  - Reintegration work necessary to rebuild Configurations or Client specific enhancements, interfaces, or Client specific reports, in order for them to be compatible with new versions or Releases/Service Packs of the MRI Software;
- Modifications to the Configurations, or Client specific enhancements, interfaces, or Client specific reports; A release for which Maintenance and Support has been discontinued;
- Software used other than in accordance with the Documentation; or
- Any systems or programs not supplied by MRI.

Unlimited Support is not a replacement for adequately training the Client's Users. It is Client's responsibility to ensure that all appropriate users receive initial training services sufficient to enable Client to effectively use the MRI Software and SaaS Services. Training services may be purchased by the Client. Based on the number or type of calls that are being logged, MRI may advise the Client that it would be more appropriate to implement a training program for the Client's staff, to be purchased by the Client. In the event that the Client declines to receive such training, MRI reserves the right to limit access to Support for such training-related requests.

Technical Support during Upgrades is covered under Unlimited Support; however, Global Client Support does not perform Upgrades or other services related to Upgrades. Software used other than in accordance with the Documentation or other than on a Certified Operating Environment (COE), as well as any discrepancies that do not significantly impair or affect the operation of the Software are not covered under Unlimited Support. Support of existing Configurations and/or Customizations must be obtained from MRI's Global Professional Services group at the then-current rate, unless otherwise specified in the Clients current governing Agreement. All services provided by MRI's Global Professional Services group are subject to availability at then-current rates.

*MRI Investment Modeling (formerly Cougar Software) Clients that do not have "Bundled" or "Unlimited Support" indicated on their governing Agreement will receive Hourly Support, and not Unlimited Support. Please see the Addendum at end of policy for specific information related to Hourly Support. The Unlimited Support section below shall not apply to these clients

DESIGNATED SUPPORT CONTACTS

Overview

Clients accessing MRI's Global Client Support group are required to designate at least one named Designated Support Contact ("DSC") within their organization. Clients may designate up to the number of DSCs specified in their current governing Agreement. As a minimum, MRI recommends that a deputy or backup contact be identified. Only these contacts may open support tickets (cases) with Global Client Support and will be provided logins for the myMRI Client Portal. At least one (1) DSC must also be an Administrator.

Where appropriate during the course of investigating and troubleshooting an open support ticket, MRI may liaise directly with non-DSC Client Users, or with staff from the Client's IT

department. However, it is recommended that the overall responsibility of all support tickets on behalf of the Client be managed by the Client's Designated Support Contact in order to maintain an overall central point of contact.

Requirements

DSCs must be an employee of the Client and a qualified Client User, so designated by the Client in their current governing Agreement. A DSC may not be a competitor, or an employee of a competitor, of MRI for any Software or Service.

The Client is responsible for the proper training of their DSC(s) in the operation and use of all applicable MRI Software. All DSCs must have attended MRI training courses for the applicable Software prior to contacting MRI's Global Client Support group. Training for DSCs is offered through MRI's Global Professional Services group at the then current rates, unless otherwise specified in the current governing Agreement.

Changing Designated Support Contacts

Clients may request to add and/or change DSCs by informing MRI via a case logged and submitted online at the myMRI Client Portal. If requesting user is currently not a DSC and does not have access to the myMRI Client Portal, the user may submit a case via our support telephone lines. A DSC Add/Change form will be sent via email and the form should be completed and submitted back through the case.

SUPPORTED LANGUAGES

All Maintenance and Support provided by MRI's Global Client Support group is delivered in English, unless otherwise stated within the Client's current governing Agreement.

SUPPORT TICKET (CASE) SUBMISSION

DSCs may access MRI's Global Client Support through the following methods:

Website

Clients may access MRI's case submission tool via the myMRI Client Portal. MRI recommends that all non-critical support tickets be submitted via the myMRI Client Portal at mymri.mrisoftware.com.

Phone

For a complete list of support phone numbers, please visit
www.mrisoftware.com/services/contact-support.

*Toll free phone number is for landlines. You may be charged when calling from a mobile phone. This number may not be accessible from some mobile network providers. For more information, contact your network provider.

Note: Clients with concierge level support should use the toll-free concierge phone number provided in their current governing Agreement.

Support Ticket (Case) Requirements

Cases may only be opened using one of the methods described above. When opening a case, Clients must provide the following information:

- Client ID
- Contact Name
- Contact Phone Number
- Product and Version
- Description of Issue
- Software Environment

In addition, the following information should also be supplied where relevant in order to troubleshoot or resolve the case:

- Steps taken to produce the issue
- Screen prints
- Hardware information

Support Ticket (Case) Severity Levels

Cases will be initially prioritized by MRI's Global Client Support agents based on the guidelines below. The case priority may alter over time as more information becomes available or workarounds are provided.

Severity	Definition
Normal	An area of core functionality is generating issues but is not preventing the Client from performing day to day use of the Software. A workaround may be available.
Serious	The production system is able to run core processes but other functionality is significantly impaired. Client's ability to carry out day to day use of the Software is severely impacted. There is no reasonably acceptable workaround.

	Critical	The production system is significantly impaired with core functionality essentially unavailable. Client's day to day use of the software is severely impacted. There is no available workaround.

The myMRI Client Portal – Case Submission Target Response Time*

MRI's Global Client Support group will make every reasonable effort to ensure that submitted cases are assigned the proper level of Severity. Submitted cases will be responded to in the order in which they are received, with consideration given for higher Severity levels. Response Time is the time it takes before a Global Client Support agent makes initial contact with the individual who submitted case.

	Bundled	Concierge Standard	Concierge Premier	Executive Concierge
Normal Priority	6 hours	4 hours	3 hours	2 hours
Serious Priority	3 hours	2 hours	1.5 hours	1 hour
Critical Priority**	Live Call Only	Live Call Only	Live Call Only	Live Call Only

*Response times listed above are estimated targets. Response time is not a resolution goal and should not be interpreted as a guarantee of service. MRI's Global Client Support group will use commercially reasonable efforts to adhere to the time frames listed above. Global Client Support does not provide Resolution targets and Response Time should not be interpreted as a commitment regarding Resolution timeframes.

**MRI recommends that all Critical cases be submitted via the applicable phone numbers. For a complete list of support phone numbers, please visit www.mrisoftware.com/services/contact-support.

PATCHES AND HOTFIXES – QUBE PRODUCTS ONLY

The implementation of all patches and hotfixes will be undertaken within our normal business hours at times determined by MRI. If the Client requires release to be applied outside our normal business hours Client shall be required to pay a fee and will be required to provide a minimum of five (5) business days' notice to MRI (excluding weekends and MRI holidays).

 A Critical Issue 'hot fix' will be applied as MRI deems practicable. If the Client's system is required to be taken offline, MRI shall attempt to determine an appropriate timeframe to do so with the Client. SaaS Core/Standard clients have no rights to decline a hotfix.

CLIENT RESPONSIBILITIES

The ability of MRI's Global Client Support group to respond quickly and effectively to cases is dependent on Clients fulfilling the responsibilities and requirements set forth in this policy.

Clients will use commercially reasonable efforts to:

- Ensure all DSCs have appropriate knowledge and skills involving applicable MRI Software
- Provide information relevant to the case and any recent changes to the operating environment within a reasonable period of time after submitting a case, or upon request by MRI
- Provide MRI with reasonable and suitable access to the environment being supported, as described in Section 7 below
- Assume responsibility for fully protecting Client Data against loss or corruption. MRI will not be responsible for the loss of information or data while providing Support
- Act upon recommended solutions provided by MRI within a reasonable period of time
- If On Premise (a license is hosted in Client's environment), apply updates made available by MRI, or its authorized partners, in a timely manner
- The Client will ensure that those staff responsible for the Client equipment, including Client hardware, network and operating platform, have or procure adequate knowledge and expertise to support all related components that are the responsibility of the Client. The Client must ensure that these are kept up to date, commissioning further training, where appropriate, in the event of a change of personnel. Adequate knowledge and expertise is defined as covering the following:
    - The ability to successfully set-up and configure PC's for all system users, subject to the technical recommendations as provided by MRI.
    - The ability to install, configure and maintain printer devices and drivers.
    - The ability to successfully run the Client network.
    - The ability to run diagnostics on the system to identify network utilization and maximize system performance.
- The Client will ensure that there is a fully trained systems administrator that will take responsibility for all administration tasks within the application. The Client must ensure that these skills are kept up to date, commissioning further Software Products training, where appropriate, in the event of a change of personnel. It is the Client's responsibility to ensure that adequate levels of support for the system are provided during periods of staff absence and holidays.

ACCESS TO CLIENT DATA

In order to allow the proper diagnosis of support cases, MRI may require access to Client Data. Access may include, but is not limited to:

- Ability to view the User's desktop
- Copies of reports, screen prints, and/or other static data
- Access to test or backup systems
- Access to test or production databases

In all cases, MRI will ensure that requests for access (whether to the production database, backup systems, Client Data or otherwise), either directly or from a copy, are only made when no alternative is appropriate and feasible. If the Client is unable to provide access to data that has been requested, they should discuss alternative solutions with MRI. MRI reserves the right to automatically close cases when the Client has not provided adequate, necessary data for a full analysis within a reasonable period of time.

SUPPORT HOURS

A complete list of support hours excluding holidays observed by MRI can be found at www.mrisoftware.com/services/contact-support.

Ambassador and Concierge Support

Clients with an Ambassador (previously known as "Platinum") or Concierge Support plan should refer to their current governing Agreement for Support Hours.

MRI Holidays

MRI observes the following holidays and MRI Global Client Support will not be available on the below listed days.

United States	Australia	Canada	Hong Kong	India
New Year's Day	New Year's Day	New Year's Day	New Year's Day	Makar Sankranti (Bangalore & Baroda)
Martin Luther King Jr. Day	Australia Day	Family Day	Lunar New Year's Day	Republic Day
President's Day	Good Friday	Good Friday	The Second Day of Lunar New Year	Maha Shivaratri (Bangalore & Pune)
Easter Sunday (CTM & Callmax Only)	Easter Monday	Victoria Day	The Third Day of Lunar New Year	Holi (Baroda, Gurgaon, Pune)
Memorial Day*	Anzac Day	Canada Day	Good Friday	Good Friday
Juneteenth	Queen's Birthday	Civic Holiday	The Day Following Good Friday	Ramzan
Independence Day	Labour Day	Labour Day	Easter Monday	Muharram (Gurgaon & Pune)
Labor Day*	Western Australia Day (WA Only)	National Day for Truth & Reconciliation	Ching Ming Festival	Raksha Bandhan (Baroda only)
Thanksgiving	August Bank Holiday	Thanksgiving	Labour Day	Independence Day
Day after Thanksgiving	Melbourne Cup (VIC Only)	Christmas Day	The Birthday of Buddha	Janmashtami (Gurgaon only)
Christmas Eve	Christmas Day	Boxing Day	Tuen Ng Festival	Ganesh Chaturthi (Bangalore & Pune)
Christmas Day	Boxing Day		Hong Kong Special Administrative Region Establishment Day	Maha Navami (Gurgaon only)
			The Day Following Chinese Mid-Autumn Festival	Vijayadashami/Dussehra
			National Day	Deepavali/Diwali
			Chung Yeung Festival	Gujarati New Year (Baroda only)
			1st Weekday after Christmas	Kannada Rajyothsava (Bangalore Only)
			2nd Weekday after Christmas	

New Zealand	Singapore	South Africa	Republic of Ireland	United Kingdom
New Year's Day	New Year's Day	New Year's Day	New Year's Day	New Year's Day
Day after New Year's Day	Chinese New Year	Human Rights Day	St. Patrick's Day	Good Friday
Wellington Anniversary Day (Wellington Only)	Good Friday	Good Friday	Easter Monday	Easter Monday
Auckland Anniversary Day (Auckland Only)	Hari Raya Puasa	Family Day	May Day	Early May Bank Holiday
Waitangi Day	Labour Day	Freedom Day	June Bank Holiday	Spring Bank Holiday
Good Friday	Vesak Day	Workers Day	August Bank Holiday	Platinum Jubilee Bank Holiday
Easter Monday	Hari Raya Haji	Youth Day	October Bank Holiday	Summer Bank Holiday
Anzac Day	National Day	National Women's Day	Christmas Day	Christmas Day
Queen's Birthday	Deepavali	National Women's Day Public Holiday	St. Stephen's Day	Boxing Day
Labour Day	Christmas Day	Heritage Day		
Christmas Day		Day of Reconciliation		
Boxing Day		Christmas Day		
		Day of Goodwill		

*Global Client Support will close early on the following dates and times:
- 5:00pm (local time) on Friday, May 27, 2022 (Memorial Day Weekend - US Only)
- 5:00pm (local time) on Friday, September 2, 2022 (Labor Day Weekend - US Only)

These holidays will be reviewed each year and updated, as appropriate. If the holiday falls on a Saturday, the holiday will be observed the Friday prior to the holiday; if the holiday falls on a Sunday, the holiday will be observed on the Monday following the holiday, except in cases where Support is offered on weekends.

AVAILABLE SELF-HELP SUPPORT SERVICES

The myMRI Client Portal

The myMRI Client Portal (http://mymri.mrisoftware.com) is a self-service website that allows DSCs to manage their account information including profiles, case reports and product documentation. Use of myMRI Client Portal is subject to the myMRI Client Portal Terms of Use located on its homepage. DSCs are able to access the following through the myMRI Client Portal:
- Cases – Submit a new case to our Client Support teams or review the status of any existing case.
- Review My Contacts – Review and edit the information we have on file for your company's contacts. You can also provide myMRI access to other members of your organization.
- Articles – Review thousands of articles with documentation on our most common support questions.
- MRI FliX – Watch our many MRI FliX instructional videos, demonstrating commonly performed tasks and troubleshooting steps.
- Product Documentation – Review our online product documentation, including Release Notes, User Guides, System Requirements and SaaS Compliance reports.
- Q & A Community – Submit questions and respond with answers to our client question and answer forum.
- Incident Reports – Review status and details of IRs associated with your account or cases.
- Product Ideas – Submit, vote for and track enhancement requests for MRI products and services.

SUPPORT LIFE CYCLE

Unless otherwise specified in a Client's current governing Agreement, MRI operates a release policy in which the current release and the previous release are supported. As MRI continuously enhances and improves its product offerings, it may become necessary to declare a particular release or configuration (e.g., a particular operating system release) at the "end of life" stage for the purpose of Support.

When this occurs, MRI reserves the right to discontinue Support for that product release or configuration. End of life notices are generally available at least 6 to 12 months in advance of the end of life date. MRI may, at its sole discretion, continue to provide Support for product releases or configurations beyond the end of life date. Should MRI exercise this right, Clients who wish to obtain support for the end of life product release or configuration may be subject to additional fees.

HOURLY SUPPORT ADDENDUM

Investment Modeling (formerly Cougar Software)
Clients with Hourly Support Coverage

1. PREREQUISITES FOR CLIENT ACCESS TO MRI GLOBAL CLIENT SUPPORT

All Clients provided access to MRI Global Client Support will receive the number of support hours listed in their Agreement during the normal operating hours outlined in Section 8 of this policy, unless otherwise specified in their current governing Agreement.

2. HOURLY SUPPORT

Unless otherwise specified in the governing Agreement, MRI Investment Modeling (Cougar Software) clients receive support on a pre-paid or T&M hourly basis. MRI's Global Client Support shall provide support for the number of hours purchased in the governing Agreement. Should Client exceed the number of hours purchased, MRI shall invoice Client for the additional hours used.

MRI Investments Management Software (Cougar Software) that has been altered or modified by anyone other than MRI or its licensors may not be supported. Hourly Support includes general product and technical assistance for all current and supported MRI Software releases, running on the infrastructure and/or environment for which they are intended. Support shall not include:

- Data imports and/or data conversion;

- Data entry, data set-up, and/or data maintenance;
- Project management, training, configurations, customizations, or any services otherwise provided by MRI's Global Professional Services group; or
- Any systems or programs not supplied by MRI.

Technical Support during upgrades is covered under Hourly Support; however, Global Client Support does not perform upgrades or other services related to upgrades. Software used other than in accordance with the Documentation or other than on a COE, as well as any discrepancies that do not significantly impair or affect the operation of the Software are not covered under Hourly Support. Support of existing Configurations and/or Customizations may be obtained from MRI's Global Professional Services group at the then-current rate, unless otherwise specified in the Clients current governing Agreement. All services provided by MRI's Global Professional Services group are subject to availability at then-current rates.