BRANCH AUTOMATION SOLUTIONS – TRANSACTION AUTOMATION SERVICE
BRANCH AUTOMATION SOLUTIONS – TRANSACTION ASSIST SERVICE (OPTIONAL ADD-ON)

This exhibit ("Exhibit") describes the following services within DN's Branch Automation Solutions ("BAS") portfolio: (i) the Transaction Automation Service ("BAS – Transaction Automation"); and (ii) the optional add-on Transaction Assist Service ("Transaction Assist"). This Exhibit is incorporated into and forms part of the Parties' Managed Equipment and Services Agreement ("MESA") and its Equipment Schedule (collectively with this Exhibit, the "Agreement"). This Exhibit is subject to the terms and conditions of the Agreement, including the Ordering Document and other exhibits referenced therein. Capitalized terms used but not defined in this Exhibit have the meanings set forth in Section 7 (Definitions) or, if not defined therein, the Agreement.

This Exhibit, and the services described herein, are supplemental to and require the BAS – ATM Availability & Security Exhibit (the "BAS Availability & Security Exhibit"). In the event of any conflict between this Exhibit and the BAS Availability & Security Exhibit, the BAS Availability & Security Exhibit governs. Transaction Assist is an optional add-on service that requires BAS – Transaction Automation as a prerequisite.

1. SERVICE COMPONENTS

1.1 Overview.

a. **BAS – Transaction Automation** The BAS – Transaction Automation service consists of connectivity to the Core Banking Platform of the Client allowing for extended account transaction processing, along with: (1) Subscription Software, and (2) remote service components. BAS - Availability & Security, in combination with BAS - Transaction Automation work together on Serviced Equipment, supported by DN's field maintenance services.

b. **BAS – Transaction Assist (optional add-on).** The BAS – Transaction Assist provides remote teller assistance at the Serviced Equipment, along with: (1) Subscription Software, and (2) remote service components. BAS – Transaction Automation with optional add-on Transaction Assist work together on Serviced Equipment, supported by DN's field maintenance services.

c. BAS – Transaction Automation and BAS – Transaction Assist supplemental components include:
Subscription Software. The Terminal Application Software requires:
- DN will activate the Rich Client Connector ("RCM") in VCP7.x or NS7.x for connectivity to Transaction Middleware v4.2.1; and
- For BAS - Transaction Assist (optional add-on) only: DN will activate Transaction Assist in v1.0 in NS7.0.3 or newer versions of all Software; and

Remote Service Components. DN will provide remote service of Transaction Middleware.

1.2 Subscription Software License. The Agreement's Software Terms (MESA, Section 3 and **Online Provisions**), as supplemented by the BAS – ATM Availability & Security Exhibit apply to and govern this Exhibit.

2. SERVICE SCOPE

2.1 Service Scope. BAS – Transaction Automation encompasses Remote Services, specified as:

a. **Transaction Automation.** DN will provide transaction acquiring and routing functionality for "on-us" transaction processing by routing "on us" transaction requests directly to a DN-integrated and certified third party Core Banking platform via Transaction Middleware. DN will ensure:
- Transaction Automation transmits the applicable information in near real time from the Serviced Equipment to DN's data center and out to the Core Banking Platform. Client may access the information at Client's account in the Customer Portal.
- Check processing is enabled for the Client and check items are forwarded to Client's check item processor.

- Limited stand-in functionality is enabled for withdrawal authorization during periods when the Core Banking Platform is not available. Limited stand-in means access to a limited set of accounts (namely, primary checking/saving account) and limits to the amount that can be drawn via business rules within Transaction Middleware as defined by the Client. DN acts as a 'store and forward' for these stand-in rules.
- DN will provide PCI-compliant and centralized real-time access to transaction data for claims management.

b. **Customer Portal.** DN will provision and provide access to the Customer Portal. Information stored within the Customer Portal is segregated by individual account and accessible by a secured log in and password. DN will direct to the Customer Portal certain available reporting and information for claims management.

- Reporting is available through the portal (for purposes of settlement), access to detailed transaction logs to assist disputes/claims, quality of service and service utilization reports.

c. **Transaction Assist (Optional Add-On).** DN will provide remote teller transaction assistance connectivity to qualified Serviced Equipment as set out in Section 5 to enable support to Client's customers during the customer's use of the Serviced Equipment.

- DN will ensure Transaction Assist transmits the applicable information in near real time from the Serviced Equipment to DN's data center. Client may access the information at Client's account in DN's Managed Service Customer Portal.
- DN will provide PCI-compliant and centralized real-time access to transaction data and remote teller sessions for claims management and auditing.

2.2 **Software Agent Install.** During the implementation phase, DN will activate or install the necessary Subscription Software (e.g., RCM, and, as required for Transaction Assist) at the Serviced Equipment. The Subscription Software is provided on a subscription basis for the applicable Subscription Term.

2.3 **Compliance.** The Agreement's Compliance terms, as supplemented by the General Conditions Exhibit and the BAS – ATM Availability & Security Exhibit apply to and govern the Services and this Exhibit.

2.4 **Hours of Coverage.** DN will operate BAS – Transaction Automation on a twenty-four (24) hours, seven (7) days a week basis, excluding scheduled downtime which may differ from DN's field maintenance services or other services specified on the Equipment Schedule or Ordering Document. The Hours of Coverage exclude outages as a result of third party Core Banking Platform downtime, and for BAS - Transaction Assist (optional add-on), the unavailability of Client's remote teller staff.

3. ADDITIONAL SERVICES, OUT OF SCOPE SERVICES, AND EXCLUSIONS

3.1 **Additional Service Options.** The additional services, set forth below, are supplemental and subject to a separate Ordering Document or amended Equipment Schedule.

a. Companion BAS offerings, subject to an independent service description, include:

- BAS – ATM Cash Optimization
- Any BAS offering for Teller Cash Recycler Services

b. Hardware-related service, e.g., hardware maintenance services.

c. Cash-related services, e.g., provisioning, forecasting, replenishment of cash.

d. Transaction authorization and processing other than those "on-us" transactions acquired and processed via the Transaction Automation Service.

e. All software-related services outside the scope of BAS – Transaction Automation (Section 1).

3.2 **Exclusions to the Service Scope.** The Exclusions to the service scope specified in the BAS – ATM Availability & Security Exhibit apply to and govern this Exhibit.

4. TRANSITION AND ONBOARDING

The Transition and Onboarding including implementation and master data of BAS – Transaction Automation and BAS – Transaction Assist (optional add-on) are governed by the BAS – Availability & Security Exhibit.

5. SERVICE PREREQUISITES

The prerequisites set forth below must be implemented prior to engaging any services set out in this Exhibit.

5.1 Technical Requirements. Services under this Exhibit requires prerequisites as follows:

a. Equipment Configuration:
- DN Series Serviced Equipment with corresponding hardware specifications as approved and detailed in the respective Transition Plan or Onboarding Plan.
- Transaction Assist (optional add-on) further requires DN Series 4xx hardware models only, installed with specific modules, including:
  - ID Scanner
  - Cash Depository (recycler or cash acceptor)
  - Check Depository
  - USB Portrait Camera
  - Fascia Microphone
  - System Speakers
  - Headphone Jack

b. Device Platform (perpetual software licenses):
- Microsoft Windows 11 Operating System unless DN, in its discretion, supports a more recent Windows operating system.
- EPC_7G Processor with a minimum of 32GM RAM.
- Latest and applicable version of Device Platform, e.g., ProBase v1.5.3 or higher.

Serviced Equipment including Device Platform need to be obtained under the DCA or other master agreement.

c. For BAS – Transaction Assist (optional add-on) only: DN's Elite Second Line Service Plan, defined at ("**Service Descriptions**")

d. Minimum required network bandwidth per link (not aggregated) of 10MBPS for all Serviced Equipment and DN connectivity service as defined or specified during the transition and onboarding process that supports the following minimum network performance standards:
- Throughput greater than or equal to 10Mbps down, 10Mbps up
- RTT Latency less than or equal to 150 milliseconds
- Jitter less than or equal to 30 milliseconds
- Packet loss less than or equal to 0.5%
- Bandwidth usage greater than or equal to 10G

e. Subscription Software: The Software required in the BAS – ATM Availability & Security Service Exhibit (inclusive of all defined prerequisites and dependencies) and this Exhibit.

6. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS

Any applicable Service Levels or Key Performance Indicators are specified in the Ordering Document.

7. DEFINITIONS

The definitions specified in the Agreement apply to and govern this Exhibit. The definitions specific to this Exhibit are set forth below.

"**BAS – Transaction Automation**" means the specific BAS offering described in this Exhibit.

"**Core Banking Platform**" means the central software platform used by a financial institution to manage customer accounts, transactions, and core banking operations.

"**Managed Security Software**" or "**MS Software**" means the DN-deployed remote managed security-related Software, included in DN's Subscription Software that is required for the remote Service components for BAS – Transaction Automation.

"**Rich Client Connector**" or "**RCM**" means a DN-provided software component embedded within DN Terminal Application Software (including VCP7 or NS7) that enables secure communication and integration between Serviced Equipment and DN's Transaction Middleware, including the transmission of transaction requests, responses, and related operational data, and which is activated and maintained by DN as part of the applicable Services.

"**Transaction Middleware**" means DN's server software that provides terminal management, terminal driving, transaction processing, acquiring and issuing functionality, as applicable.