CLA Implementation Services Exhibit

To enable Client's use of CLA, Built and Client will collaborate to implement the CLA System. Built will provide Client with implementation assistance as defined herein ("Implementation Project"). Nothing created by Built pursuant to this Agreement constitutes a work made for hire.

1. **Implementation Approach**. Built utilizes an agile implementation approach that relies on teamwork and collaboration between Built project teams and Client stakeholders. The parties will establish a Client-specific project plan which may vary from this description by mutual agreement of the parties ("Implementation Project Plan").
2. **Responsibilities of the Parties**. Each party will provide the resources necessary to successfully complete the Implementation Project Plan including, without limitation, assigning key human resources, validating the timeline based on the availability of the resources, providing necessary documents and materials (e.g., budget, draw schedules, service loan data), responding promptly to Implementation Project information requests, and promptly participating in user testing. Client will also ensure that all relevant Client systems are backed-up prior to the start of the Implementation Project, remain responsible for internal management and decisions, and provide Built with a list of all Participant Users and communicate with all Participant Users about the adoption of Built.
3. **Implementation Phases.** The table below provides an overview of the Implementation Project including a description of the activities and responsibilities for each phase. Some of the activities are iterative and will be repeated as necessary, and some phases and activities may be performed concurrently. Client and Built will collaborate in good faith to complete the Implementation Project in a timely and workmanlike manner. Implementation Project work will be conducted during Built Business Hours, excluding U.S. Federal holidays, except as otherwise mutually agreed. Implementation Project work will be primarily performed remotely at each party's location and meetings will be virtual unless mutually agreed otherwise.

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Implementation Phases	Description	Resources
Kickoff & Implementation Project Planning	The initial contact following the Order Form Effective Date will be a kickoff call with the Client team, the Built sales executive, and the Built implementation team. This call will include the following topics: ● Implementation Project activities ● High-level Implementation Project timelines ● Workflow topics ● Development of Implementation Project timeline ● Timing of Data Conversion and Data Connections (as applicable) and inviting Participant Users	**Client Team:** Project Manager Executive Sponsor Business Lead Functional Leads/SMEs **Built Team:** Sales Executive Implementation Manager Executive Sponsor Client Success Manager
Current and Target State Workflows	The Client and the Built Implementation Manager will outline and document the System workflows that will apply following Implementation including: ● Loan origination ● Loan servicing ● Inspections ● Participant interactions ● Disbursements ● Draw transfer and reconciliation	**Client Team:** Project Manager Business Lead Functional Leads/SMEs **Built Team:** Implementation Manager Solutions Engineer Others as needed

Configure Account & Workflow	Select elements of the CLA System are configurable to Client's specifications ("CLA Configuration"). Configurable features include: ● Reporting options ● Loan flagging ● Disclaimer language ● Loan specific configurations ● User provisioning Workflows to be created include but are not limited to: ● Loan entry ● Draw request process ● Inspection request process ● Loan approval process (per Client line of business) Additional process to be discussed include but are not limited to: ● Client fund disbursement process ● Client User provisioning	**Client Team:** Project Manager Business Lead Functional Leads/SMEs **Built Team:** Implementation Manager SME's
Portfolio Conversion, Testing & Validation	Portfolio/Data Conversion is the process of selecting, preparing, extracting, transforming, and transferring data from the Client's systems of record (e.g., loan origination, core, or accounting system) to CLA. As part of this process, the Implementation Manager will work with the Client team to understand the Client's current data management practices and determine how to effectively migrate this data into Built. The Data Conversion process will generally consist of the following: ● Data collection and process determination for borrower, Collateral Unit, and budget level data ● Data mapping from Client legacy systems/tools to Built ● Testing/validation of the mapping by Client Client will notify Built of any Material Defects. "Material Defects" are agreed upon configurations and workflows and/or existing CLA functionality that is not functioning as designed and there is not a work around. Material Defects do not include product enhancements.	**Client Team:** Project Manager Business Lead Functional Leads/SMEs Data Specialist **Built Team:** Implementation Manager Data Solutions Consultant
Production Migration	Following Data Conversion, Client and Built will complete the conversion process and Activate Client's In-Progress Collateral Units consistent with the following process. ● As defined by the Implementation Project Plan, Client will extract a final version of their In-Progress Collateral Unit data from its core system and gather its up-to-date budgets. This data will be provided to Built for Data Conversion. ● Client is required to provide the final production data extracts at least 72 hours prior to the planned Conversion Date ● Once data is successfully migrated to the Built production environment, Built will assist Client with promptly Activating its In-Progress Collateral Units.	**Client Team:** Project Manager Integration Lead(s) / Data Specialist(s) Testing Coordinator **Built Team:** Implementation Manager Data Solutions Consultant

Client User Training	Ad hoc training is provided throughout the Implementation process. Prior to Implementation Go-Live , Built will provide Client User's with instructor-led training. Training is role-based and broken out by User function. Examples of training sessions include: ● Admin/Draw Desk training ● Loan Officer/Lender training ● Draw Transfer/Funds Disbursement Training Built and Client will collaborate on the scheduling and attendees for all training sessions. During and following Implementation, Client Users will have unlimited access to Built's on-demand, online knowledge base that includes written documentation and videos.	**Client Team:** Project Manager Business Lead Functional Leads/SMEs All Built Users Training Coordinator **Built Team:** Implementation Manager Training Manager / Trainer
Data Connections	Import Data Connections will be established to support the following: ● Loan Creation (Loan Seeding) ● Pending Loan Updates ● Active Loan Updates ● Reconciliation Report Data Connections are a flat-file (CSV) that is used by Client to send new loan information to Built CLA. Files will be delivered via SFTP.	**Client Team:** Project Manager Business Lead Integration Lead(s) / Data Specialist(s) **Built Team:** Implementation Manager Data Solutions Consultant
Participant Launch	Each Party will work in good faith to achieve Participant Launch within 60 days of Go-Live following the steps below: ● Client will confirm the list of Participant Users and access rights to appropriate records based on each Participant User's role (e.g., builder, inspector, borrower) ● Built and Client will agree on email templates to invite Participant Users ● Upon direction by Client, Built will provision Participant Users and invite them to create CLA accounts and begin using CLA ("Participant Launch") ● Participant Users will be provided access to relevant portions of the Built knowledgebase ● Participant Users will have ongoing access to Built's User Support team during Built's business hours	**Client Team:** Project Manager Business Lead Builders/Borrowers **Built Team:** Implementation Manager Support Team
Stabilization	For 30 days following Go-Live, Built will provide Client with transitional support including support from Built's Implementation team to address workflow/configuration questions, adjustments to data connections, and additional training if needed.	**Client Team:** Project Manager Business Lead Functional Leads/SMEs **Built Team:** Implementation Manager Support Team

Support and Transition	- Client transitions to the Built Client Services team. This phase will conclude with a call between the Client Project Manager, Executive Sponsor, Built Implementation Manager, and Built Client Success Team. - During this transition call, the Built Implementation Manager will introduce the Built Client Success Manager, review any remaining tasks, and provide ongoing support processes and procedures. - The Built Client Success Manager will be Client's primary point of contact going forward.	**Client Team:** Project Manager Executive Sponsor Business Lead Functional Leads/SMEs **Built Team:** Implementations Manager Support Team Client Success Manager
Change Management Process	During the Implementation Project and after its completion, Client may request a change to its Data Connection, Integration, and/or CLA configuration as applicable ("Change Request") and the parties will engage in the following process: - Built will evaluate any Change Request and determine in its reasonable discretion whether the Change Request is major or minor based on the estimated hours required to complete the Change Request. A minor request will require fewer than four hours to complete. A major request will require four or more hours to complete. - If Built determines the Change Request is minor based on the estimated number of hours required to implement, and Built has completed no more than one other minor Change Request without additional fees during the prior 12 months, Built will coordinate with Client to complete the Change Request without additional fees. - If Built determines the Change Request is major based on the estimated number of hours required to complete the Change Request, or Built has already completed more than one minor Change Request without additional fees during the prior 12 months, Built will provide Client with a written proposal to implement the Change Request including price, estimated timeline, and implementation plan including UAT. - Built may decline to implement a Change Request at its discretion.	**Client Team:** Project Manager Business Lead Functional Leads/SMEs **Built Team:** Implementations Manager Support Team Client Success Manager