

SUPPORT SERVICES EXHIBIT

This Support Services Exhibit defines the support services offered by Built to Client (“Support Services”). This Exhibit is attached and incorporated into the Order Form executed by and between Built and Client. The below table summarizes the Support Services that Built will provide the Client throughout the Term of the Agreement.

Support Category	Service Description
Built Client Support Team	Clients will be authorized to access Built’s Client Support Team, which is responsible for intake, triage, routing, and issue resolution. Availability of Support Services is subject to then-current support volumes.
Built Client Success Team	Client will also have a dedicated Client Success Manager to serve as the primary point of contact for Client’s post-implementation needs.
Support Hours	7:00 a.m. – 7:00 p.m. Central Standard Time, Monday through Friday, excluding U.S. federal holidays
Phone Support	Client Admins may contact Built for Support Services during Support Hours via phone at (800) 655-8138 .
Email Support	Client Admins may contact Built for Support Services during Support Hours via email at support@getbuilt.com .
Live Chat Support	Client Admins may contact Built for Support Services during Support Hours via chat in the Built Platform.
Priority Response Time for Non-Technical Issues	<p>Client may request Support Services to resolve non-technical issues that interfere with Client's use of the Services. Built will provide an initial response to such requests to Client within six (6) Support Hours (“Response SLA”).</p> <p>If Built fails to meet the Response SLA, Client may request a credit of 5% of the Client’s Fees paid during the month in which the failure to meet the Response SLA occurred (The “SLA Credit”). The SLA Credit will be applied to the invoice issued in the month following the Response SLA failure. If Client does not request the SLA Credit in the month that the Response SLA failure occurred, Client waives its right to receive the SLA Credit. SLA Credits may not be redeemed for cash or refunded upon termination.</p> <p>Notwithstanding the foregoing, technical issues and the respective priority response times shall be handled in accordance with Built’s CLA and APM Service Level Agreement found at: https://getbuilt.com/legal/lender-legal-v-06-24/</p>