

## CLA Implementation Services Exhibit

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, provide Built with a list of all Participant Users, and communicate with all Participant Users about the adoption of Built. Project delays related to Client’s own delays (i.e. Client’s pace of decision making, inability to produce accurate and repeatable data extracts, etc.) may result in additional implementation fees. If applicable, Built reserves the right to charge fees to cover the cost to carry Built’s resources during the delayed time period.
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.

Implementation Phases	Description	Resources
<b>Planning</b>	<p><u>Kickoff:</u> 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 can include but may not be limited to the following topics:</p> <ul style="list-style-type: none"> <li>● High-level Implementation Project timelines</li> <li>● Workflow topics</li> <li>● Data request follow-up information</li> </ul> <p><u>Approvals:</u> Client will raise any internal processes and/or approvals that need to be met prior to CLA system go-live.</p>	<p><b>Client Team:</b></p> <ul style="list-style-type: none"> <li>Project Manager</li> <li>Executive Sponsor</li> <li>Business Lead</li> <li>Functional Leads/SMEs</li> <li>Technical Team</li> <li>Leads</li> </ul> <p><b>Built Team:</b></p> <ul style="list-style-type: none"> <li>Sales Executive</li> <li>Implementation Manager</li> <li>Solutions Consultant</li> <li>Client Success Manager</li> </ul>

<p><b>Workflows and System Configuration</b></p>	<p>The Client and the Built Implementation Manager will finalize target state workflow and configure CLA to support the target-state. Built will use commercially reasonable efforts to support the target state workflow, where permitted by the Built Platform, at the time of implementation. Client shall be responsible for making timely decisions on workflow and providing requisite resources for IT configuration.</p>	<p><b>Client Team:</b></p> <ul style="list-style-type: none"> <li>Project Manager</li> <li>Business Lead</li> <li>Functional</li> <li>Leads/SMEs</li> </ul> <p><b>Built Team:</b></p> <ul style="list-style-type: none"> <li>Implementation Manager</li> <li>Solutions Engineer</li> <li>Others as needed</li> </ul>
<p><b>Data Load &amp; Validation</b></p>	<p>Built will execute 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. Client shall be responsible for providing Built with requisite data in a timely manner and aligned to the project plan. Built and Client will partner to validate the accuracy and completeness of the data. Built will provide one (1) round of workflow testing and two (2) rounds of data validation testing. Any additional testing required will be considered as a Professional Service which may result in additional fees.</p>	<p><b>Client Team:</b></p> <ul style="list-style-type: none"> <li>Project Manager</li> <li>Business Lead</li> <li>Functional</li> <li>Leads/SMEs</li> </ul> <p><b>Built Team:</b></p> <ul style="list-style-type: none"> <li>Implementation Manager</li> <li>Data Solutions Consultant</li> <li>Solutions Engineer</li> <li>Others as needed</li> </ul>
<p><b>Training</b></p>	<p>Built will train Client on the CLA system via training videos and virtual working sessions with the Implementation Manager. A standard implementation will include no more than five (5) hours of training unless otherwise indicated in the Agreement.</p>	<p><b>Client Team:</b></p> <ul style="list-style-type: none"> <li>Project Manager</li> <li>Business Lead</li> <li>Functional</li> <li>Leads/SMEs</li> <li>Internal Trainers</li> </ul> <p><b>Built Team:</b></p> <ul style="list-style-type: none"> <li>Implementation Manager</li> <li>Solutions Engineer</li> <li>Others as needed</li> </ul>
<p><b>Go-Live</b></p>	<p><u>Activation:</u> Loans are activated and Client begins using the system for end-to-end workflows, as designed by the Parties in the “Workflows and System Configuration” phase.</p> <p><u>Data Connection:</u> If included in Client’s Order Form, Import and Export Data Connections are established and validated (e.g. SFTP file drop).</p> <p><u>Adoption:</u> Built Implementation Manager will maintain weekly check-in calls for four (4) weeks with Client to ensure system adoption is tracking to expectations.</p> <p><u>Inviting Participant Users:</u> During this phase, and within sixty (60) days of Client’s Go-Live Date, Client will provide list to Built of/invite the current applicable Participant Users and provision access rights to appropriate records based on each Participant User’s role (e.g. builder, inspector, borrower).</p>	<p><b>Client Team:</b></p> <ul style="list-style-type: none"> <li>Project Manager</li> <li>Business Lead</li> <li>Functional</li> <li>Leads/SMEs</li> </ul> <p><b>Built Team:</b></p> <ul style="list-style-type: none"> <li>Implementation Manager</li> <li>Solutions Engineer</li> <li>Others as needed</li> </ul>

<b>Hand-off to Customer Success Team</b>	Built Implementation Manager will orchestrate the hand-off to Built's Customer Success Team at the conclusion of Implementation.	<b>Client Team:</b> Project Manager Business Lead Functional Leads/SMEs <b>Built Team:</b> Implementation Manager Client Success Manager
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