

Deal Management Implementation Services Exhibit

Built and Client will collaborate to implement Deal Management (“Deal”). Built will provide Client with implementation assistance as defined herein (“Implementation” or “Implementation Project”). Nothing created by Built pursuant to this Order Form constitutes a work made for hire.

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”).

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, and responding in a timely manner to Implementation Project information requests. Client will also ensure that all relevant Client systems are backed-up prior to the start of the Implementation Project and remain responsible for internal management and decisions. 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 a fee to cover the cost to carry Built’s resources during the delayed time period.

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
Planning	<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: • High-level Implementation Project timelines • Workflow topics • Data request follow-up information <u>Approvals:</u> Client will raise any internal processes and/or approvals that need to be met prior to APM system go-live.	Client Team: Project Manager Executive Sponsor Business Lead Functional Leads/SMEs Technical Team Leads Built Team: Sales Executive Implementation Manager Solutions Engineer Client Success Manager
Workflows and System Configuration	<u>Workflow:</u> The Client and the Built Implementation Manager will finalize target state workflow and configure the APM System 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.	Client Team: Project Manager Business Lead Functional Leads/SMEs

	<u>Excel model configuration:</u> • Configure go-forward (new/non converted deals) templates • Convert deals existing at the time of Kick-Off using conversion strategy • QA Loans and iterate - Built will provide up to three (3) testing cycles As part of the standard Implementation Project, the Built team will configure: • Up to three (3) new Excel based templates for Client's Active APM projects. • Up to 1 (one) Loan Summary Report "LSR" in Excel <u>Data load</u> Built Implementation team will work with Client's team to understand Client's current data management practices and assist Client in determining how to import key data into the APM system effectively. The data conversion process can include but may not be limited to: 1. Discovery on scope and source of truth for key data fields 2. Alignment on the collection process to assemble data set 3. Data mapping from Client legacy systems/files to APM system 4. Execute the data migration from Client source of truth into the Built Platform As part of the standard Implementation Project, the Built team will provide: • Up to 50 hours of data services to backfill historical data for Client's Active APM projects. If Client needs more than 50 hours of configuration and/or data backfill work (including data backfill work for historical deals), Client will pay \$100.00 per hour for any additional configuration or data backfill service requested. <u>Data Validation:</u> Client and Built will mutually agree on go-forward data management practices following the Implementation Project. Client shall be responsible for providing Built with requisite data in a timely manner and aligned to the Implementation Project Plan. Built and Client will partner to validate the accuracy and completeness of the data. <u>Training:</u> Built shall train Client on the APM system via training videos and live training sessions with the Implementation Manager. A standard implementation includes no more than five (5) hours of training unless otherwise indicated in the Agreement.	Built Team: Implementation Manager Solutions Engineer Data Solutions Consultant Internal Trainers Others as needed
Hand-off to Customer Success Team	• Built Implementation Manager will orchestrate the hand-off to Built's Customer Success Team at the conclusion of Implementation.	