

Originations & Portfolio Management Implementation Services Exhibit

Built and Client will collaborate to implement Originations and Portfolio Management (“OPM”). 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. If applicable, 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 templates, 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>Kick-off:</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 OPM system go-live. <u>Duration:</u> Built Team and Client Team will make reasonable efforts to maintain a maximum duration of the Implementation Project of six (6) weeks, unless otherwise noted in the Order Form. <u>Hours:</u> As part of the standard OPM Implementation Project, the Built Team will provide up to 50 hours of service. If Client needs more than 50 hours, Client will pay an hourly rate of \$200 per hour for additional configuration services.	Client Team: Project Manager Executive Sponsor Business Lead Functional Leads/SMEs Technical Lead Built Team: Sales Executive Implementation Manager Solutions Engineer
Workflows and System Configuration	<u>Workflow:</u> The Client and the Built Implementation Manager will finalize target state workflow and configure the OPM 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	Client Team: Project Manager Business Lead

	making timely decisions on workflow and providing requisite resources for IT configuration. <u>Excel model configuration:</u> As part of the standard Implementation Project, the Built team will configure: • Up to three (3) new Excel-based Underwriting or Sizer templates for Client's OPM projects. • Built will provide up to two (2) testing cycles on each configured template. <u>Reports</u> As part of the standard Implementation Project, the built team will provide: • One (1) customized Pipeline report • All other portfolio or deal level reports provided within the OPM system will be available for Client use without alteration or customization unless otherwise noted in the Order Form. <u>Data Migration</u> Data migration or conversion of historical deals are not included in the Implementation Project unless otherwise agreed to in the Order Form.	Functional Leads/SMEs Built Team: Implementation Manager Solutions Engineer Data Solutions Consultant Internal Trainers Others as needed
Training	Built shall train Client on the OPM system via training videos, training resource documentation, and live or virtual training sessions with the Implementation Manager and training support. A standard implementation includes no more than five (5) hours of training unless otherwise indicated in the Agreement.	
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.	