

Draw AI Agent Implementation Exhibit

1. Implementation Approach

Built will provide Client with implementation assistance for the Built Draw AI Agent (the “Implementation Project”). The Implementation Project is designed to align the Draw AI Agent’s logic and decision-making with Client’s written policies and procedures (“SOPs”) to improve efficiency, accuracy, and consistency in draw administration processes.

Built utilizes an agile and collaborative implementation approach that emphasizes alignment between Client stakeholders and Built’s implementation team. The approach includes iterative feedback, tuning, and validation to ensure the Draw AI Agent operates in compliance with Client SOPs and risk management frameworks.

A Client-specific Implementation Project Plan will be developed jointly by the Parties. The plan may vary from the general description below by mutual agreement.

2. Responsibilities of the Parties

Each Party will provide the resources necessary to successfully complete the Implementation Project Plan, including but not limited to:

Client Responsibilities

- Provide current written policies and procedures for all draw-related workflows prior to project start.
- Identify a Business Sponsor, Compliance Liaison, and Super Users for decision-making and validation.
- Participate actively in feedback cycles providing up to 1,750 discrete feedback items across SOP tuning and performance validation. Feedback items refers to User Ratings shared by a thumbs up or thumbs down rating of the result.
- Provide internal approvals and ensure compliance sign-offs for progression between Built’s AI operational modes (Audit → Assist → Automate).
- Ensure access to relevant systems, data, and personnel needed for testing, training, and validation.

Built Responsibilities

- Lead configuration, training, and validation of the Draw AI Agent per the Implementation Project Plan.
- Provide structured prompts, testing templates, and tuning tools to align the Draw AI Agent with Client SOPs.
- Incorporate up to 750 Client feedback items during the implementation and up to 500 additional feedback items per mode transition (Assist and Automate).

- Monitor Draw AI Agent performance metrics during stabilization and proactively initiate tuning if weekly-measured SOP response accuracy falls below 90%.
- Conduct training, support user acceptance testing, and maintain a feedback log for audit purposes.
- Provide annual tuning to ensure continued accuracy and policy alignment.

Delays caused by Client (e.g., unavailability of resources, delayed document delivery, or approval dependencies) may extend the timeline and could result in additional fees to cover resource carrying costs. 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 and Deliverables

The Implementation Project consists of a 30-day setup followed by a 90-day stabilization period, as outlined below. Built and Client will collaborate in good faith to complete the project in a timely and workmanlike manner. Unless otherwise agreed, work will be performed remotely during standard business hours, excluding U.S. federal holidays. Implementation Project work will be primarily performed remotely at each party’s location and meetings will be virtual unless mutually agreed otherwise.

The phase durations and timelines set forth in this Exhibit are good-faith estimates and provided for planning purposes only. While actual timing may vary based on the Parties’ resource availability, the completeness and clarity of Client’s SOPs, integration dependencies, testing outcomes, and other factors, the Parties will work in good faith toward achieving go-live no later than 90 days from project commencement, unless otherwise mutually agreed.

Implementation Phases	Description	Primary Participants	Duration (Days)
Policy and Procedure Review	Review Client’s SOPs, clarify decision logic, and document key workflow variations. Identify alignment gaps and flag potential changes.	Business Sponsor, Compliance Liaison, Super Users	1–5

Prompt Drafting	Build structured prompt logic for each SOP and create AI-driven decision trees aligned to policy.	Built Implementation Manager, Business Sponsor	6–10
Testing & Validation	Run test scenarios across workflows. Collect and log feedback on AI responses.	Super Users, Business Sponsor	11–15
Tuning & Optimization (Round 1)	Apply up to 500 feedback items to refine Draw AI Agent outputs. Validate updates.	Built Implementation Manager	16–19
Super User Audit Mode Rollout	Deploy Draw AI Agent in “Audit Mode.” Super Users validate outputs before execution. Weekly check-ins to review adoption and accuracy.	Super Users, Built Implementation Manager	20–25
Tuning & Optimization (Round 2)	Apply up to 250 additional feedback items to SOP logic. Prepare system for broader rollout.	Built Implementation Manager, Business Sponsor	26–28
End-User Training and Rollout	Train all end users. Transition from Super User-only to all-user Audit Mode. Provide materials and recorded sessions.	Built Implementation Manager, Client Trainers	29–30

4. Stabilization and Mode Progression (90 Days Post-Launch)

Following initial go-live, the Draw AI Agent will progress through a 90-day stabilization window that includes the transition to **Assist Mode** and **Automate Mode**.

- **Assist Mode:** The AI recommends next actions for review and confirmation by human users.

- **Automate Mode:** The AI executes predefined workflows automatically based on confidence thresholds and Client approval.

Each mode progression will include up to 500 feedback items to refine confidence scoring, escalation thresholds, and operational logic. Progressions are gated by successful accuracy of 90% or greater, Client approval, and compliance sign-off. During the stabilization period, Built will monitor system accuracy and **initiate proactive tuning if Draw AI Agent accuracy on SOP responses falls below 90%**, as measured by user validation and test results. Built will host weekly check-ins during this window to track adoption, performance accuracy, and user confidence.

5. Included in Scope

The following services are included in this Implementation Project:

- Configuration and tuning of the Draw AI Agent (up to 2,500 total feedback items)
- SOP alignment and documentation
- Super User and all-user Audit Mode rollout
- End-user training and enablement materials
- 90-day stabilization support and tuning cycles
- Annual proactive SOP review and tuning
- Proactive re-tuning of the Draw AI Agent when performance accuracy falls below 90%

6. Out-of-Scope / Future Professional Services

The following may be provided as separate Professional Services engagements beyond the included scope:

- Expansion to additional SOPs or business units
- Additional tuning or retraining beyond 1,750 total feedback items
- Additional stabilization or feedback cycles after 90 days
- Custom workflow development or extended automation design
- Governance review and policy revision support

7. Completion and Transition

Upon completion of the stabilization window and Client sign-off on the Draw AI Agent's operational performance, Built will transition ongoing support to the Customer Success team. Annual tuning and policy alignment reviews will be coordinated by Built's Customer Success Manager and may include additional Professional Services, if requested.