VSoft Client Support Guidelines

November 21, 2018

Support Level	Client Response Time	Status Update	Target Resolution	Resource Level	Interim Fix	Escalation Path

VSOFT Corporation is dedicated to providing outsourced item processing and core data processing services to financial institutions throughout the country in a 'hosted' application service provider (ASP) model. VSOFT corporation software is used to power the item processing distributed capture service platform. Each financial institution client has signed a Service Level Agreement (SLA) with the VSOFT division that defines the item processing or data processing associated product services to be provided and the length of service term.

IT support and systems management for both processing platforms is provided by VSOFT Information Technology group. This includes all server hardware, operating system software, database management software, backup, domain desktop and firewall policies. VSOFT core system data and item processing system specialists provide application and client support to our VSOFTs financial institution clients.

Application support for the item processing platforms consists of required maintenance and administrative functions, related to the operation of the system, that are performed on behalf of our financial institution clients or in conjunction with designated resources from their information system, branch operation, cash management, and accounting departments. This would include mainly system parameter tables, sort patterns, user access, application configuration, interface files, reporting for item processing.

Client support consists mainly of response item processing system issues reported by our client institutions. System issues are reported via the SysAid Help Desk website, or by service request email notifications sent to the IP Support contacts listed at the end of this document. Reported issues typically involve an application in use at the financial institution client site, branch location, or remote deposit user. On occasion, support resources from VSOFT Corporate are engaged to assist in problem resolution, especially when the issue involves an application at central site that requires database access to perform SQL related queries and diagnostics. For issues arising from remote deposit users, e.g. merchant or consumer capture, VSOFT expects the financial institution to receive the initial support call from its remote deposit customer and when necessary, engage VSOFT support resources directly to assist our financial institutions client support resource in problem resolution. Upon receiving notification of a system problem, VSOFT will categorize and assign the issue a support level. In some instances, the additional research or diagnostics completed to understand the issue will require an escalation of the support level. There are four support level categories deployed within VSOFT beginning with Level 1, the lowest, and culminating at Level 4, the highest, all of which are described below in further detail.

| Level 1 | Next business day when provided | ASAP | Within 1 hour | IP Support or Support Technician | N/A | VSoft Customer Support |

Level					
Level 2	Within 4 hours when necessary	Every 4 hours	Within 1 - 8 hours	VSOFT Support	Manual Procedure	VSoft Customer Support
Level 3	Immediate	Every 8 hours	Within 1 – 24 hours	Coordinated, as agreed to by required participants	Manual Procedure	VSoft Customer Support, IT Support. If 'bug' related VSoft Development notified
Level 4	Disaster Recovery Alert	At intervals specified in the VSoft Disaster Recovery Guidelines and Procedures	As defined in the VSoft Disaster Recovery Guidelines and Procedures	Coordinated 7x24 or as specified in the VSoft Disaster Recovery Guidelines and Procedures	As defined in the VSoft Disaster Recovery Guidelines and Procedures	N/A
Program Remediation*	Within 1-2 business days	As agreed, to with client	Within 7-10 business days	Development	Manual Procedure	N/A
Custom Development*	Within 3-5 business days	As agreed, to in Project Plan, no less than once per week	Within 60-90 business days	Development	N/A	N/A

LEVEL 1 SUPPORT

Processing or operations issue encountered at VSOFT central site.   These types of issues are typically initiated by the financial institution branch or remote deposit user, or in some instance a VSOFT operator and are reported by VSOFT operators internally to support resources or system specialists. Level 1 issues are relatively minor in nature and are resolved within a 1 hour with minimal or no impact to the financial institution client or its customer. Level 1 issues are on occasion, noted in the daily processing log or SysAid database. Direct communication with the financial institution client is seldom required and often is not necessary.

LEVEL 2 SUPPORT

Processing or operations issue encountered at the financial institution level at either the branch location, or remote deposit user level (i.e. merchant or consumer user). These types of issues are reported via SysAid Help Desk or phone call with subsequent follow-up email by the financial institution resource directly encountering the issue or designated as first responder for their remote deposit user and in need of additional technical support to Support@VSoftCorp.com . Level 2 support can involve all levels of an application; from setup and installation, to answering functionality or usage capability questions, to data collection for problem analysis and resolution. In many instances remote support software such as, GoTo Assist® is used to provide VSOFT support resources with remote control capability of the end-user PC in order to troubleshoot and resolve the issue.

Level 2 support issues on occasion, can require VSOFT support resources to engage a higher-level technical resource from the VSOFT Information Technology group, VSOFT Customer Support team, or VSOFT Third Party Software Partner. In some instances, the financial institution client's Information Systems group may be engaged to assist in problem resolution. Level 2 resolution timeframe can vary from within the hour, up to 4 hours. Level 2 issues can impact the financial institution client when they cause missed deadlines or delayed file transfer times. Level 2 issues are recorded in the SysAid database and in some cases the resolution steps or procedures are added to the client knowledge database for future reference.

LEVEL 3 SUPPORT

Application software or hardware related issues that require VSOFT Support resources to engage a higher level of technical or application expertise to resolve. The higher-level technical resources required to assist in problem resolution, reside externally of the VSOFTs group, and often require multiple resources from the VSOFT Information Technology group, VSOFT Development Support team, or a VSOFT Third Party Software partner. In some instances, the financial institution client's Information Systems group can be engaged to work together with one or all of the aforementioned groups to resolve an issue. Level 3 support issues often require database access, diagnostic queries, log file analysis, root cause analysis, and possibly issue replication. Level 3 issues usually result in some negative impact to the financial institution client or its customer in the form of a missed deadline, or the inability to process one or some of the transactions received from a work source.

Level 3 resolution timeframes vary due to the technical nature and their dependency on multiple external resources working in conjunction with VSOFT internal resources to resolve. Financial institution client resources reporting the issue to VSOFT support resources are notified of anticipated resolution timeframe. Manual processes i.e. 'work around' are occasionally implemented if resolution requires application code remediation. Level 3 support issues require notification to the financial institution client's designated contact points via phone call or email, and mandate completion of a CIR (Critical Incident Report) as well as entry of the issue and its resolution in the SysAid help desk database.

LEVEL 4 SUPPORT

Business Contingency plan initiated. Level 4 issues are the result of catastrophic failure caused by a major hardware failure or natural disaster that affects either the data or item processing systems or their related applications. All procedures documented in the VSOFT Disaster Recovery Guide that address communication, escalation, and business resumption will be invoked and followed.

VSoft - Item Processing / Support - Contact Resource List

Contact	Group	Phone Fax Number	Email Address	Support Type
Item Processing	Proof Operations (Lansing)	P (866) 888-7638, option 2, Option 2 F – 517-366-4338	vsoftservices-mi@vsoftcorp.com	General issues related to day to day processing: user requests, item/batch deletes from central site.
Item Processing	Proof Operations (Albany)	P (770) 840-0097 x. 139	Ipsupport@VSoftcorp.com	General issues related to day to day processing: user requests, item/batch deletes from central site.
Support	Support	866-888-7638 Option 2, Option 1	support@vsoftcorp.com	Branch, ATM, Merchant Capture, Home Office, and Mobile Capture software or scanner issues.
Maria Oakden, Gail Shaw	IP Operations (Albany)	P (770) 840-0097 x. 709 P (770) 840-0097 x. 707	Maria.Oakden@VSoftcorp.com Gail.Shaw@VSoftcorp.com	Specific RDC, 3rd party ECL, ATM Day to Day processing related questions
Yvonne Swayze, Daniel Gibson	IP Operations (Lansing)	P (770) 840 -0097 x. 714 P (770) 840 -0097 x. 708	Yvonne.swayze@vsoftcorp.com Daniel.gibson@vsoftcorp.com	Specific Statement, RDC, 3rd party ECL, ATM Day to Day processing related questions
Yvonne Swayze	IP Escalation (Lansing)	P (770) 840 -0097 x. 708	Yvonne.swayze@vsoftcorp.com	Escalation – item Processing
Doug McBride	IP Escalation (Albany)	P (770) 840-0097 x. 706 C (518) 867-5569	Douglas.McBride@VSoftcorp.com	Escalation – item Processing
Lisa Smith	Support	P (770) 840-0097 x.134 C (770) 402-2888	Lisa.Smith@vsoftcorp.com	Escalation - Support

SYSAID HELP DESK

https://helpdesk.vsoftcorp.com. Financial institution clients are provided an option of a single user ID and password that can be used by designated resources within the financial institution to generate service requests and report system issues. If your institution is not currently using the SysAid Help Desk, please contact your VSOFT account representative for setup information and training.

REMOTE SUPPORT SOFTWARE IN USE AT VSOFT

GoTo® Assist - http://www.gotoassist.com/ph/VSoftcorp. The Support representative will provide the financial institution client with session access code and receive permission to take control of remote use desktop.