

Service Description

IBM Algo Credit Manager Single View of Risk

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

IBM Algo Credit Manager Single View of Risk is a web-based exposure calculation, aggregation and consolidation service, supplemented by active limit monitoring and credit risk dashboarding and reporting for both banking book and trading book activities within sell-side organizations, lenders and alternative lenders.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Algo Credit Manager Single View of Risk Foundation

IBM Algo Credit Manager Single View of Risk Foundation enables organizations to measure, consolidate and monitor credit risk data across both banking and trading book at points within a customer, customer group, and portfolio hierarchy. Consolidated credit risk data provides an enterprise-wide view of an organization's limits, exposures, excesses and availability.

In support of this, customer and customer group exposure hierarchies are aggregated and consolidated for both the ownership structure of customers, and private customer groupings (such as family units and company ownership), and suppliers and agents of customers. Customers are then grouped into portfolio-level attributes, such as country, industry portfolio, and ratings group, to deliver and track concentration risk across the organization. Dynamic limit monitoring is designed to enable banks to create, approve, and monitor risk appetite limits across the customer, customer group, and portfolio level, enabling proactive risk management against a bank's credit risk policy.

IBM Algo Credit Manager Single View of Risk Foundation also includes an integrated, historical reporting database to support reporting requirements, as well as the support infrastructure through which dashboard controls can be implemented and deployed to Authorized Users.

To enable this Cloud Service, Client must obtain sufficient Authorized User entitlements to cover the users of the Cloud Service and sufficient Entity ID entitlements to cover the unique customer, counterparty or customer group records against which credit risk calculations and aggregation are performed.

1.2 Optional Services

1.2.1 IBM Algo Credit Manager Single View of Risk Ratings Add-on

This feature provides the supporting framework for the calculation and maintenance of probability of default, loss given default, exposure at default, and expected loss based on an organization's predefined internal credit ratings model.

To enable this Cloud Service, Client must obtain sufficient Authorized User entitlements to cover the users of the Cloud Service and sufficient Entity ID entitlements to cover the unique customer, counterparty or customer group records against which credit risk calculations and aggregation are performed.

1.3 Acceleration Services

1.3.1 Set-up Services

The following set-up services are required for Client to be provisioned for use of the corresponding Cloud Services:

- IBM Algo Credit Manager Single View of Risk Foundation One Time Set-up
- IBM Algo Credit Manager Single View of Risk Ratings Add-on One Time Set-up

These one-time setup services are required to create the necessary supporting cloud infrastructure and services for an organization's installation. The setup service includes the delivery of, but is not limited to,

infrastructure, tools, monitoring, supporting pre-requisite operating system licenses, operational support, and limited compliance coordination activities.

Subsequent set-up service engagements are available for order by Client.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=7DA9DA70A2C511E7ABD1948A532C9330>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

4. Charges

4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Engagement is a professional or training service related to the Cloud Services.
- Entity IDs is a unique identifier for any entity identified within the Cloud Services.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

5. **Additional Terms**

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.