Service Level Document

What the Service is

CC2 is an easy to use, customisable platform that uses the strength of the Orbis company data and the Grid risk data sets to enable comprehensive screening, onboarding, automated risk assessments and ongoing monitoring of a portfolio. Widely used for compliance and supply chain risk management.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Moody's is committed to being prepared to quickly recover and resume operations in the event of a significant business interruption.

Resilience and Disaster Recovery Planning is in place to ensure the technology and systems to support the recovery processes for critical business functions. There is a disaster recovery team in place that is responsible for mobilizing and managing the recovery process. The ensure disaster recovery procedures are rehearsed and tested.

Moody's has identified the applications that are critical to our business. These applications are implemented in separate production and recovery data centres using industry-standard practices to switch data from the production site to the recovery site without loss of data and minimum downtime. This will be reviewed as part of the Business Continuity Plan implementation. Disaster Recovery Planning activities are not limited to recovery but ensures that production environments are designed from a technology and systems perspective to support the recovery processes for critical business functions, this may include using redundant processing capacity at other locations. Other activities include;

> → Providing remote-access facilities so that key employees can work from home or from non-office locations in the event their primary workplace was disrupted or made inaccessible.

→ Contracting with reputable technology firms specializing in rapid restoration of telecommunications systems, and recovery of software and data assets.

→ Obtaining contractual assurances from certain key vendors that they have business continuity plans.

As a top-tier financial services and information provider, we take our commitment to our clients very seriously. We continue to seek ways to improve our preparedness as we recognize new methods to manage business disruption risks, and to coordinate recovery efforts throughout the firm.

If you have further questions regarding Moody's efforts in this area, please contact us at clientservices@moodys.com

Onboarding and Implementation

Moody's structured implementation approach ensures that our projects are aligned with our customers' business strategy so that they can quickly achieve benefits and a return on investment from Moody's solutions.

Each customer will have a dedicated team that will cover the following aspects; front line support (helpdesk), training, and commercial account management. Each one of these roles provides a key element, and together we will ensure the customer has the best support possible.

Moody's support team will always try to help our customers get the most out of the solution they have purchased. Throughout the contract length, the team of account managers and helpdesk support will help identify more within the solution and share new ways to utilise the database.

Access to the system is controlled by usernames and passwords. Who these are attributed to is controlled by our back-end administration site and the users will be sent an email directly containing their login details. Users can be deleted and added on the administration site, and passwords can be updated/reset. Anyone who does not have a username/password will not be able to access the system.

The admin site can be accessed and controlled by the client and/or Moody's.

Within the admin site it is also possible to monitor usage statistics e.g. how frequently users are logging in to the system, how much data they are accessing.

Users will access CC2 via a URL which will take them to a user interface; each individual user will log into using their unique email and password. Through this interface, users will have access to all functionality including search criteria, individual company reports, and the tools section which they will be able to access quickly and easily.

The availability of service is 99.5%.

After Sales Support

1. Support and training will be provided by a designated account manager. The account manager will be on-hand to answer any questions about access/use of the CC2 interface. If there are any more technical data questions that the account manager is unable to answer, they will involve the Helpdesk and /or product specialists.

2. You will also have access to the Helpdesk for any questions they may have. This team can be reached at clientservices@moodys.com

3. Email support is available 24/7. Phone support is available 8:30am – 6pm UK working hours.

4. There are further resources available within CC2 itself, such as walk-through guides and a comprehensive help section.

Technical Requirements

Moody's platforms will work with Internet Explorer (IE10 upwards) Google Chrome and Firefox.