MOODY'S

Service Level Document

Service description

Moody's Credit Risk Calculator (CRC) is an easy to use, web-based tool that allows users to quickly calculate customized rating transition matrices and default rates suited to specific risk needs. Rating transition matrices and default rates are key inputs to credit risk models.

Service features

→ Leverages the power of the most comprehensive and accurate default database, Moody's Default & Recovery Database.

→ CRC efficiently models historical default data.

→ Help users tailor rating transition matrices and default rates to reflect their portfolio's most accurate credit risk assessment.

→ Enables users to modify a variety of parameters such as timeframe, industry, and regional criteria to meet different analytical needs.

→ Provides descriptive statistics for rating migrations. Access separate tables detailing the maximum, median, minimum, standard deviation, and average of each rating migration.

→ This data includes over 550,000 individual debt securities; 60,000 distinct issuers; corporate and sovereign coverage; and historical defaults back to 1920. → The drilldown feature allows users to click on numbers to see the issuers that make up that group and their corresponding rating and default history.

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→ The easy export options allows users to move data into additional formats.

→ Users can visualize details on rating migrations by hovering over interactive rating charts.

→ User interface: Allows for exporting and printing of results.

Benefits

→ Enables users to use the most extensive default data available, enhancing risk modelling.

→ Allows customizing risk assessments according to user's specific portfolio characteristics, ensuring a more precise evaluation of the risks.

→ Offers flexibility in analysis, allowing users to adjust their evaluations based on different dates, industries, or countries/ regions leading to more informed decisions.

→ Delivers comprehensive insights into rating changes over time, assisting users in understanding the volatility and risk associated with different issuers or debt instruments.

→ Offers an unparalleled depth and breadth of data, allowing to conduct thorough analysis and benchmarking across a wide range of issuers and historical periods.

→ Enhances transparency and understanding by allowing users to explore detailed underlying data behind aggregate figures. This facilitates deeper insights into credit risk factors.

→ Simplifies the process of sharing and integrating data into reports or other analytical tools, increasing efficiency and collaboration.

→ Provides an intuitive and user-friendly way to visualize and interpret complex data on rating changes, enabling quicker and more accurate assessments.

→ Enhances usability and accessibility of data analysis results, making it easier to disseminate findings and inform decision-making processes.

Delivery options

Desktop web service.

The levels of data backup and restore, and disaster recovery Moody’s will provide, such as business continuity and disaster recovery plans

Network Security

Moody’s use firewalls across the organization at each internal connection and between any perimeter networks and the internal network zone. Moody’s review the firewall and router rules periodically to determine whether adjustments are necessary.

Moody's routinely performs network and operating systems vulnerability scans using industry-standard tools to detect any vulnerabilities. Moody’s also use third parties to do network and penetration testing to validate our network security periodically.

Vulnerability and Patch Management

Moody’s define and maintain standards for vulnerability and patch management, designed to ensure that software on any of Moody’s assets is regularly updated to mitigate security gaps.

The scope of the software vulnerability management program also covers security software (for example, anti-virus and antimalware), which will be installed and enabled on each host that is capable of running such software and on gateways. We will ensure that the scanning engine and signature or pattern files are kept current, and block access to known malicious domains.

Vulnerabilities and other application security assessment findings are classified and remediated according to the rating they're assigned: Critical, High, Medium and Low.

Incident and Breach Response Management

Moody's maintain an Incident Response Plan to ensure that potential incidents and breaches are monitored, logged, investigated, and remediated, and that roles and responsibilities throughout the incident management process are clearly defined.

Business Continuity and Disaster Recovery

Moody's maintains an appropriate business continuity plan (BCP) and disaster recovery (DR) plan in compliance with applicable laws and consistent with industry standards.

→ BCPs are reviewed, maintained, and tested regularly to ensure that it is up to date and effective.

→ DR plans are maintained and tested annually for each of Moody's SaaShosted products. The plans include details on application description, key personnel, data backups and recovery, offsite storage, and failover and failback procedures. Moody's perform annual disaster recovery tests for our SaaS-hosted products to validate the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) timeframes of less than or equal to 24 hours.

→ Moody's deploy Distributed Denial of Service (DDoS) mitigation tools and architectures for mitigating DDoS events.

→ Moody's configure SaaS products hosted on the public cloud (Amazon Web Services [AWS] and Microsoft Azure) for high resiliency and availability

Onboarding and implementation

Moody's structured implementation approach ensures that our projects are aligned with our customers' business strategy so they can quickly achieve all benefits of the Moody's Solution.

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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 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, our teams 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.

CRC can be delivered through the online platform. There are extensive technical documents to support the use of the tool. Each individual user will have its own login details using their unique email and password.

After sales support

During both the onboarding phase and the duration of the contract, training with our solution specialists are both unlimited and included in the value of the contract. The main onboarding activity, whether the delivery is via a feed, API or web-based portal, would be training end users (in-person or remotely) to ensure they're maximising the value of our solutions. Moody's offer a flexible approach to training depending on how users might wish to proceed. This can be train-thetrainer method or directly with the end users and administrators.

Support and training will be provided by a designated account manager. The account manager will be on-hand to answer any questions around access/use of the Moody's interface, if there are any more technical data questions that the account manager is unable to answer, they will involve the help desk/product specialists.

You will also have access to the help desk for any questions they may have. This team can be reached at clientservices@moodys.com. Email support is available 24/7. Phone support is available 09:00am – 5pm UK hours.

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There are further resources available within Credit Risk Calculator itself such as FAQ.

Technical requirements

Moody's platforms will work with Microsoft Edge and Google Chrome.