MOODY'S

Service Level Document

Service Description

Fame is a comprehensive database focusing on UK and Irish companies, offering rich company data, detailed financials, global ownership structures, risk insights and relevant news.

Fame enables enhanced decision-making and efficiency through features such as bulk upload, analysis, comparison, and API integration for data enrichment and workflow optimization.

Monitoring capability

Fame provides with the ability to proactively monitor individual or groups of companies through its alerting capabilities. The user can select which data variables they want to be alerted to, and from there they will be pushed notifications whenever a change is made.

Analytical Tools

Fame provides several analytical tools options. This includes, among others, pivot analysis, peer analysis, the contact tool and batch search.

Export Functionality

Fame export options are extensive allowing users to work in a file format of the choosing. The file formats include Excel 2007 (.xlsx), Excel (.xls), Text (.txt), CSV (.csv), XML, (.xml) & PDF. An added feature which is valued by our global client base is the ability to also work collaboratively and as part of the export functionality users can also share exports directly via email.

Additional modules

→ **Research reports** - The research module contains reports on Company profiles and Industry profiles from Moody's, Moody's Ratings, GlobalData, MarketLine and Morningstar.

MOODY'S

→ **IXBRL** - Inline eXtensible Business Reporting Language is an open standard that enables a single document to provide both human-readable and structured, machine-readable data.

→ **Risk flags –** Risk information is curated into detailed profiles by individual or organisation, so you can see all associated, risk-relevant data in structured and detailed reports. Profiles are colour flagged in the entire Fame database.

→ **Beneficial ownership** – Moody's supply detailed ownership information on a global scale. Access to the ownership modules would allow customers to understand controlling ownership pathways, beneficial ownership, or subsidiary data in more detail. This includes the ultimate parent company of the subject entity which can be defined with a certain percentage of threshold based on customer requirements.

→ **News –** latest company-related news stories from around the world, which also highlights news with a negative sentiment to help you make the bestinformed decisions. Updated every 15 minutes, our news service collates relevant stories from reliable sources.

→ **M&A data** - Moody's has information on over 2.5 million deals from over 200 countries, with a 20-year or longer history in each location. This news is linked in our reports, to quickly identify any deal or rumour that is relating to the company of investigation.

→ **Original documents –** Images of original documents such as the annual return, annual accounts, documents of incorporation, changes in directory/secretary, special resolution, liquidator's account, increase in capital, memorandum and articles plus others, as field at Companies House and the Companies Registration Office in Ireland.

→ **API –** Fame API allows our customers to interact on demand with Fame. It is a live service with real-time responses. It follows industry standards and is used by hundreds of customers to a wide range of use-cases.

Onboarding support, availability and performance

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.

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 provide 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 Relationship 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, or for the API the token will be provided. System is accessible 24/7. 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. Please note that there are advanced privacy and security settings available.

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 Fame 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 functionalities including search criteria, individual company reports, and the tools section which they will be able to access quickly and easily.

Availability of service is 99%.

After sales support

Relationship management

Dedicated Relationship Manager (RM) will be assigned to each customer. RM will deliver both onsite and remote sessions as required:

→ Initial training for all staff, tailored to requirements

→ Tailored training for new staff joining throughout duration of contract

→ Option for annual refresher training for all staff

→ Updates & training on features developed over course of the contract

MOODY'S

Please note that if the dedicated RM were to change, Moody's would issue timely communication of this, and a structured handover period would ensue.

Training material

In addition to tailored training sessions, access to several learning and promotional materials would be provided. Within Fame there is a 'help guides' built into the tool. These help guides contain clear methodology documentation (including how content is sourced and updated), video tutorials and guided 'walk-me' functionality which enables the user to be guided through the product step by step. The training material also includes clear methodologies on how the data is collected as well as the definitions for each.

If required, Moody's can also provide promotional materials which can help to raise awareness of the data.

Customer service

Moody's has a global support team that operates from local offices in all major jurisdictions. These teams provide first- and second-line support for client requests. Moody's Client Service Specialist team is located across the globe to provide customers with 24x5 service. The 24x5 service begins when Hong Kong and Singapore open Monday (at 9am local time) and continues until the San Francisco office closes on Friday (at 6pm PST). The 24x5 service excludes national and Moody's holidays.

Clients can contact the Client Service Specialist Team via phone, email, or our self-service portal, Moody's Support Web.

You will also have access to the help desk for any questions they may have. This team can be reached at help@moodys.com. Email support is available 24/7.

Technical requirements

Moody's platforms can be accessed via commonly used web browser including Google Chrome & Microsoft Edge, as well as others.

API and Data Feeds are available upon request outside of scope for this offering.

Data backup and restore, disaster recovery plans

Our backup policy requires performing daily and weekly backups of critical data of our internal and hosted applications.

Moody's Analytics maintains an appropriate BCP in compliance with applicable laws and consistent with industry standards.

BCPs are maintained and tested regularly: We review our BCP and risk assessment regularly. The BCP is tested and updated regularly to ensure that it is up to date and effective. We can provide a Business Continuity Overview document upon request.

DR plans are maintained and tested annually: We maintain appropriate DR plans for each of our SaaS-hosted products. The plans include details on application description, key personnel, data backups and recovery, offsite storage, and failover and failback procedures. We 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.

Outage and maintenance management

We perform quarterly updates and notify clients at least a week in advance.

Hosting options and locations

Orbis is hosted on AWS in Frankfurt, Germany

Next layer – cloud hosting, Vienna, Austria

Access to data (upon exit)

Client data where hosted by Moody's is deleted/returned upon contract termination.

MOODY'S

Security

We have established comprehensive information security policies, standards, procedures, and guidelines that address physical, technical, and administrative requirements to protect customer business data. We review these documents, update them annually, and share them with applicable parties, including employees and third parties required to comply with these policies. The list of key information security policies, standards, procedures, and guidelines include:

→ IT (Acceptable) Use Policy

→ Physical Security Policy

→ Network Security Standard

→ User Access and Management Standards

→ Patch Management Standard

→ IT Asset Management Standard

→ System Hardening Standard

→ Vulnerability Assessment Standard

→ Log Management Standard

→ Information Security Incident Response Plan

→ Backup Standards

→ Business Continuity and Crisis Management Plans

→ IT Asset Disposal Procedure

MOODY'S

For more information visit moodys.com/publicsector

MOODY'S