<u>**nCino Support Services Terms**</u>

During the Term, nCino shall provide Support Services to Subscriber in accordance with these nCino Support Services Terms (the "**Support Services**") and the Agreement. Capitalized terms used but not otherwise defined herein shall have the same meaning as in the Agreement.

1. Technical Assistance Terms

Support Services are for ongoing support and administration of the Services within Subscriber's production environment after the Services have been fully implemented. Support Services exclude the implementation of, and other Professional Services related to, the Services.

2. Designated Contacts

"Designated Contacts" are Authorized Users identified by Subscriber to act as liaisons between Subscriber and nCino for Support Services. Subscriber shall identify up to three (3) Designated Contacts per nCino line of business. Subscriber can update Designated Contacts at any time using nCino Community (accessible via the Subscription Services or www.nCino.com). Subscriber is responsible for maintaining accurate and up-to-date contact information in nCino Community with respect to its Designated Contacts.

Subscriber's Designated Contacts shall be responsible for:

- Subscriber's support case activity;

- Developing and deploying troubleshooting processes, change management, and environment management strategies within Subscriber's organization; and

- Providing first line support for the Services directly to Authorized Users, including but not limited to (i) responding to inquiries concerning performance, functionality, or operation of the Services, (ii) responding to problems or issues with the Services, and (iii) diagnosing and resolving problems or issues with the Services.

If, after reasonable efforts, the Designated Contacts are unable to diagnose or resolve problems or issues with the Services, a Designated Contact shall contact nCino for second line support, as described hereunder.

Subscriber shall ensure that Designated Contacts:

- Have completed, at a minimum, applicable basic nCino Administrator course(s) in nCino University as applicable (nCino Administrator course is included as part of online training at no additional charge to Subscriber);

- Have completed any supplemental training via nCino certifications appropriate for the Designated Contact's specific role or Subscriber's use of the Services;

- Are knowledgeable enough to (i) provide reasonable effort to resolve technical issues internally, and (ii) assist nCino in analyzing and resolving technical issues with or affecting the Services;

- Have a basic understanding of any problem that is the subject of a case, have the ability to search the nCino Knowledge Base (which includes nCino Community, ZenDesk, or other in-app Knowledge Base, as applicable) for solutions, and be able to reproduce the problem in order to assist nCino in diagnosing and triaging it; and

- Coordinate support activities with nCino Customer Success Program representatives, as applicable.

nCino may review Support Service requests logged by Designated Contacts and may recommend specific training to help avoid Support Service requests that could be prevented by such instruction.

3. Support Services

Support Services consist of:

- Second level support to Designated Contacts - diagnosis of problems or issues with the Services and reasonable commercial efforts to resolve reported and verifiable errors in the Services, so that the Services perform in all material respects as described in the associated Documentation. Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. nCino shall be obligated to provide second level support only after Designated Contacts have exercised reasonable efforts to provide first level support in diagnosing or resolving any problems or issues in the Services;

- Second-level support is extended to Sandbox environments where Sandbox functionality exists, provided that Sandbox requests are excluded from any service level agreement requirements;

- Support for general releases, limited releases (when applicable), patch releases, and Documentation updates in accordance with the release documentation in nCino Knowledge Base;

- Assistance with Support Service requests in accordance with these Support Services Terms and the Agreement;

- Access to nCino Community, a 24/7 web-based support portal, including the ability to search the knowledge articles database, log Support Services requests online, and access on-demand nCino University training and certifications; and

- Additional services as detailed in nCino Community (additional services are subject to change at nCino's sole discretion).

4. Case Submission and Reporting

Designated Contacts can submit cases to nCino as follows:

- Through the online case submission process as described in nCino Knowledge Base.

- By telephone, by calling the applicable regional contact number listed below based on Subscriber's location as specified in the Agreement or Order Form, as applicable. A complete list of contact numbers is available on nCino Knowledge Base. Calls will be answered by a triage agent who will document the case and route it to the appropriate support team for response to Subscriber. Designated Contacts will be asked to provide their company name and contact information. Each case will be assigned a unique case number.

- *Note: Severity Level 1 cases must be submitted via telephone.* Telephone support in English is available for Severity Level 1 issues twenty-four (24) hours a day, seven (7) days a week.

- nCino may be closed or may operate on a limited capacity during selected regional holidays as published in nCino Knowledge Base or such additional resource identified by nCino. Except with respect to Severity Level 1 cases, Support Hours (as defined below) are subject to such regional holiday list.

Support hours are regionally defined as set forth below ("**Support Hours**"):

Region	Regional Contact Number	Language	Support Hours
NA	+1-888-676-2466	English	Monday-Friday 9 a.m. to 8 p.m. ET
EMEA	+44 1256 274159	English	Monday-Friday

			09:00 to 18:00 CET
			08:00 to 17:00 GMT/BST
APAC	+61 283 203 040	English	Monday-Friday
			09:00 to 17:00 AET

5. Severity Levels and Response Time Commitment

Issues submitted to nCino will receive an automated email confirmation and case number. nCino will (I) promptly respond to each case in accordance with this Attachment, and (ii) use Commercially Reasonable Efforts to promptly resolve each case, taking into consideration the severity and impact on Subscriber's business operations. Actual resolution time will vary on a case-by-case basis, depending on the nature of the case and the resolution itself. A resolution may consist of a fix, workaround, or other solution as solely determined by nCino in its reasonable discretion. The case priority level is selected by the Designated Contact at time of case submission, and may be updated by nCino to align with the following:

Severity Level	Description	Initial Response Commitment	Submission Method	Communication Frequency
Level 1 – Critical	The Services within Subscriber's production environment are "**Not Available,**" which means the Services are completely unavailable or there has been serious degradation of the Services: ● Critical production issue affecting a significant number of Authorized Users. ● Includes Services unavailability and data integrity issues (excluding data mapping). ● No reasonable workaround available. ● Example: Salesforce production instance unavailable, or	nCino will respond within one (1) hour of receipt of case.	By telephone only in accordance with Section 4 of these Support Services Terms**.**	nCino will communicate with Subscriber every hour unless another frequency has been mutually established and will remain engaged for troubleshooting 24x7**.

	Authorized Users are unable to approve any loans.			
Level 2 – High	The Services within Subscriber's production environment are moderately impacted or there has been some loss of functionality: • Widespread production issue that is persistent and affects some Authorized Users and/or moderate functionality. • Workaround available but causes significant impact to business processes. • Example: Authorized Users with a Credit Analyst profile are unable to approve any loans, but all other users can work as usual.	nCino will respond within four (4) Support Hours of receipt of case.	Through online case submission. If online case submission unavailable, can be reported via telephone.	nCino will communicate with Subscriber routinely during Support Hours, as reasonably practicable, and will remain accessible for troubleshooting during Support Hours.
Level 3 – Medium	A minor problem within Subscriber's production environment has been detected and it is negatively impacting the Services: • Isolated system performance issue or bug affecting some, but not most/all Authorized Users. • Short-term workaround is available. • Example: Authorized Users with a Credit Analyst profile are	nCino will respond within eight (8) Support Hours of receipt of case.	Through online case submission. If online case submission unavailable, can be reported via telephone.	nCino will remain accessible for troubleshooting during Support Hours.

	required to click a submit button to approve loans, instead of approvals submitting automatically.			
Level 4 – Informational	Information is requested related to nCino Gold Standards, best practices, application capabilities, installation, or configuration: • Informational request. • Issue affecting a small number of Authorized Users. • Reasonable workaround available. • Example: An inquiry on the nCino Best Practice on how to set up a loan approval process.	nCino will respond by end of next business day following receipt of case.	Through online case submission. If online case submission unavailable, can be reported via telephone.	nCino will remain accessible during Support Hours.

**24x7 troubleshooting requires that Subscriber commit a Designated Contact to be available to work with nCino as requested by nCino.

6. Issue Resolution and Escalation Process

nCino must be able to reproduce errors to resolve them. Subscriber agrees to reasonably cooperate and work closely with nCino to reproduce errors and to conduct diagnostic or troubleshooting measures as reasonably requested by nCino.

Subject to Subscriber's approval on a case-by-case basis, Authorized Users may be asked to provide remote access to their nCino application and/or desktop system for troubleshooting purposes. nCino may request access to Subscriber's environment in order to troubleshoot and provide remote assistance.

Due to the varying nature of potential issues, Subscriber understands that it is not possible to provide specific resolution commitments.

If an issue requires escalation for any reason, Subscriber may escalate to Support Management via case comment, and Subscriber will be contacted directly. The table below outlines the escalation matrix available to Subscriber, as necessary.

    1 - Technical Support On-Call Manager

    2 - Regional Support Leader

    3 - Global Senior Support Leader

    4 - Chief Customer Success Officer

7. Release Management

Periodically, nCino introduces new features, feature enhancements, or product fixes in connection with the Services, which will be made available as releases. Descriptions of releases, including deployment and testing schedules, can be found in the nCino Knowledge Base. Release deployments are automatic and will occur, to the extent practicable, during Scheduled Maintenance hours. A single release deployment may be waived or delayed due to temporary circumstances, if applicable. The procedure for requesting a waiver or delay is detailed in nCino Community.

Support Services are available for all non-deprecated features and functionality with the understanding that a resolution may require the Subscriber be on the most current nCino release. Deprecation notices and schedules are available and periodically updated in nCino Knowledge Base.

Subscriber may have access to such features or functionality prior to the general release of the features or functionality by nCino ("**Pre-Release Functions**"). Subscriber acknowledges and agrees that nCino will not be responsible for the Pre-Release Functions, or for any results generated thereby. Support, if any, of Pre-Release Functions will be outlined in the Documentation or the amendment or statement of work for such Pre-Release Functions.

8. Support Services Scope and Excluded Items

nCino will support functionality that is delivered by nCino as part of the Services. For all other functionality, issues, or errors in the Services caused by issues, errors, or changes in Subscriber's information systems or Non-nCino Applications, nCino may, at nCino's sole discretion, assist Subscriber and its third-party providers in diagnosing and resolving such issues or errors, but Subscriber acknowledges that these matters are outside the scope of the Support Services.

nCino is not responsible for service level failures attributable to (i) Subscriber's or its contractors' acts or omissions; (ii) Non-nCino Applications; and (iii) circumstances beyond nCino's or its subcontractors' reasonable control, including, without limitation, acts of God, acts of government, flood, fire, earthquake, civil unrest, acts of terror, strikes or other labor problems (other than those solely involving nCino employees), third party internet services provider failures, denial-of-service attacks, or other unforeseeable events that could not have been avoided if reasonable care had been exercised (the "Excluded Service Level Failures").

Product enhancement requests fall outside of the scope of the Support Services. Enhancement requests will be reviewed and prioritized in nCino's sole discretion based on resource availability and impact to the Services.

The Internet browsers supported by the Services are set forth in nCino Knowledge Base and are subject to change.

The following list contains examples of services that are not included as part of the Support Services. However, this list is not exhaustive, and nCino may elect in its sole discretion to provide these services in accordance with a statement of work that is mutually agreed to and signed by an authorized representative of nCino and Subscriber, and such services may be subject to additional fees:

- Support for, or otherwise related to, any products, features, functionality, integrations or customizations not delivered by nCino to Subscriber as part of the Services.

- Support due to causes other than ordinary use of the Services by Subscriber, Authorized Users, or caused by deliberate or negligent acts of such users.

- Maintenance, programming or telephone support for Subscriber's operational errors or use of software or equipment not provided as part of the Services.

- Customization requests or change requests outside the scope of an agreed upon statement of work.

- Onboarding implementation, testing services and additional training services.

- Support in connection with troubleshooting Subscriber's network infrastructure.

- Code changes to the Services required as a result of third-party software upgrades not provided as part of the Services.
- Support in connection with correcting data integrity issues caused by incorrect or bad data delivered to nCino for processing.

9. Business Disaster Recovery Service Level Objectives

nCino's recovery objectives during any recovery period are:

- Recovery Time Objective (RTO) (the time period within which the Services must be restored after a disaster or disruption event): Twelve (12) Hours.
- Recovery Point Objective (RPO) (maximum amount of acceptable data loss, measured in hours or minutes preceding a disaster or disruption event): Four (4) Hours.

10. Availability Service Level

nCino shall make the Subscription Services available (defined below), as measured over the course of any one-quarter period, at least 99.0% of the time (the "**Availability Service Level**"). "Not **Available**" means a Level 1 – Critical issue.

The Availability Service Level is calculated per quarter as follows:

$$\frac{(Total - Excluded) - Nonexcluded}{Total - Excluded} * 100\% = at\ least\ 99.0\%$$

Definitions:

- "**Total**" means the total number of minutes in the quarter.
- "**Nonexcluded**" means the total number of minutes that the Subscription Services are Not Available in a given quarter.
- "**Excluded**" means the total number of minutes in the quarter of (i) downtime for Scheduled Maintenance or critical Updates, (ii) downtime caused by Excluded Service Level Failures, or (iii) downtime agreed with Subscriber as excluded.

The Availability Service Level is calculated per quarter as follows:

Any nCino planned maintenance in production environments ("Scheduled Maintenance") shall, to the extend practicable, occur during the hours set forth in the table below. All times are subject to change upon thirty (30) days' notice provided in nCino Knowledge Base.

Region	Scheduled Maintenance Hours
North America	8:00 p.m. ET Friday to 8:00 a.m. ET Monday
EMEA	20:00 CET Friday to 08:00 CET Monday 19:00 GMT/BST Friday to 07:00 GMT/BST Monday
APAC (excluding Japan)	20:00 AET Friday to 08:00 AET Monday
Japan	20:00 JST Friday to 08:00 JST Monday

For any partial calendar quarter during which Subscriber subscribes to the Subscription Services, Availability will be calculated based

on the entire calendar quarter, not just the portion for which Subscriber subscribed. In addition, downtime of some specific features or functions within the Subscription Services, while others remain available, will not constitute downtime, so long as the unavailable features or functions are not, in the aggregate, material to the Subscription Services as a whole.

The Availability Service Level applies to production environments only, when running the current generally available release and the previous monthly release.