

ONESPAN IDENTITY VERIFICATION (“IDV”) FAST TRACK PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Thirty-Eight (38) hours
Expected Project Duration	Twenty (20) Business Days
Location of Professional Services	Remote

2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at <https://www.onespan.com/professional-services> (the “PS Schedule”), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the “Contract”). Terms not defined herein shall have the meaning given them in the Contract.

3) Assumptions and Pre-requisites

- a) The purpose of this OneSpan Identity Verification (“IDV”) Fast Track Package (the “Package”) is to provision for Customer a preconfigured electronic identity verification solution utilizing document validation and/or face compare processes within the IDV Solution.
 - i) The scope of this Package is limited to one (1) of the IDV Fast Track tenants available as of the date of the Contract (each an “Option”).
 - ii) By purchasing this Package, Customer ensures that it has reviewed and approved one (1) of the preconfigured Options as defined in the document (IDV Fast Track Options Document) and that the selected Option is fit for Customer’s particular production use case.
- b) Customer intends to use IDV only for those identity documents supported by the IDV solution as identified in the Documentation as of the date of the Contract.
- c) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service (“Service Hours”), unless otherwise agreed in writing.
- d) Supplier can perform Services outside of Service Hours at an additional expense through a separate agreement.
- e) Services can be provided on-site at Customer’s location subject to additional travel and lodging expenses which would be billed separately.
- f) Customer must have valid licenses for:
 - i) Identity Verification (Platform)
 - ii) Identity Verification (Identity Document Verification or Identity Document Verification with Face)
- g) Customer personnel must have experience with the programming languages relevant to the integration as applicable.
- h) Customer must have personnel and valid documents (passports, driving licenses, national IDs) for the purpose of completing user acceptance testing.
- i) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation.
- j) Customer will meet with Supplier remotely via Supplier’s remote meeting application or will host Supplier meetings via access to Customer’s own remote meeting application.
- k) The white labeling and notification end point configuration details are complete and delivered to Supplier by Customer no later than one (1) week prior to the project start.
- l) Any development or integration activities with IDV are to be performed by Customer.
- m) Customer and if applicable, its third-party integrator’s infrastructure is compliant with Supplier specifications for IDV.
- n) Only white labeling and notification end point configuration of IDV are provided in scope of this package, and customizations to IDV solution are not included.
- o) White labeling is limited to:
 - i) Relace the OneSpan Logo with the client Logo.
Note: Logo repositioning is not supported.
 - ii) Update of the Text Font.
Note: Text Font size update is not supported.
 - iii) Update the Button background color, the button border color and the button text color.
- p) The Professional Services are independent of OneSpan Maintenance and Support.
- q) Supported browsers can be found via the link below in the “Supported browsers” section: <https://community.onespan.com/products/secure-agreement-automation/release-notes/secure-agreement-automation-release-notes#TestedOperatingSystemsAndBrowsers>

4) Services

- a) Project kickoff conference call
 - i) Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
 - ii) Supplier will work with Customer to see that all prerequisites and requirements conditional for the provisioning of the Services are fulfilled.
- b) Analysis and Design
 - i) Supplier will conduct a workshop with Customer to review the key IDV functionalities, Customer business requirements, Customer project timelines and roll out plan, Customer resource schedules, and Customer communication plans.
 - ii) Supplier will conduct a review session with Customer and provide documentation on Customer's IDV configuration.
 - iii) Supplier will lead a session with Customer to explain white labeling and platform configuration capabilities for a future engagement for solution enhancement if needed.
- c) IDV Configuration
 - i) Supplier will provide a preconfigured Option with the following (the "Configuration"):
 - (1) One tenant
 - (2) Workflows as a component of the above tenant
 - (3) Audit trail
 - (4) User interface and branding
 - (5) ID verification
 - (6) SMS redirect to smartphones for IDV Transactions initiated via the web
 - (7) Language and verbiage
- d) Integration Support
 - i) Supplier will advise Customer or if applicable, its third-party integrator on integrating with IDV via the IDV REST API as needed.
 - ii) Supplier will provide computer code samples demonstrating how to integrate with IDV API.
- e) Deployment and Testing
 - i) Supplier will make the IDV Configuration available in one (1) environment, the IDV Staging/Testing and Development environment ("UAT").
 - ii) Supplier will troubleshoot and resolve issues specific to Customer's IDV configuration found during the Package services.
- f) Production Roll Out and Support Handoff
 - i) Supplier will assist Customer or its third-party consultant with production integration preparation and requirements.
 - ii) Supplier will set up the required infrastructure (certificates and notification endpoint URLs) within the Production environment.
 - iii) Supplier will deploy the Configuration to the IDV Production environment.
 - iv) Supplier will conduct the proper handover to the Supplier Customer Support team.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	API integration document
0002	Customer Configuration delivery to UAT environment
0003	Customer Configuration delivery to Production

6) Exclusions

- a) Third-party integrations with Identity Document Verification and Identity Document Verification with Face
- b) Product customization or product modification to Identity Document Verification and Identity Document Verification with Face
- c) Services related to eSignature (agreement/document electronic signature)
- d) Installation, configuration, backup, management or development on any third-party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solutions, Active Directory or other Windows Services, load balancers, server hardware, or firewalls)
- e) Custom documentation
- f) Custom development
- g) Any Workflow customizations
- h) Providing test data and documents (e.g., passports, driving licenses, national IDs).
- i) Any Professional Services not expressly addressed in this Package.
- j) Professional Services within this Package scope, beyond the 12-month timespan.