OneSpan

BRANDED MOBILE AUTHENTICATOR ("BMA") FOR ONESPAN CLOUD AUTHENTICATION ("OCA") PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Two Hundred and Eighteen (218) hours
Expected Project Duration	Twelve (12) Months
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) This Branded Mobile Authenticator for OCA Package (the "Package") governs Supplier's provision of Professional Services to provide Customer with Branded Mobile Authenticator ("BMA") application binaries for iOS and Android platforms that include authentication capabilities based on OneSpan Cloud Authentication ("OCA") and publishing support to the relevant application stores.

b) The Package covers:
   i) An initial version of the Branded Mobile Authenticator application for both iOS and Android
   ii) At most two (2) Updates of the BMA application provided during the execution of this Package. "Updates" mean additional personalization requests, application binary updates, and Maintenance. For the purposes of this Package, "Maintenance" means any release of a BMA Update that solves minor problems such as bugs or security issues or that includes significant changes in function or functionality of a prior version of the BMA.

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 Professional Services outside of "Service Hours" at an additional expense through a separate agreement.

e) Professional Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.

f) Customer must have purchased and received valid licenses for:
   i) OneSpan Mobile Security Suite ("MSS")
   ii) OneSpan Cloud Authentication
   iii) OneSpan Branded Mobile Authenticator

g) Customer will establish sufficient access to use Supplier's current remote services capability.

h) Customer to provide inputs regarding their existing or targeted processes for authentication, transaction approval, client registration and the planned application architecture.

i) Customer to provide assets and inputs for the personalization of the BMA application following instructions available in the personalization guide

j) Updates are provided if and when available within a twelve (12) month period from the start of the Package. Additional Updates can be purchased through other Packaged Services to provide additional Updates to the application (outside of the scope of this Package).

k) Notwithstanding anything to the contrary, Customer agrees that Maintenance for MSS and BMA is provided pursuant to this Package and these terms take precedence over any conflicting terms.

l) For the delivery of Maintenance, the Customer must use Maintenance only for the number of licenses of purchased.

4) Services

a) Branded Mobile Authenticator Application Initial Build: Expected Duration: 2 months
   i) Project kickoff conference call
     (1) Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
     (2) Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.
   ii) Initial personalization workshop
     (1) Supplier will provide an overview of personalization possibilities for the Customer's mobile authenticator and available features this authenticator can provide.
     (2) Customer will provide all required assets and information for the personalization.
     (3) Supplier will validate the app personalization with the customer (and show designed screens)
   iii) Delivery of binary files (customer branded):

      (1)   Supplier will provide up to six (6) Customer mobile application binaries from the following options:

          (a)   Android version for OCA Sandbox (unsigned)

          (b)   iOS version for OCA Sandbox (unsigned)

          (c)   Android version for OCA Staging (unsigned)

          (d)   iOS version for OCA Staging (unsigned)

          (e)   Android version for OCA Production (unsigned)

          (f)   iOS version for OCA Production (unsigned)

   iv)   Rollout and publishing support

      (1)   If requested, Supplier will provide support for the signing and publishing of the Customer mobile application binaries to the relevant app stores. This includes:

          (a)   Support with signing the app with the Customer's certificate

          (b)   Answering Customer's questions raised by the reviewers (during max 5 calendar days after delivery)

b)   Branded Mobile Authenticator Application Update – at most two (2) Updates in a 12-month period from Contract Effective Date

   i)   Update of Customer's mobile apps

      (1)   Supplier will provide an overview on the latest available features and changes (including MSS SDK updates) for BMA.

      (2)   Customer will provide an overview of requested personalization changes (if any) for its mobile apps and available features.

      (3)   Supplier will evaluate the impact and when feasible will implement the requested personalization changes when the Customer has provided all required assets and information for these personalization changes.

      (4)   Validating the personalization with the Customer (and show adapted screens)

   ii)   Delivery of binary files (customer branded):

      (1)   Supplier will provide up to six (6) Customer mobile application binaries from the following options:

          (a)   Android version for OCA Sandbox (unsigned)

          (b)   iOS version for OCA Sandbox (unsigned)

          (c)   Android version for OCA Staging (unsigned)

          (d)   iOS version for OCA Staging (unsigned)

          (e)   Android version for OCA Production (unsigned)

          (f)   iOS version for OCA Production (unsigned)

   iii)   Rollout and publishing support

      (1)   If requested, Supplier will provide support for the signing and publishing of the Customer mobile application binaries to the relevant app stores. This includes:

          (a)   Support with signing the app with the Customer's certificate

          (b)   Answering Customer's questions raised by the reviewers (during max 5 calendar days after delivery)

5)   Project Deliverables

Deliverable #	Deliverable Description
0001	Latest available version of the BMA Demo application including assets and information required for the personalization exercise provided to the Customer by Supplier
0002	Initial build - Mobile application binary files for Sandbox, Staging and Production environments for iOS and Android platforms based on the requested personalization
0003	BMA Update 1 (if available/applicable) - Mobile application binary files for Sandbox, Staging and Production environments for iOS and Android platforms
0004	BMA Update 2 (if available/applicable) - Mobile application binary files for Sandbox, Staging and Production environments for iOS and Android platforms

6)   Exclusions

a)   Configuration or programming of third-party or other applications/hardware.

b)   Custom Documentation (e.g., User Guide for end-user, etc.).

c)   Provision or integration of separate SDKs.

d)   Binaries for Windows or Blackberry Mobile.

e)   Any Professional Services not expressly addressed in this Package.

f)   Professional Services within this Package scope, beyond the 12-month timespan.