

SERVICE PARTICULARS DAYFORCE ANCILLARY SERVICES TERMS (US)

(APPLICABLE TO THOSE ANCILLARY SERVICES PURCHASED BY CLIENT AS REFLECTED IN THE ORDER FORM)

Ceridian makes available certain ancillary services for use in connection with the Dayforce Services. Client may elect to use the following ancillary services at any time throughout the Service Term, at the then current Fee charged by Ceridian for such ancillary services (as set forth in the Order Form and/or Rate Sheet, as applicable). All capitalized terms used herein and not defined shall have the same meaning as in the other documents that form part of the Agreement (as defined in the MSA) or the Dayforce General Terms (the Service Terms applicable to all Dayforce bundles), as applicable.

1. INSIGHTS Conference Discounted Annual Pass (the "Pass"). For each annual Pass Fee paid, Client will be entitled to send one representative to the annual INSIGHTS conference. This Fee covers admission to the conference and all sponsored events ordinarily included with such Fee (see INSIGHTS brochure for more details). Should INSIGHTS Plus be chosen, the Fee covers the aforementioned admission as well as Client's access to the hands-on lab sessions offered. Client will be responsible for all travel, accommodations and other expenses incurred. The first year's Fee will be invoiced upon signing this document and payable in accordance with the payment terms for Client's other Services. Client will automatically be renewed to attend the conference each year of the Service Term, for the Fee set forth in the Order Form (which Fee may be increased by Ceridian each year by written notice to Client). The Pass will subsequently be billed each year of the Service Term one (1) year from the date of the original Pass invoice. If the Pass is cancelled sixty (60) days prior to the conference, a refund of the Pass Fee, minus a \$150 administrative fee will be provided to Client. If the Pass is cancelled within 59 days of the conference, a refund of fifty (50%) percent of the Pass Fee, minus a \$150 administrative fee will be provided to Client. Client acknowledges that the Pass is valid only for the year it is administered and cannot be used for subsequent years of the Service Term.

2. Employment and Salary Verification. Ceridian will conduct employment, income and other employment status verification searches (at the then current rate, to be confirmed at time of ordering) for Client. Client will provide Ceridian with the required information in time for Ceridian to complete the Services in accordance with the mutually agreed upon processing schedule. As the data furnisher, Client shall be solely responsible for the accuracy of all data and information provided to Ceridian, and in this regard will participate (as needed) in consumer dispute resolution process that may occur related to the accuracy of information provided to Ceridian. The third party contractor through whom Ceridian provides this Service owns and operates The Work Number and is a Consumer Reporting Agency, as defined by the federal Fair Credit Reporting Act (FCRA). Information about applicable regulations currently in effect can be found at the Consumer Financial Protection Bureau's website: www.consumerfinance.gov/learnmore. The specific obligations of Furnishers of Information under the FCRA can be found at www.federalregister.gov/articles/2012/11/14/2012-27581/fair-credit-reporting-regulation-v-correction#h-14.

3. Unemployment Compensation. Ceridian will become the "address of record" on behalf of Client to ensure the appropriate unemployment compensation forms are delivered on behalf of Client, and determine (in consultation with Client) whether or not unemployment claims should be protested and provide consultation on unemployment appeals and hearings. Ceridian will also verify unemployment rates and charges, protest invalid charges, verify annual unemployment tax rate assessment, calculate voluntary contributions when applicable and provide quarterly management reports. Client will deliver the required information in time for Ceridian to complete such services in accordance with the mutually agreed upon processing schedule, and will be solely responsible for the accuracy of all data and information furnished to Ceridian.

4. Prepaid Professional Services. Client may purchase a block of hours for Professional Services (as defined below) at a discounted hourly rate for use within a twenty-four (24) month period, effective upon project kick-off of Implementation Services (or upon signing of subsequent Order Forms). The Fees associated with the Professional Services set forth in the Order Form will be invoiced and payable on a monthly basis, based on actual hours worked, with any balance invoiced upon expiration of the 24-month period. Any Professional Service hours remaining at the end of said 24-month period will lapse and cannot be carried over to the following year. The discounted hourly rate shall apply to additional Professional Services hours upon Client's request during said 24-month period. Once the 24-month period has lapsed, additional hours will be subject to Ceridian's then current rate. If Client terminates the Professional Services for any reason, any remaining outstanding balance will be payable immediately. Client assumes all responsibility for determining the appropriate number of Professional Services hours it will require. While Ceridian provides historical or industry data as context for Client, Ceridian cannot be held liable for over or under estimation of hours Client may need pursuant hereto. For the purposes of this section, "Professional Services" is for-fee work performed by Ceridian's Professional Services Team, as determined by Ceridian, which includes projects performed to complement, enhance, or modify Client's configuration and/or data to meet Client's current or future business needs.

5. Additional Environments. For purposes of conducting ongoing configuration activities in a non-production environment, Ceridian will provide Client with access to the number of additional non-production environments set forth in the Order Form. One Time Fees will be invoiced upon environment availability and Recurring Fees will be invoiced and payable monthly, commencing upon environment availability.

6. Language Packs. Language Packs shall be added to the Software. Through this feature, Ceridian, for any given language, will translate labels in the user interface (UI) and may translate all, some, or none of the Dayforce admin & user guides, release notes, and interface specifications.

7. Application Support – Premium. In addition to the standard support provisions set out in the Dayforce General Terms, Client shall receive the enhanced first response times and hours of first response for urgent matters, as set forth in the following table:

SEVERITY	DESCRIPTION	FIRST RESPONSE
Urgent	A complete inability to use major functionality within the application resulting in a serious impact to the Client's business operations with no existing workaround	Within 1 hour (Monday to Sunday)
High	Severely limited ability to use major functionality within the application that could impact the Client's business operations, with workarounds that may not fully address the issue	Within 4 business hours (Monday to Friday)

8. Dayforce Managed Garnishments.

8.1 Ceridian's Obligations. Ceridian shall: (i) receive wage garnishment order directly from Client or by Electronic Income Withholding Orders (e-IWO) via the department of Health and Human Services for child support orders; (ii) notify sender if the information that Ceridian has received is insufficient. Ceridian is not responsible for any pre-existing errors or similar matters arising prior to commencement of the Services by Ceridian or for any errors that may occur in the event that Ceridian is not provided with the necessary information by Client in a timely manner; (iii) retain a copy of each order received, subject to Ceridian's data retention policies and as required to execute the Service; (iv) review, set-up, modify or terminate each garnishment in the payroll system as directed in the applicable wage garnishment order; (v) provide garnishment order information to impacted employees if required by applicable state laws; (vi) setup the required calculation method, target, goal, payee information and employee arrear amounts as required in the payroll system; (vii) ensure multiple employee garnishments are properly prioritized as per legislative requirements; (viii) configure garnishment administration fees as directed by the Client business rules; (ix) respond to Client requests regarding the appropriate wage garnishment deductions for bonuses and off cycle checks; (x) remit payment and required reporting to the appropriate payees as specified in the garnishment order; (xi) research and take action on any returned funds and determine if the employee or Client should be

reimbursed for such funds; (xii) send notification to the originating party of the garnishment order stating that the payer is no longer an employee of the Client upon employee termination; (xiii) respond to routine agency interrogatories; (xiv) assist with management of garnishments pertaining to void and reissue of payroll checks; (xv) maintain garnishment rules in the system; (xvi) the Services do not include Ceridian appearing in court on behalf of Client or any activity that constitutes the practice of law. If legal representation of Client is required, Ceridian will furnish Client with the relevant wage garnishment data in Ceridian's possession to support Client's efforts to comply with the request; and (xvii) upon termination of the Services, provide wage garnishment document images to Client at Ceridian's agreed rate as referenced in the Order Form.

8.2 Client's Obligations. Client shall: (i) submit a completed and signed e-IWO consent form listing each FEIN; (ii) assign a primary point of contact and designated alternate contact responsible for coordinating Service delivery; (iii) provide wage garnishment data including wage order details, wage garnishment amounts, payee addresses, bank account information, within the timeframes as required in respect of the Payroll data generally; (iv) except in the case of e-IWO, receive and retain the original wage garnishment orders and provide Ceridian a copy of wage garnishment orders via email or fax (not in paper form) or SFTP no later than three (3) Business Days after Client's receipt of such documents; (v) be responsible for the accuracy and completeness of wage garnishment orders and information provided to Ceridian; (vi) review garnishment reports to ensure receipt of all garnishments; (vii) notify Ceridian of any unscheduled and/or special payroll runs that will impact wage garnishments; and (viii) notify Ceridian three (3) weeks in advance of any bonus runs or lump sum payment to allow Ceridian adequate lead time to obtain agency direction for wage garnishment deductions from such payments. In the event Client business conditions do not allow adequate time for Ceridian to contact and receive a response from agencies regarding appropriate wage garnishment deductions, Ceridian will contact Client to approve the wage garnishment deduction amount and Client is solely responsible for the accuracy of the payroll deduction amount; any penalty or other charges that result from incorrect, incomplete, and/or changed wage garnishment data received by Ceridian from Client or from Client's changed information or signature and documents in Client's possession that are not provided to Ceridian in a timely manner are Client's sole and exclusive responsibility.

8.3 Employee Contact Center (Dayforce Managed Garnishments). Upon Client request and for additional Fees, Ceridian will provide authorized Employees with contact center support via phone or email to answer questions concerning the Services. Queries from spouses or third parties will not be honored by Ceridian; the only exceptions being cases for powers of attorney and estates. The contact center will be available Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time (excluding holidays).

9. Technical Account Manager ("TAM"). Client will be assigned a TAM to serve as a dedicated resource to Client following the implementation of Services, for purposes of assisting Client with adoption of the Software within its organization, providing ongoing support of Software releases and assisting with related communication between Client and Ceridian.