

# Microsoft Customer Agreement

## Financial Services Amendment

The terms and conditions of this Financial Services Amendment ("**Amendment**") supplement the terms and conditions stated in the Microsoft Customer Agreement (the "**Agreement**") that applies to Customer's use of Online Services. Customer is subject to oversight by a Financial Services Regulator and is subject to certain compliance and regulatory requirements. This Amendment incorporates certain additional benefits to Customer to meet those regulatory requirements. The rights granted in this Amendment should not be exercised in a manner that would compromise the privacy or security of any other Microsoft customer's data, or that would threaten or adversely impact the stability or performance of an Online Service.

### 1. **Defined Terms**

Capitalized terms used but not defined in this Amendment will have the same meanings as provided in the Agreement that includes, as applicable, the Product Terms, which includes the Glossary to the Product Terms, the Privacy and Security Terms, or the Microsoft Products and Services Data Protection Addendum ("**DPA**"). The following definitions are used in this Amendment:

"**Customer**" means, for purposes of this Amendment, the legal entity which has entered into the Agreement and/or any Affiliates that provide Financial Services, are subject to oversight by a Regulator, and are consuming Online Services under the Agreement.

"**Customer Auditor**" means, for purposes of this Amendment, both Customer's internal and external auditors.

"**Financial Services**" means, without limitation, banking, credit, insurance, payment services, stock brokering, futures trading, stock exchanges, issuing electronic money, and other services involving the investment, lending, trading, and management of money and assets.

"**Online Services**" means, for purposes of this Amendment, the Online Services referred to as Core Online Services as defined in the Product Terms and subject to SSAE 18 SOC 1 Type II and SSAE 18 SOC 2 Type II audits.

"**Regulator**" means a prudential or conduct regulator with supervisory or resolution rights, as provided under applicable law or regulation, over Customer, or Microsoft as the provider of Online Services to Customer.

"**Subprocessor**" has the same meaning as that term is defined in the DPA.

### 2. **Enabling Customer Compliance**

- a. **General Access Right.** In accordance with the terms of the Agreement, Customer will at all times have the right to access Customer Data using the standard features of the Online Services, including in the case of the insolvency, resolution, or discontinuation of business operations of Microsoft subject to applicable laws.
- b. **Penetration Testing by Customer and Microsoft.** Customer has the ability to conduct vulnerability and penetration testing of Customer's deployments in the Online Services or other similar testing as applicable to a specific Online Service that Customer is using. Customer must conduct any testing in accordance with Microsoft's current policies and procedures governing such testing, which may require, among other things, Customer to provide Microsoft with advance notice of any tests and prohibit Customer from targeting any other Microsoft customer. At least annually, Microsoft will commission third-party penetration testing against the Online Services identified on the Service Trust Center portal. Such testing will include evidence of data isolation among tenants in the tested multi-tenant Online Services. Such information is available to customers through the Service Trust Center portal (<https://servicetrust.microsoft.com/viewpage/PenTest> or successor site as determined by Microsoft).

- c. **Audits of Online Services by Microsoft.** On behalf of customers including Customer and Customer Auditor, Microsoft will cause the performance of audits of the security of the computers, computing environment and physical data centers that it uses in processing Customer Data (including personal data) for each Online Service. Each audit will result in the generation of a Microsoft Audit Report, as set forth in the DPA.
- d. **Logical Separation.** Microsoft uses logical separation for the storage and processing of Customer Data to prevent commingling of such data with the data of other Microsoft customers.
- e. **Data Residency and Transfer Policies.** Customer Data that Microsoft processes on behalf of Customer will be processed, transferred, and stored as stated in the DPA. Customer may access additional details pertaining to the data residency and transfer policies specific to the Online Service by visiting <https://www.microsoft.com/en-gb/trust-center/privacy/data-location> or successor site as determined by Microsoft.

### **3. Unrestricted Rights of Examination or Audit by Regulator**

- a. In the event that the Regulator requests to examine or audit the Online Services operations and controls in order to meet the Regulator's supervisory obligations of Customer, which includes auditing or examining Microsoft as a direct service provider of Customer, Microsoft will provide the Regulator with an unrestricted right to examine or audit the Online Services. This includes providing full access to all relevant business premises (e.g., head offices and operation centers), including the full range of relevant devices, systems, networks, information and data used for providing the outsourced function, including related financial information, personnel and Microsoft's external auditors. Access to premises is subject to ensuring the health and safety of all persons involved in an examination, and the security of all data, devices, and facilities associated with an examination. To the extent such information may be accessed virtually, the parties will work to accommodate such requests through online virtual communications and sharing of documentation, through secured protocols. This may include, as necessary, audit of Subprocessors, in accordance with the audit rights set forth in the section of the DPA that pertain to Subprocessors, which is currently entitled "Notice and Controls on use of Subprocessors." Such activities will be performed under the coordination and supervision of Microsoft and subject to all provisions in this Amendment.
- b. Regulator may require Customer to provide Regulator with direct access to Customer Data. Customer may comply with such requirement by directly (i) granting administrative rights to individuals designated by the Regulator, or (ii) designating a third-party services provider that can respond to such a request directly from the Regulator. If Microsoft receives such request from Regulator, Microsoft will redirect it to Customer. Customer or designated third party shall be responsible for complying with the request and will not circumvent it by referring such matters to Microsoft. Regulator will not be allowed access to data belonging to any other Microsoft customer.
- c. Customer and Microsoft will be responsible for their own costs associated with any of the activities described in this Section 3.
- d. Microsoft agrees to cooperate with Regulators, where appropriate and necessary for the purposes of the Regulator's supervisory activities, including where Customer licenses the Online Services directly from Microsoft or where Customer licenses a third-party solution that leverages Online Services.
- e. The financial obligations of the parties are set out in the Agreement between the parties.
- f. Customer may delegate its access to Customer Data to representatives of Regulator.
- g. Microsoft agrees to cooperate with Customer's Regulators, including that, where appropriate and necessary for the purposes of supervision, Regulators may address questions directly to Microsoft. Microsoft will provide the said cooperation pursuant to the terms of this Amendment.

### **4. Unrestricted Rights of Audit by Customer**

- a. **General Audit Rights.** As set forth in this Amendment, Microsoft will provide Customer and Customer Auditors unrestricted rights of inspection and auditing related to the outsourcing

arrangement(s) as specified in Section 4(b) to enable Customer to monitor the outsourcing arrangement and to ensure compliance with all applicable regulatory and contractual requirements (including where Customer licenses the Online Services directly from Microsoft or where Customer licenses a third-party solution that leverages Online Services) (the “**Customer Audits**”). This includes providing full access to all relevant business premises (e.g., head offices and operation centers), including the full range of relevant devices, systems, networks, information and data used for providing the outsourced function, including related financial information, personnel and Microsoft’s external auditors. The exercise of such rights shall be subject to the principle of proportionality, relating to the criticality of such Online Services in performing material functions of Customer. Further, access to premises is subject to ensuring the health and safety of all persons involved in an inspection and audit, and the security of all data, devices, and facilities associated with an inspection and audit. To the extent such information may be accessed virtually, the parties will work to accommodate such requests through online virtual communications and sharing of documentation through secured protocols.

**b. Customer Audit Scope.** Customer has the right to access for itself, its regulated Affiliates, Customer Auditors or the Regulator all information necessary to enable its compliance under relevant legal obligations to ensure that:

1. The Online Services comply with the Product Terms, DPA and this Amendment;
2. The Service Level Agreements are being met;
3. The integrity and confidentiality of Customer Data are protected in compliance with the terms and conditions in the DPA and this Amendment; and
4. The Online Services provided to Customer are secure.

**c. Customer Audit Procedures.** Microsoft will allow Customer to perform Customer Audits, including on-site audits (as necessary), as described hereunder:

1. Upon reasonable advance written notice, Microsoft will allow Customer to conduct a Customer Audit of the Microsoft business premises and the Online Services that Customer is using. The date, time and place of the Customer Audit will be mutually agreed upon between Customer and Microsoft. This may include, as necessary, audit of Subprocessors, in accordance with the audit rights set forth in the section of the DPA that pertain to Subprocessors, which is currently entitled “Notice and Controls on use of Subprocessors.” Such activities will be performed under the coordination and supervision of Microsoft and subject to all provisions in this Amendment. For clarity, nothing in this paragraph is intended to restrict the right to audit of Customer, and Microsoft confirms that an agreement to a date, time and place of audit will not be unreasonably withheld or delayed, taking into account the scope and reasons for the audit being requested, and that limited prior reasonable notice will be possible in an emergency or crisis situation, and that such scheduling will not be used to jeopardize the objective of the audit.
2. Customer agrees that it shall bear the cost incurred by Microsoft relating to the Customer Audit (US \$4,000 per day for each Microsoft employee, plus any reasonable travel expenses). Such costs will be reflected in a statement of work. Customer will be charged pro rata for a Microsoft engineering resource who is needed for only a portion of a single day. Microsoft will only charge fees for work performed on a pro rata basis. Further, Microsoft will not charge fees for any Microsoft employee performing administrative tasks, such as meeting coordination, escorting visitors or document copying. If there is any dispute regarding fees associated with a Customer Audit, the parties will escalate the matter to their appropriate executives for resolution.
3. The following guidelines shall apply to each Customer Audit:
  - A.** Microsoft will designate and make available to Customer a reasonable number of appropriately qualified and knowledgeable Microsoft employees to facilitate the Customer Audit.

- B. Customer may use an independent auditor to conduct the Customer Audit on its behalf, provided that Customer confirms with reasonable prior written notice that such Customer Auditor is authorized to act on behalf of Customer.
  - C. Customer may exercise Customer Audits directly or with its Auditor. Customer remains accountable for supervising and directing Customer Auditor in connection with the exercise of such Customer Audit, and must approve the Statement of Work for any such Customer Audit to be performed.
  - D. The Customer Audit will be conducted in accordance with Microsoft security-related policies and procedures to ensure the health and safety of the persons involved and to protect the security and confidentiality of Customer Data, Microsoft's devices and its facilities.
  - E. The Customer Audit will be conducted in a manner that avoids any unreasonable or unnecessary disruption to Microsoft's operations.
  - F. Any information and documentation provided by Microsoft or its auditors in relation to a Customer Audit will be treated or will request to be treated, by Customer, its Affiliates, Customer Auditors and the Regulator as confidential information of Microsoft.
4. The exercise of such rights shall be subject to the principle of proportionality concerning whether such Online Services are used for critical or important functions of Customer's operations.

## **5. Additional Customer Benefits**

Microsoft recognizes the needs of the Financial Services industry and offers a set of capabilities to help Customer with regulatory matters.

- a. In the event that the Regulator publishes new or updated guidance that relates to the Online Services, upon Customer's written request to Microsoft, Microsoft will prepare a written response to such guidance including how (and the extent to which) the Online Services address the guidance through either existing features or planned changes on the roadmap for the Online Services.
- b. If Customer, either acting on its own behalf or upon instruction from its Regulator, requires a change to any new or existing services feature or control, Customer may request such feature or control from Microsoft, and Microsoft will respond within a reasonable time, so that the parties can discuss if accommodating such request is feasible and, if so, how to accommodate such Customer's requirements.
- c. In the event Microsoft and Customer cannot come to a mutually satisfactory resolution to address concerns about regulatory changes or changes to the Online Services, Microsoft will provide Customer the reason(s) why Microsoft is unable or unwilling to accommodate such change(s). Consistent with Section 6, Customer may then elect to terminate the specific Online Service, with no penalty, by providing reasonable written notice of termination.
- d. As described in the DPA, Microsoft will ensure that its contracts with Subprocessors include terms obliging the Subprocessors to comply with all laws and regulatory requirements as are relevant to the outsourced Online Services and required of Microsoft by the DPA. In providing the Online Services, Microsoft agrees to oversee the Subprocessors to the extent required to meet Microsoft's obligations in the DPA and this Amendment. Microsoft will be accountable and liable for the acts and omissions of such Subprocessors as if the acts and omissions were its own.

## **6. Additional Customer Termination Rights**

Customer may with no penalty, terminate an Online Service under the following scenarios by providing Microsoft with reasonable written notice that identifies the applicable scenario with reasonable details showing the grounds on which the termination notice is premised:

- a. At the express direction of a Regulator;

- b. In accordance with the termination right under Section 5(c) and Section 6;
- c. Upon Microsoft's breach of applicable law, regulations or its obligations under this Amendment;
- d. Where impediments capable of altering the performance of the outsourced function are identified;
- e. Where Customer can reasonably demonstrate that there are weaknesses regarding the management and security of Customer Data or information;
- f. Where Customer can reasonably demonstrate that there are material changes affecting the provisioning of the Online Services by Microsoft; or
- g. If Microsoft breaches any of its obligations under Section 5(d) that remain uncured for a period of 30 days (if curable), then Customer will have the right to terminate any affected Online Service according to the terms of this Section 6.

In the event that Customer terminates any or all Online Services pursuant to this Section 6, Customer is obligated to pay for any Online Services consumed prior to termination but not yet invoiced and all amounts due under any unpaid invoices shall become due and payable immediately. For clarity, Microsoft will not reimburse Customer for any payments made or costs incurred for any Professional Services related to a terminated Online Service or resulting from that termination. If Customer contracted to any commitment level(s) to consume Online Services, these commitments, including amounts already invoiced for Online Services not yet consumed, are not waived and parties will agree to reallocation of such commitments to other Online Services.

## 7. **Security Incident**

- a. **Significant Events.** If Microsoft becomes aware of a Security Incident (as defined in the DPA), in addition to the obligations described in the DPA, Microsoft will notify the Customer of the nature, common causes and resolution of such Security Incident that can reasonably be expected to have a material service impact or adverse impact on the Customer's use of the Online Services, and will provide communications regarding Microsoft's risk-threat evaluations or other circumstances that may have a serious impact.
- b. **Limited Reimbursement for Certain Costs.** To the extent that a Security Incident exclusively results from Microsoft's failure to comply with its obligations under the Agreement, and subject to the limitations of liability applicable to each Online Service, Microsoft will reimburse Customer for reasonable out-of-pocket remediation costs incurred by Customer in connection with that Security Incident. "Reasonable out-of-pocket remediation costs" consist of (a) actual costs of payments, fines, penalties, sanctions, reasonable attorneys' fees, court costs or fees, or other remedies or liabilities, and any interest thereon, imposed by a court, tribunal, arbitration panel, government body or regulatory agency for a Microsoft-caused Security Incident; (b) additional commercially-reasonable out-of-pocket expenses incurred by Customer to manage or remedy the Microsoft-caused Security Incident including, without limitation, costs associated with restoring, correcting, or repairing the affected Online Service; (c) commercially-reasonable out-of-pocket expenses for legally-required notifications of Customer's end users of the Microsoft-caused Security Incident (but not the costs of any professional third-party services, including those relating to crisis management, public relations or media relations services, which are indirect and consequential damages under the Agreement). Customer must document all such expenditures and, upon Microsoft's request, those expenditures must be validated by an independent, internationally-recognized third-party Financial Services industry expert chosen by both parties. For avoidance of doubt, the costs reimbursed by Microsoft under this paragraph will be characterized as direct damages subject to the limitation on liability in the Agreement, and not as indirect, consequential, special or incidental damages excluded in the Agreement.
- c. **Computer-Security Incident Notification.** In the event that Microsoft determines that it has experienced a computer-security incident that materially disrupts or degrades, or is reasonably likely to materially disrupt or degrade, information systems or information contained in such systems related to the Online Services provided to Customer, and such computer-security incident exists for four or more hours, Microsoft will provide notice as soon as possible to a Customer-designated

point of contact affected by the computer-security incident. Customer is responsible for maintaining accurate contact information for any Online Services associated with the Agreement. Notice may be provided to Customer by means selected by Microsoft, which may include via email or telephone communication. For purposes of this Amendment, "computer-security incident" means an occurrence that results in actual harm to an information system or the information contained within it (as defined in the Office of the Comptroller of the Currency, *Computer-Security Incident Notification Requirements for Banking Organizations and Their Bank Service Providers*, 86 FR 66424 (Nov. 23, 2021)).

## **8. Business Continuity of Online Services**

Microsoft acknowledges that Customer may be required by its Regulator or national resolution authority to ensure that it is able to continue to carry on its business in the event of (1) regulatory or other legal action impacting Customer or one of its Affiliates; (2) termination or expiration of the Agreement; or (3) a natural disaster or some other similar emergency impacting Microsoft. Microsoft and Customer agree as follows:

- a. Continuity after Intervention by Regulator.** Upon intervention of Customer by the Regulator or a national resolution authority pursuant to applicable laws or regulations, Microsoft will comply with the requirements of the Regulator or national resolution authority and assist the Regulator or national resolution authority to preserve business continuity of Customer, by ensuring that Regulator or national resolution authority has full administrator controls over the Online Services.
- b. Continuity after Customer Transfer of Rights.**
  - 1.** In the event of the insolvency, reorganization, liquidation or some other action impacting Customer, as provided by applicable law or regulation for the Financial Services industry (e.g., "too big to fail", "recovery and resolution", "special administration", and similar regulations and actions), and to the extent required to maintain continuity of Microsoft's provision of the Online Services purchased by Customer under the Agreement, and if required, Microsoft will consent to Customer assigning, sublicensing or transferring its rights under the Agreement to (A) one or more of its Affiliates, or (B) a third party that purchases or otherwise succeeds to any or all of the relevant business, or assets or equity of Customer. In each case, the entity to which rights are transferred is the "**Transferee**," and Transferee will have access to Customer Data through Microsoft's standard processes and tools.
  - 2.** Subject to Section 8(b)(1) above, Microsoft will neither terminate the Agreement nor suspend or delay the performance of its obligations under the Agreement, subject to the following conditions:
    - A.** The Transferee (or Customer) must pay all fees and charges payable by Customer to Microsoft under the terms of the Agreement for services provided before the transfer and through the renewal or replacement of the Agreement.
    - B.** The Transferee and Microsoft will work in good faith to renew this Agreement or, as appropriate, to replace the Agreement with appropriate terms for Microsoft to provide the Online Services to the Transferee.
    - C.** If Microsoft and the Transferee cannot agree on terms, as described in this Section 8(b), within twelve months after the transfer of rights to Transferee, then Microsoft may terminate the Agreement by providing notice to Transferee.
    - D.** The aggregate liability of Microsoft and its Affiliates to Customer, Customer's Affiliates, the Transferee and Transferee's Affiliates will not exceed the aggregate liability of Microsoft and its Affiliates under the Agreement.
  - 3.** In the event the Transferee would like to enter into a new agreement, the parties will work in good faith to put in place terms that are appropriate in light of the transfer under this Section 8(b).

**c. Continuity after Termination or Expiration of Agreement.**

1. If Customer terminates the Agreement for any reason, or if the Agreement expires or terminates for any reason, other than for the reason set out in Section 8(c)(2) below, then Customer may elect to extend the Online Services on a month-to-month basis for up to twelve months, or longer if expressly required by a Regulator in writing that Microsoft continue to provide the Online Services, from the date of termination by providing notice of such election to Microsoft. During such period, Microsoft will continue to provide, and Customer will continue to receive and pay for, the Online Services pursuant to the terms and conditions of the Agreement. In addition, during such period Customer will be able to retrieve its Customer Data through Microsoft's standard processes and tools. The retrieval of Customer Data from the Online Services into Customer's selected system or online service will occur at Customer's expense and by Customer selected means. Customer may choose to engage with the Microsoft's Professional Services organization or another provider for assistance in transferring Customer Data and the respective function, as applicable. Customer may cancel the extended service by providing a notice of cancellation to Microsoft. Cancellation will be effective at the end of the month following thirty days after Microsoft receives the notice of cancellation. After the effective date of the service cancellation, the removal of Customer Data from the Online Services will be subject to the Data Retention and Deletion section of the DPA.
2. If Microsoft terminates the Agreement as a result of an uncured breach by Customer, Microsoft will continue to provide the Online Services on a month-to-month basis for up to twelve months, or longer if expressly required by a Regulator in writing that Microsoft continue to provide the Online Services, from the date of termination. During such period, Microsoft will continue to provide, and Customer will continue to receive and pay for, the Online Services pursuant to the terms and conditions of the Agreement. In addition, during such period Customer will be able to retrieve its Customer Data through Microsoft's standard processes and tools. The retrieval of Customer Data from the Online Services into Customer's selected system or online service will occur at Customer's expense and by Customer selected means. Customer may choose to engage with the Microsoft's Professional Services organization or another provider for assistance in transferring Customer Data and the respective function, as applicable. Customer may cancel the extended service by providing a notice of cancellation to Microsoft. Cancellation will be effective at the end of the month following thirty days after Microsoft receives the notice of cancellation. After the effective date of the service cancellation, the removal of Customer Data from the Online Services will be subject to the Data Retention and Deletion section of the DPA.

**d. Reversibility.**

1. In the event of a termination or expiration of the Agreement as described in this Section 8 and Customer chooses to migrate its Customer Data to a different online service, Customer may request that Microsoft provide assistance in such transition through Microsoft's Professional Services organization at the then-current rates for such services.
2. Customer may request migration or transition assistance and support in retrieval of its Customer Data from Microsoft's Professional Services organization at any time during the extended service period described in Section 8(c).

**e. Microsoft's Business Continuity and Disaster Recovery Plans.** Microsoft represents and warrants that it has and will maintain and test for the duration of the Agreement adequate business continuity and disaster recovery plans intended to restore normal operations and the proper provision of the Online Services in the event of an emergency and in accordance with applicable laws and regulations. Microsoft's business continuity management is subject to audit and ISO 22301 certification. Additionally, the controls supporting such plans are validated through ISO 27001 and SSAE 18 SOC 2 Type II audits, which are initiated for each Online Service at least annually and are performed by qualified, independent, third-party auditors. Microsoft shall make available to

Customer through the Customer Compliance Program information to understand Microsoft's approaches to business continuity and disaster recovery. Customer may find additional information at <https://docs.microsoft.com/en-us/compliance/regulatory/offering-iso-22301> and <https://docs.microsoft.com/en-us/compliance/> or successor sites as determined by Microsoft.

**f. Customer Business Continuity and Disaster Recovery Plans.**

1. Customer is responsible to develop its own business continuity and operational resilience plans by leveraging available capabilities and features of the Online Services. Customer shall remain accountable for designing, testing and deploying its plans, to the extent Microsoft is able to provide assistance, Microsoft may support Customer as it develops and tests its business continuity and operational resilience plans. Such assistance can be obtained by Customer directly from a Microsoft partner or may be provided through Microsoft's Professional Services organization at the then current rate for such services or part thereof.
2. Customer is responsible to develop its own plan for the orderly transition and exit from the Online Services by leveraging available capabilities and features of the Online Services. Customer shall remain accountable for its own plan for the orderly transition and exit from the Online Services, provided that if requested by Customer and to the extent Microsoft is able to provide assistance, Microsoft may support such transition through Microsoft's Professional Services organization at the then current rate for such services or part thereof to i) support Customer in developing a plan for the orderly transition and exit from the Online Services and/or ii) give reasonable assistance to Customer to test Customer's above stated plan. Such assistance can also be obtained by Customer directly from a Microsoft partner.

**9. Miscellaneous**

- a. **Confidentiality.** This Amendment, the Audit Reports, and all information relating thereto are Microsoft Confidential Information. Customer may disclose these items to a Customer Auditor or consultant or a Regulator, provided that (1) Customer first redacts all terms that are unrelated to regulatory oversight and approval, including pricing information and order quantities; and (2) other than disclosures to a Regulator, Customer must comply with the Confidentiality terms of the Agreement as if the disclosure was a disclosure of Microsoft Confidential Information by Customer to a Customer Representative and such disclosure to a Representative should only be on a need to know basis and under non-disclosure obligations at least as protective as in the Confidentiality terms in the Agreement between Customer and Microsoft. Microsoft reserves the right to designate certain sensitive information that Customer may not share, even under an executed confidentiality agreement, without prior written consent from Microsoft.
- b. **Term and Termination.** Subject to Section 8(c) and Section 8(d) above, this Amendment will terminate automatically upon any termination or expiration of the Agreement.
- c. **Conflict and Coordination.** Except for changes made by this Amendment, the Agreement remains unchanged and in full force and effect. If there is any conflict between any provision in this Amendment and any provision in the Agreement, this Amendment shall control. In the event that Customer has separately purchased Online Services from Microsoft or a Microsoft partner, the rights and obligations provided for in this Amendment will control as to Customer's audit rights, its Regulators' rights of examination, and other Customer regulatory compliance requirements in Sections 2, 3, and 4 of this Amendment.
- d. **Appropriate Insurance.** Microsoft will maintain appropriate insurance coverage via commercial insurance, self-insurance, a combination of the two or any other similar risk financing alternative. Microsoft can provide Customer with evidence of coverage as requested.

This Amendment is effective upon Customer's Acceptance and expires on the earlier of (i) the termination date of the Agreement or (ii) the last day of the 36th calendar month after Customer's Acceptance.



## **Jurisdiction-Specific Companion supplement (Japan)**

The terms and conditions of this Companion supplement the terms and conditions stated in Financial Services Amendment to Microsoft Customer Agreement ("**MCA FSA**") that applies to Customer's use of Online Services. Customer is subject to oversight by a Financial Services Regulator in Japan and subject to Japanese compliance and regulatory requirements. All terms used but not defined in this companion will have the same meanings provided in MCA FSA.

The following sections shall be added to MCA FSA.

### **3. *Unrestricted Rights of Examination or Audit by Regulator***

**The following provision is added to the end of Section 3 ("*Unrestricted Rights of Examination or Audit by Regulator*") as a new paragraph:**

- h.** In the event the Regulator provides Microsoft and Customer with findings from its review or examination requiring that Microsoft either change an existing services feature or control or add a new services feature or control, Microsoft will discuss with Customer how Microsoft might be able to accommodate the Regulator's findings. The parties may contemplate adding additional products or services, getting those products or services from a third-party provider, or adding other solutions at Customer's expense.

### **5. *Additional Customer Benefits***

**The following provisions are added to the end of Section 5 ("*Additional Customer Benefits*") as new paragraphs:**

- e. Anti-Social Forces.** Microsoft affirms that Microsoft or its officers (directors, executives or auditors) do not constitute Anti-Social Forces (organizations or individuals which pursue economical interests or profits using violence, forces or fraudulent acts, including gangsters and terrorist groups) and do not provide any benefit such as funding to Anti-Social Forces.
- f. Use of Subcontractor.** If Customer reasonably determines, based on objective documents, that a subcontractor of Microsoft has problems with its performance capability with respect to the provision of Online Services, Customer may, along with the reason, request Microsoft to terminate the use of the subcontractor. Microsoft shall consider the request in good faith, provided, however, that the final decision is left to the discretion of Microsoft and there is no guarantee that Microsoft will terminate the use of the subcontractor.

This Companion Amendment is effective upon Customer's Acceptance and expires on the earlier of (i) the termination date of the Agreement or (ii) the last day of the 36th calendar month after Customer's Acceptance.