

## **FEEDZAI END USER LICENCE TERMS**

### **1. DEFINITIONS**

- 1.1. **“Add-on”**: additional Professional Services packages, plugins or features described as such in an Order.
- 1.2. **“Affiliate”**: any entity controlling, controlled by, or under common control with a Party, where “control” is defined as: (a) the ownership of at least fifty percent (50%) of the equity or beneficial interests of the entity; (b) the right to vote for or appoint a majority of the board of directors or other governing body of the entity; or (c) the power to exercise a controlling influence over the management or policies of the entity.
- 1.3. **“Content”**: any kind of data, resources, or information provided to the Customer in the performance of this Agreement.
- 1.4. **“Customer Data”**: any information, data content or materials Customer transmits, uploads, creates, submits, or stores to or on the Service.
- 1.5. **“Documentation”**: any material, information, manuals, and documents provided by Feedzai to the Customer in relation to the Software. Documentation is available at <https://cam.feedzai.com> or any other link as communicated, from time to time, in writing by Feedzai to the Customer.
- 1.6. **“Order”**: an ordering document for access to the Software, Service, Professional Services, and/or any related services, that is signed by the parties, or by Thomson Reuters and Customer, and references this Agreement, including an order form, statement of work, work order or equivalent document.
- 1.7. **“Service”**: the activities to be performed by Feedzai under this Agreement, including the Support, any Professional Services, and hosting, as set forth in any Order.
- 1.8. **“SLA”**: the Feedzai Service Level Agreement hereto attached as Schedule 2.
- 1.9. **“Software”**: object code form of the Feedzai software products as specified in an Order.
- 1.10. **“Support”**: activities related to provision of the Service as described in Schedule 1.
- 1.11. **“Usage Data”**: Feedzai’s technical logs, data, and learnings about Customer’s use of the Service, but excluding Customer Data.
- 1.12. **“Users”**: individuals appointed by Customer to access and use the Service, which may include Customer’s officers, employees and/or consultants and agents or other third parties performing services for Customer or on Customer’s behalf (including monitoring of transactions performed using cards or other e-money products issued by Customer).

### **2. OBJECT**

- 2.1. **Scope**. Subject to the terms of the Order and/or this Agreement, Feedzai and/or Thomson Reuters (as reseller) will license the Software and provide the Services detailed in the Order(s).
- 2.2. **Software Subscription**. Subject to the terms of the Order and/or this Agreement and the payment of all applicable fees, Feedzai and/or Thomson Reuters (as reseller) grants to Customer a limited, personal, non-transferable, non-sublicensable, non-exclusive and non-assignable license solely during the subscription term specified in the Order to use the Software for its internal business purposes and solely within the permitted scope of use, provided such use occurs in accordance with (a) the Documentation, (b) this Agreement and (c) the applicable Order.
- 2.3. **Support**. During the subscription term, where applicable, Feedzai will provide support for Customer’s authorized use of the Software and Service.
- 2.4. **Authorized Users**. Customer is responsible for the use of the Software and Services by any Users, including by any third-party that uses the Services or Software through Customer’s credentials. Customer shall implement its own security measures to safeguard its credentials.
- 2.5. **Intellectual Property Rights**. Neither Party assigns, grants, or otherwise transfers any rights or licenses not expressly set out in this Agreement. Except for Feedzai’s limited use rights in this Agreement, Customer retains all intellectual property and other rights in Customer Data. Except for Customer’s

use rights in this Agreement, Feedzai and its licensors retain all intellectual property and other rights in the Software, Content, or Service, any deliverables, and related Feedzai technology, including any modifications or improvements to these items. If Customer provides Feedzai and/or Thomson Reuters with feedback or suggestions regarding the Software or Service or other Feedzai offerings, Feedzai may use the feedback or suggestions without restriction.

### **3. DATA AND CONTENT**

**3.1. Processing.** Feedzai will collect, use, and process Content and Customer Data to provide the Service. Feedzai maintains administrative, physical, and technical safeguards to ensure the security, confidentiality, and integrity of Content and Customer Data, including measures for preventing access, use, modification, or disclosure of Content and Customer Data by Feedzai's personnel except (a) to provide the Service and prevent or address technical problems, (b) as compelled by law or (c) if Customer expressly allows it in writing. Notwithstanding, Customer acknowledges that such measures cannot guarantee complete security, including with respect to technological failures, human error, and concerted efforts to breach, and thus Feedzai cannot warrant the complete security of Content and Customer Data. As part of the Service, Feedzai may transfer, copy, backup, and store Content and Customer Data in multiple jurisdictions. Feedzai will establish appropriate agreements and safeguards with its Affiliates, subcontractors, and agents for that purpose.

**3.2. Delivery of Data.** Customer grants Feedzai the non-exclusive, worldwide, right to use, copy, store, transmit, modify, and process Customer Data as part of Feedzai's development, provision, support, and maintenance of the Service under this Agreement, and Customer irrevocably consents to the processing of Customer Data by Feedzai for such purposes, including using such Customer Data in a manner that does not identify Customer as the source of such data in the provision of services to Feedzai's other customers. Feedzai will have the right to generate patterns, trends, knowledge, metadata and other insights (i) by anonymizing Customer Data; (ii) by aggregating Customer Data with other data; and/or (iii) based on anonymous learnings, logs and data regarding the use of Feedzai Service ("Feedzai Insights Data"). The Parties agree that Feedzai Insights Data shall belong to Feedzai and that Feedzai may use such data for any purpose during or after the term provided the Customer is not identified as a source of such data. Customer is responsible for ensuring adequate protection of the information systems, data, content or applications that Customer deploys and/or accesses. This includes but is not limited to, any level of data transfer, data delivery, communication, data encryption, access controls, roles and permissions granted to Customer's internal, external, and third-party Users.

### **4. CUSTOMER DUTIES**

**4.1. Customer Responsibilities.** Customer is responsible for (a) users' compliance with this Agreement, (b) the accuracy, quality, content, and legality of Customer Data (including the means by which it was acquired) and (c) preventing unauthorized access to or use of the Service and Content, and notifying Feedzai promptly of any such unauthorized access or use. Customer shall comply with all applicable laws. Customer will cooperate with any of Feedzai's investigations into Service outages, security problems, and/or suspected breaches of the Agreement. Customer represents and warrants to Feedzai that Customer has made all necessary disclosures and has all necessary rights, consents and permissions to submit Customer Data to the Service, use it with the Service and grants Feedzai the rights in this Agreement, without infringing laws, third-party rights (including intellectual property, publicity or privacy rights) or any terms or privacy policies that apply to Customer Data.

**4.2. Usage Restrictions.** Customer will not, unless otherwise mentioned in the Order,: (a) make the Service, Software or any Content available to, or use the Service, Software or Content for the benefit of anyone other than itself or Users; (b) sell, resell, license, sublicense, distribute, rent or lease the Service, Software or Content, or include the Service, Software or Content in a service bureau or outsourcing offering; (c) use the Service or Software to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights; (d) use the Service or Software to store or transmit code, files, scripts, agents, or programs intended to do harm,

including, for example, computer viruses, worms, Trojan horses, logic bombs, spyware, adware, and backdoor programs; (e) interfere with or disrupt the integrity or performance of the Service, Software, or Content contained therein; (f) attempt to gain unauthorized access to any Service, Software or Content or its related systems or networks; (g) copy the Software, Service, Content, Documentation, or any part, feature, function or user interface thereof; (h) access the Service, Software or Content in order to build a competitive product or service; (i) reverse engineer the Service or Software (to the extent such restriction is permitted by law); (j) use the Software or Service for any activities where use or failure of the Software or Service could lead to death, personal injury, or environmental damage, including in life support systems, emergency services, nuclear facilities, autonomous vehicles or air traffic control (k) use the Software or Service in contravention to any applicable laws or regulations.

## 5. FEES AND PAYMENT (specified in the Order)

## 6. DURATION

- 6.1. Duration. Unless earlier terminated pursuant to the terms of the Order, this Agreement commences on the Effective Date specified in the Order and continues in force until the Order has expired or been terminated.

## 7. CONFIDENTIALITY

- 7.1. Use and Disclosure of Confidential Information. Neither Party shall use or disclose to any other person or entity confidential information relating to this Agreement or an Order, including but not limited to information relating to technology, technical information, pricing, business, marketing plans, client information, and technical specifications furnished by the other party, either orally or in writing (“Confidential Information”). Each Party further agrees to take the necessary steps to ensure that no unauthorized person shall have access to such information. Neither Party shall disclose, share, rent, sell or transfer to any third party any Confidential Information. The Parties shall use Confidential Information only as necessary to perform this Agreement. The receiving Party shall promptly notify the disclosing Party in writing it becomes aware of any (i) disclosure, dissemination, or misuse of the disclosing Party’s Confidential Information by the receiving party or its representatives or agents in breach of this Agreement, or (ii) unauthorized access to use of any of the disclosing Party’s Confidential Information. The term “Confidential Information” does not include any information (i) previously known to the receiving Party without an obligation of confidentiality, (ii) independently developed by the receiving Party without the use of the disclosing Party’s Confidential Information or without violating the disclosing Party’s proprietary rights, (iii) acquired by the receiving Party from a third party which is not, to the receiving Party’s knowledge despite reasonable efforts, under an obligation not to disclose such information, or (iv) which is or becomes publicly available through no breach by the receiving Party of this Agreement or an Order.
- 7.2. Exceptions. The receiving Party may disclose the disclosing Party’s Confidential Information: (i) to the receiving Party’s employees or agents who are directly involved in negotiating or performing this Agreement and who are apprised of their obligations under this Section 8 and directed by the receiving Party to treat such information confidentially, and (ii) only to the extent required by applicable law or by a supervising regulatory agency of a receiving party; provided, that in the case of legally-required disclosure, the receiving Party shall (a) to the extent permitted by Law, promptly notify the disclosing Party of such required disclosure, (b) reasonably cooperate with the disclosing Party to seek confidential treatment of any information that it is required to disclose and (c) only disclose such portion of the Confidential Information that it is legally required, in the opinion of counsel, to disclose.
- 7.3. Destruction. Except as otherwise authorized or required in furtherance of the purposes of this Agreement, promptly upon a request by the disclosing Party, the receiving Party will destroy (and so certify in writing) all Confidential Information and all documents or media containing any such

Confidential Information and all copies or extracts thereof. Notwithstanding the foregoing, the receiving Party shall not be required to destroy any automated archival backup of such Confidential Information (i) to the extent such destruction is not reasonably practicable, or (ii) as required by applicable law or regulation. Confidentiality obligations will continue to apply to any Confidential Information not destroyed or returned.

## 8. WARRANTIES

- 8.1. Feedzai Warranties.** Feedzai warrants that: (a) it has the required rights to license the Software and provide the Service, (b) it will not materially decrease the overall security of the Service, (c) Software will substantially conform to the Documentation (d) any Professional Services will be performed in a professional and workmanlike manner in accordance with generally accepted industry standards and (e) it will comply with all applicable laws, including without limitation all applicable anti-corruption laws, anti-money laundering laws, antitrust laws, economic sanctions laws, export control laws, data protection and data privacy laws, and modern slavery and human trafficking laws. The Customer is responsible for the selection of the Service to achieve the intended results and for its installation, use and results obtained.
- 8.2. Software Performance Warranty Remedy.** If Feedzai breaches the warranty under (c) of clause 8.1., Feedzai's sole liability (and Customer's exclusive remedy) for any such breach shall be, in Feedzai's discretion, to use commercially reasonable efforts to provide Customer with an error correction or workaround which corrects the reported non-conformity, or to replace the non-conforming Software with conforming Software. Feedzai shall have no obligation with respect to a warranty claim unless notified of such claim within thirty (30) days.
- 8.3. Disclaimers.** FEEDZAI DOES NOT WARRANT THAT THE SOFTWARE, SERVICES, OR DELIVERABLES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE. CUSTOMER ACKNOWLEDGES THAT THERE ARE RISKS INHERENT IN INTERNET CONNECTIVITY THAT COULD RESULT IN THE LOSS OF CUSTOMER DATA, CONTENT OR USAGE DATA. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FEEDZAI PROVIDES THE SOFTWARE, SERVICES, AND DELIVERABLES "AS IS", WITHOUT WARRANTY OF ANY KIND, INCLUDING BUT NOT LIMITED TO, EXPRESS OR IMPLIED OR STATUTORY OR OTHER WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND THOSE ARISING OUT OF COURSE OF DEALING, USAGE, OR TRADE. CUSTOMER SHALL HAVE SOLE RESPONSIBILITY FOR THE ACCURACY, QUALITY, INTEGRITY, LEGALITY, RELIABILITY, APPROPRIATENESS AND OWNERSHIP OF ALL CUSTOMER DATA.

## 9. MUTUAL INDEMNIFICATION

- 9.1. Mutual Indemnification.** Subject to Section 10.2. (Liability Cap), the Parties will defend and hold each other harmless against any claim, demand, suit or proceeding made or brought against themselves by a third-party alleging that the use of the Service in accordance with this Agreement infringes or misappropriates such third-party's intellectual property rights valid in the licensed geography.
- 9.2. Remedies.** In response to any actual or potential infringement claim, if required by a settlement or injunction or as Feedzai determines necessary to avoid material liability, Feedzai may at Feedzai's option, (i) modify the Service so that it no longer infringes or misappropriates, (ii) obtain a license for Customer's continued use of that Service in accordance with this Agreement or (iii) fully or partially terminate the affected Order and refund Customer of any prepaid, unused fees covering the terminated portion. This "Mutual Indemnification" section states the indemnifying Party's sole liability to, and the indemnified Party's exclusive remedy against, the other Party for any third-party claim described in this section.
- 9.3. Exclusions.** Feedzai's obligations in this Section 9 do not apply to (a) infringement resulting from Customer's unauthorized modification of the Service or Software (b) use of the Service or Software not in accordance with this Agreement or the Documentation or in combination with items not provided or approved by Feedzai, (c) infringement resulting from the use of Software other than the

most current release made available to the Customer, (d) Customer's unauthorized uses of the Service, or (e) trials, betas or other free or evaluation features, products or components.

## 10. LIABILITY

- 10.1. LIMITATION OF LIABILITY. NEITHER PARTY WILL HAVE ANY LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT FOR ANY LOSS OF USE, LOST DATA, LOST PROFITS, FAILURE OF SECURITY MECHANISMS, INTERRUPTION OF BUSINESS OR ANY INDIRECT, SPECIAL, INCIDENTAL, RELIANCE, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING WITHOUT LIMITATION LOSS OF PROFITS, GOODWILL, DATA OR DATA USE, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR CLAIMS OF THIRD PARTIES), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE OR IF A PARTY'S OR ITS AFFILIATES' REMEDY OTHERWISE FAILS ITS ESSENTIAL PURPOSE.**
- 10.2. LIABILITY CAP. TO THE EXTENT PERMITTED UNDER APPLICABLE LAWS, THE PARTIES' TOTAL AGGREGATE LIABILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO PROVEN DIRECT DAMAGES AND SHALL NOT EXCEED THE LICENSE FEES PAID BY CUSTOMER IN THE LAST TWELVE (12) MONTHS.**
- 10.3. STATUTE OF LIMITATIONS; JURY WAIVER. NEITHER PARTY SHALL BRING ANY CLAIM BASED ON THE SUBSCRIPTIONS OR SUPPORT PROVIDED HEREUNDER MORE THAN TWELVE (12) MONTHS AFTER THE CAUSE OF ACTION ACCRUES. BOTH PARTIES HEREBY IRREVOCABLY WAIVE ANY AND ALL RIGHT TO TRIAL BY JURY IN ANY LEGAL PROCEEDING ARISING OUT OF OR RELATED TO THIS AGREEMENT.**

## 11. GENERAL PROVISIONS

- 11.1. Entire Agreement and Order of Precedence. This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. No amendment to, supplement or modification of this Agreement will be binding unless in writing and signed by both Parties. Nonetheless, with notice to Customer, Feedzai may modify the Schedules to reflect new features or changing practices, but the modifications will not materially decrease Feedzai's overall obligations during a subscription term. In the case of conflicts, discrepancies, errors or omissions, the Oder shall prevail over the Agreement.**
- 11.2. Assignment. This Agreement is not assignable or transferable without the prior written consent of the other Party, which shall not be unreasonably withheld. Any attempt by either Party to assign or transfer this Agreement without such consent shall be void. Notwithstanding, Feedzai can freely assign or transfer this Agreement to any company that is a part of its group of companies or as a result of a merger or a sale of all or a substantial part of its share capital.**
- 11.3. Severability. If for any reason a court of competent jurisdiction finds any provision of this Agreement (including all Orders, Addenda or annexes), or portion thereof, to be unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible so as to affect the intent of the Parties, and the remainder of this Agreement or of the provision will continue in full force and effect, except to the extent such invalid provision or part of provision relates to essential aspects of the Agreement. The parties agree that such provision or portion thereof shall be substituted by a provision with an equivalent legal and economic effect.**
- 11.4. No Waiver. No forbearance, indulgence, delay or relaxation by any Party to require performance of any provision of this Agreement shall affect, diminish or prejudice the right of such Party to require performance of that provision and any waiver by any Party or any breach of any provisions of this Agreement shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Agreement.**
- 11.5. Survival. Upon expiration or termination of the Agreement, the obligations which by their nature are intended to survive expiration or termination, namely sections 3. (Data and Content), 4 (Customer duties), 7 (Confidentiality), 10 (Liability), and 11 (General Provisions) shall survive termination or expiration of this Agreement.**

- 11.6. Force Majeure.** No liability shall result to the other Party from delay in performance or from non-performance caused by circumstances beyond the reasonable control of the Party affected, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, accident, labor trouble, pandemic, epidemic, but each Party hereto shall be diligent in attempting to remove such cause or causes.
- 11.7. Export Laws.** The Parties acknowledge the Software and Services may be subject to export control regulations and sanctions including U.S. economic sanctions, European Commission regulations, United Nations Security Council resolutions, and other similar national or international regulations (“Export Controls and Sanctions”). Each Party represents and undertakes that it and its Affiliates (i) are not named on any Export Controls and Sanctions list of restricted parties, (ii) will not knowingly export, reexport or transfer the Software or Service directly or indirectly, to any country or a foreign national of a country in violation of any such Export Controls and Sanctions and (iii) will not engage in activities that would cause the other Party or its Affiliates to be in violation of Export Controls and Sanctions.
- 11.8. Anti-corruption Laws.** The Parties shall not and shall ensure the persons they employ shall not take any actions or make any omissions that would cause each other to be in violation of any applicable anti-corruption laws or directly or indirectly, offer, pay, promise to pay or authorize any bribe, other undue financial or other advantage or make any facilitation payment to, or receive any bribe or other undue financial or other advantage from, a public official or a private party in connection with this Agreement or any transactions undertaken for or on behalf of each other. The Parties shall have and maintain throughout the term of this Agreement adequate policies, procedures, and controls to ensure compliance with applicable anti-corruption laws.
- 11.9. Notices.** Any notice, consent, approval, or other communication intended to have legal effect to be given under this Agreement (“Notices”) must be in writing and will be delivered (as elected by the Party giving such notice): by email to [legal@feedzai.com](mailto:legal@feedzai.com).

## Schedule 1 – SUPPORT TERMS

### 1. DEFINITIONS

**“Customer Technical Contact(s)”**: Customer’s personnel that have been identified as the technical contact(s) for the Customer.

**“Error”**: any reproducible failure of the Software to materially conform to the Documentation.

**“Error Correction”**: any modification or addition to the Software delivered within an update that brings the Software into material conformity with the Documentation.

**“Feedzai Welcome Pack”**: document defining Support contacts and processes, available on <https://support.feedzai.com/hc/en-us/articles/11136368956947-Welcome-to-Feedzai-Customer-Support>

**“Product Hotfix”**: any subsequent minor release of the Software. This shall not include any major releases of new versions of the software (product upgrades), options or future products which Feedzai provides separately.

**“Support Case”**: a single, reproducible issue or problem with the operation of the Software. Examples of Support Cases include, without limitation, Errors and problems encountered due to improper installation, configuration or operation of the Software.

**“Response Time”**: the period commencing when a Support Case is reported by the Customer’s technical contact and ending when a member of the Feedzai technical support team logs the report and responds to the Customer Technical Contact by telephone or email.

**“Target Resolution Time”**: an estimated time to solve any Support Case reported by using a Product Hotfix or a workaround solution. Missing Target Resolution Times does not constitute a breach of contract.

**“Production Environment”**: live and operational environment where Feedzai software applications are running, available to use by Customer, and processing live transaction data (e.g., producing real-time transaction scoring data).

Capitalized terms and expressions used in this Schedule but not specifically defined in this clause have the meaning defined in the main Agreement.

### 2. SERVICES PROVIDED

- 2.1. Availability. Customer shall be entitled to receive off-site Support concerning the operation of the Software on a 24/7, 365 basis. Support Cases may be reported to Feedzai by a Customer Technical Contact via the dedicated Support channels (as defined in Feedzai Welcome Pack). Feedzai will respond to a Customer Technical Contact by dedicated channels. Feedzai will also provide the Customer with Error Corrections for Errors reported to be in the Software, as they become available.
- 2.2. Delivery. Feedzai will only provide Support in English. Support is aimed at addressing Support Cases, and does not cover feature requests, training, or anything that requires additional resources from the product or development teams.. Feedzai reserves the right to exclusively use its own equipment to access and manage the Feedzai service infrastructure. Third parties are not entitled to receive Support from Feedzai and the Customer may not pass through any such requests.
- 2.3. Reporting. Support Cases must be reported to Feedzai via the dedicated Support channels (as defined in Feedzai Welcome Pack)..
- 2.4. Exceptions. Feedzai will have no obligation to provide Support in connection with cases or operational disruptions caused by: (i) the use of client software (e.g. Browsers) or software versions not approved by Feedzai as compatible with the Feedzai systems; (ii) configuration changes,

modifications, or alterations to the Software or Service by the customer without prior testing in non-production environments ; (iii) failure by the customer to approve the update of the Software or Service prior to the installed version of the Software or Service reaching the Feedzai stated end-of-support date ; (iv) the withholding of approval by the customer to install hot-fix updates made available by Feedzai to address a customer issue; (v) use of the Software or Service other than in accordance with the Documentation and the Agreement; or (vi) the negligence or intentional misconduct of the Customer, its employees and agents or any third party.

- 2.5. Additional exceptions for Customer hosted deployments. If the Customer is not using Feedzai's cloud, in addition to the exceptions in section 2.4., Feedzai will have no obligation to provide Support in connection with cases or operational disruptions caused by: (i) the use of the Software or Service with software or hardware not designed for use with the operating systems approved by Feedzai in the Documentation; (ii) the use of the Software or Service with hardware that does not satisfy the minimum system requirements specified by Feedzai in the Documentation; (iii) changes, modifications, or alterations to the Software or Service not approved in writing by Feedzai or its authorized representatives;; or (iv) the failure to install Updates made available by Feedzai; o
- 2.6. Welcome Pack Feedzai Welcome Pack provides definitions of processes and services followed. It may be updated, from time to time by Feedzai, to reflect service changes and improvements.

### 3. PRIORITY LEVELS

- 3.1. Priority levels. The priority levels applicable are the following:

Priority	Description
<p><b>Priority 1, Urgent</b></p>	<p><b>Issue that severely impacts the use of the service, halting your business operations, with no procedural workaround available. Must be reported via Feedzai Telephone Support Number.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>● Service is down or unavailable.</li> <li>● Data corrupted or lost</li> </ul>
<p><b>Priority 2, High</b></p>	<p><b>Major functionality is impacted or significant performance degradation is experienced, causing a high impact to business operations with no reasonable workaround available. Must be reported via Feedzai telephone support number.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>● Service is operational but highly degraded performance to the point of major impact on usage.</li> <li>● Important features of the application offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</li> </ul>
<p><b>Priority 3, Normal</b></p>	<p><b>Partial, non-critical loss of use of services, with a medium-to-low impact on the business, but the business continues to function with a short-term workaround.</b></p>

Examples:

- Particular rule is not being triggered as expected
- Analytics functions (dashboard) are not operating