

Change Control Procedure

1 CHANGE PRINCIPLES

- 1.1 Where either party sees a need to change the Agreement it may request the Change in accordance with the Change Control Procedure.
- 1.2 Until a Change Control Note is effective (as set out in section 2.5 below), the parties shall continue to perform their respective obligations in the Agreement.
- 1.3 Any discussions which may take place between the parties regarding a proposed Change shall be without prejudice to the rights of either party.

2 CHANGE CONTROL PROCEDURE

- 2.1 Discussion between the parties concerning a Change shall be resolved as follows:
 - 2.1.1 no further action being taken; or
 - 2.1.2 a Change being agreed.
- 2.2 Where a written request for a Change is raised, Benefex shall, unless otherwise agreed, submit a Change Control Note signed by Benefex to the Customer within three weeks of the date that the Change request was raised.
- 2.3 The Customer shall confirm its acceptance or rejection of the proposed Change within three weeks of the date of receipt of the Change Control Note.
- 2.4 Each Change Control Note shall contain:
 - 2.4.1 the title of the Change;
 - 2.4.2 the originator and date of the Change request;
 - 2.4.3 the reason for the Change;
 - 2.4.4 full details of the Change;
 - 2.4.5 a timetable for implementation, together with any proposals for acceptance of the Change;
 - 2.4.6 a schedule of payments (if appropriate);
 - 2.4.7 details of the likely impact, if any, of the Change on other aspects of the Agreement including:
 - (a) the timetable for the provision of the Change;
 - (b) the Charges;
 - (c) the Benefit Design;
 - (d) other operational issues;
 - 2.4.8 the date of expiry of validity of the Change Control Note; and
 - 2.4.9 provision for signature by the parties.
- 2.5 A Change shall only take effect once a Change Control Note is signed by the parties that constitutes an amendment to the Agreement.