



LETTER OF AGREEMENT

Project Name: Retail WFM Project

This Letter of Agreement is made between **Scheduling Systems Group**, ("SSG") and **Your Bank** ("Your Bank" or the "Bank") and is incorporated therein by reference. Capitalized terms not otherwise defined have the meanings provided in the Agreement.

1. Scope of Work

SSG shall perform the Scope of Work identified below for the Bank. Any dates provided are estimates only.

SSG Retail Network Staffing Implementation Consulting

SSG proposes a three phase project to assist Your Bank implement the staffing recommendations proposed during the initial Staffing Assessment project to right size the branch staff. In Phase 1, SSG will manage/oversee the decisions to be made on the numerous recommendations made during the SSG Staffing Assessment. Phase 2 is a coordinated implementation between GMT and SSG to install the GMT Planet software. Phase 3 provides in-depth implementation consulting designed to improve local management buy-in of the staff change recommendations which includes the local installation and training on the Web Planet scheduling program as well as the rollout of the communication and staff change plans.

Phase 1 – Project Kickoff (August-September)

Prior to the installation of GMT Planet, SSG will manage the following issues:

- Provide basic GMT Planet instruction
- Import recent transaction history
- Make branch hours of operation change decisions
- Make minimum opening and closing staffing decisions
- Audit the call center work flow and functions
- Fix transaction data issues highlighted in SSG recommendations
- Finalize the sales measurement system
- Finalize compensation, incentive, training, and recruiting recommendations
- Set up coordinated requisition replacement process
- Make Web Planet User decisions
- Decide on float pool allocation process
- Rework recommended schedules dependant upon hours of operation changes.

Phase 2 – GMT Planet Installation (Week of September 8th)

SSG will oversee the GMT Planet installation on the Bank's local server. SSG will insure that the correct data streams are identified and properly set up when GMT automates the data feeds. We will also migrate the database created during the Assessment to the server.

