



Identity Verification Services SLA

This service levels agreement (“SLA”) is incorporated into any written agreement under which Entrust Corporation or one of its subsidiaries (“Entrust”) grants the right to access and use any of the Entrust offerings identified in this document below (each, an “Offering”) to a party (in this document, “Customer”). Capitalized Terms not defined herein have the meanings given to them in the Agreement. Entrust may revise the SLA by posting a new version at <https://www.entrust.com/legal-compliance/terms-conditions>. Such new version will become effective on the date it is posted except that if the new version significantly reduces Customer’s rights, it will become effective sixty (60) days after being posted.

1. **System Performance, Assumptions & Uptime:** The API will have availability of 24 hours a day, 7 days a week, 365 days per year with performance as follows:

2. **Service Level Targets:** Entrust will use commercially reasonable efforts to achieve the targets set out below (each, a “Service Level Target”):

Uptime
99.5%

Service Level Target	
The SLA in the table below will apply in respect of those Services listed in the applicable Order commencing 30 days after the first live check:	
Check / Report	Expected Turnaround Time
Identity Record Check	Instant, on exception, up to 24 hours.
<ul style="list-style-type: none"> Document Check Document Check – Video Document Check – Driver Verification 	Instant or up to 5 minutes, on exception up to 2 hours.
Autofill*	Instant, on exception up to 30 seconds.
Motion	Instant, on exception up to 24 hours
Device Intelligence – [Standard, Enhanced]	Instant.
Facial Similarity Check - Selfie	Instant or up to 5 minutes, on exception up to 2 hours
Facial Similarity Check – Selfie Auto	Instant, on exception up to 24 hours
Facial Similarity Check – Video	Instant or up to 5 minutes, on exception up to 2 hours
Known Faces	30 seconds, on exception up to 24 hours

Proof of Address Check	90% within 60 mins 95% within 2 hours 99% within 24 hours.
Watchlist Report – [Standard, Enhanced, and/or AML]	Instant, on exception up to 24 hours.

**Instant means up to fifteen seconds*

*** Document and facial checks involving Chinese, Russian or Japanese Documents will be subject to a turnaround time SLA of 99% within 24 hours, not to those above.*

The SLA are calculated by Entrust starting from the moment Entrust is provided with all information, documents and check initiation requests required to perform the Services and ending the moment Customer receives a response from Entrust indicating the completion of the Report in accordance with this Schedule.

These SLA are measured monthly and are subject to Accurate Volume Projections being provided by Customer, and Customer being within the Baseline Tolerance.

All performance indicators are subject to and dependent on adherence to the API documentation. Performance indicators are exclusively related to Entrust’s performance and Entrust does not assume responsibility for the performance of any External Data Providers. Service uptime is exclusive of maintenance windows and emergency maintenance as described below. Response times in this Schedule and for the SLA exclude any internet latency, internet outage, denial of service, or other reasons outside of Entrust’s control.

Maintenance Window

A maintenance window will be used for corrective maintenance. Entrust reserves the right to perform three hours of maintenance per month, but from time to time may require longer. Entrust will use reasonable endeavours to notify Customer in advance of any upcoming maintenance windows. The service may not be available at all or in part during the time of the maintenance window. The maintenance window will only be utilised if Entrust considers this necessary or desirable to maintain the performance of the Services.

Entrust may conduct emergency maintenance to its network or servers with no prior notice in order to resolve server security issues or other emergency issues. Entrust will notify Customer at the beginning and end of such maintenance, and will provide details on the nature of the work being performed.