Sovos TOC ID Verification and eSignature

This Data Sheet is effective for orders placed on or after June 26, 2023.

This Data Sheet describes the following biometric authentication services ("ID Verification" or "eSignature" solutions) to be provided by the entity listed in the applicable Order Form ("Sovos") to the customer named on the applicable Order Form (the "Customer") in accordance with this Data Sheet:

- **TOC ID Verification – TOUCH:** Provides in person biometric identity verification using hardware and software developed by Sovos. The service allows the comparison between a live fingerprint captured with a specialized sensor against the biometric information contained within the applicable ID document presented.

- **TOC ID Verification – FACE Onboard:** Provides a set of application programming interfaces "APIs" and software develop kits to perform remote biometric identity verification by taking secure pictures of an ID document and a picture of oneself with a device. The service includes anti-spoofing technology. Each attempt at verifying an identity is counted as a Transaction.

- **TOC ID Verification – FACE OnSite:** Provides in person biometric identity verification using hardware and software developed by Sovos. The service allows the comparison between a live picture of oneself captured with a specialized webcam versus the face picture typically printed on the surface of an ID document.

- **TOC ID Verification – SmartID:** Provides a pre-built web application to perform remote biometric identity verification by taking secure pictures of an ID document and a picture of oneself with a device. The service includes anti-spoofing technology.

- **TOC ID Verification – Vigencia Documento:** Provides the Customer with software to determine the validity of the applicable ID card.

- **TOC ID Verification – Digital Footprint Status:** Provides a set of APIs that delivers predictive values of risk potential associated with IP address, email, and phone number inputs to provide relevant information for decision making and application of different business rules. The prediction is obtained by using third party tools that analyze the behavior and public history of the inputs, including information available on social networks, public denial lists, and spamming lists. This tool does not determine whether the data corresponds to fraud.

- **TOC ID Verification – 1 Face 1 ID**: Provides the Customer with detection features of duplicate ID verifications by automatically rejecting transactions on products purchased where a new biometric is introduced with another existing one. Can only be added as an additional security feature to FACE Onboard, FACE OnShit, SmartID, or LegalSign.

- **TOC ID Verification – Face Token**: Provides access to an API that obtains the results of biometric matches between an enrolled individual with the FACE Onboard process. Requires purchase of TOC ID Verification – FACE Onboard.

- **TOC eSignature – eSignature API:** Provides software for the signing of a document requiring a previous ID verification and generates a .pdf document with the desired signature and timestamp. These eSignature services comply with Chile's "Ley N° 19.799 sobre Firma Electrónica y Documentos Electrónicos." This software requires purchase of (1) TOC ID Verification – Chile – TOUCH, (2) TOC ID Verification – Chile – FACE Onboard, or (3) TOC ID Verification – Chile – FACE OnSite.

- **TOC eSignature – LegalSign:** Provides a web signing platform which allows users to upload a document, define signers and email addresses, and send the document for remote signature using face ID verification. The service notifies the issuer when a signer executes a document and then sends the finished document to every participant once all the signatures are completed.

- **TOC eSignature – TimeStamp:** Provides the Customer an API to incorporate a digital certificate and a timestamp in a specific electronic document. This service is not an electronic signature related to someone's consent or ID verification. Sovos is not responsible for ID verification in this service.

- **TOC SelfService – ADN Digital:** Provides the Customer a self-service web application where they can download detailed reports from specific "FACE Onboard," "FACE OnSite," and "LegalSign" transactions or signed documents.

1   PRODUCTS. All Sovos products listed above are provided for and licensed separately.

2   TRANSACTIONS. Products that use a transaction licensing metric are based on defined transaction rate tables.

3   CUSTOMER RESPONSIBILITIES. Customer remains responsible for content and accuracy of its source input in the ID Verification and eSignature solutions.

4   PRODUCTION INSTANCES. Sovos ID Verification and eSignature products that use a production instance licensing metric are based on number of ERP production instances integrated.

5   BIOMETRIC AUTHORIZATION AND ACCURACIES. Customer agrees and approves Sovos' transmission of biometric information between its Software provided by Customer for verification purposes, as provided for the Sovos products. Customer is solely responsible to review and confirm that all registered biometric information belongs to individuals with authority to initiate such relevant transactions accessed through the Sovos products. Customer is solely liable for all losses arising out of the improper use of such products, including but not limited to losses arising from any unapproved use of the products by third parties or unauthorized users.

6   ACCESS. Access and use of the ID Verification and eSignature Solution may require certain components of the Software to be installed in Customer's data center. In such event, use of such components of the Software installed in Customer's data center will be limited to Customer's Access and use of the Software and subject to the restrictions on use set forth in the Governing Agreement and any applicable Data Sheets.

7   CHANGES. Sovos may, from time to time and in its discretion, make changes to this document or the terms and conditions set forth herein, provided however, in no event shall Sovos make any changes that will degrade Sovos' obligations under this Data Sheet without prior written notice to Customer. When Sovos makes changes hereto which do not degrade Sovos' obligations under this Data Sheet, Sovos will provide notice as appropriate under the circumstances, e.g., by displaying a notice within the applicable Sovos products or services, by updating the Data Sheet located at https://sovos.com/customer-legal-data-sheets/ or by sending Customer an email.

8   TERMS AND CONDITIONS. Customer's execution of an applicable Order Form for the products and Software applicable to this Data Sheet signifies Customer's agreement to the terms and conditions in this Data Sheet, its

acknowledgment that the Software is provided under and is governed by such applicable Order Form, and its agreement to transmit biometric information for authentication purposes, and by the separate written agreement between the parties that expressly governs Sovos' delivery of products and services (the "Governing Agreement").

9   DEFINED TERMS. Except as defined herein or otherwise required by the context herein, all defined terms used in this Data Sheet have the meaning set forth in the Governing Agreement.

This document constitutes a Data Sheet as defined in the Governing Agreement.

SOVOS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.