

**TABLE 4: CLIENT AGREEMENTS<sup>1</sup>**

TTEC's *Global Client Contracting Review and Approval Process* (Exhibit 4A to this Policy) reflects the required business segment specific review and approvals for client contracts and related instruments. These approvals must be in place **BEFORE** the client-related documents listed below can be signed.

Authorized Signatories	Non-Disclosure Agreements	Letters of Intent Memoranda of Understanding	RFI, RFP Responses and Proposals	Deal Specific Alliance and Teaming Agreement <sup>2</sup>	Client Service Agreement, MSAs, SOW and Amendments <sup>3</sup>	Limited Minor Operations Documents <sup>4</sup>
CFO	√	√	√	√	√	√
EVP or President of BS	√	√	√	√	TTEC Engage up to \$50M TTEC Digital up to \$10M	√
EVP Sales (Chief Revenue Officer)	√	√	√			√
VP Sales for BS	√		√ RFI/RFP only			
SVP Finance	√	√	√	√		√
VP Finance for BS	√	√	√	√		√
SVP Sales for BS	√		√	√		√
VP Ops for BS	√	TTEC Engage up to \$100K TTEC Digital up to \$50K	TTEC Engage up to \$1M TTEC Digital up to \$250K	TTEC Engage up to \$1M TTEC Digital up to \$250K	TTEC Engage up to \$1M TTEC Digital up to \$250K	√
ED/Dir, Account Manager						√
Any VP for BS	√					
Non-US legal entities' directors	√	√	√	√	√ up to \$10M for entity	√
Holders of Power of Attorney from an authorized signatory	√	√	√	√	√	√
SVP Ops for BS	√	TTEC Engage up to \$5M TTEC Digital up to \$1M	√	√	TTEC Engage up to \$25M TTEC Digital up to \$2M	√

<sup>1</sup> This Table 4 applies to all client contracts with the exception of U.S. Government contracts. Signature Authority for U.S. Government Contracts is covered in Table 5.

<sup>2</sup> Teaming and alliance agreements for an individual sales pursuit must be approved by an SVP for TTEC Engage or VP for TTEC Digital, as appropriate.

<sup>3</sup> EVP BS may sign agreements above the stated levels with prior CFO approval.

<sup>4</sup> Limited Minor Operations Documents are commitments with minor financial impacts as follows: (a) SOWs, Amendments and PCFs that involve minor services of ACV in the aggregate < \$200K for TTEC Engage and <100K for TTEC Digital and any other Business Segment.