

## TERMS AND CONDITIONS

These Client Terms and Conditions only apply if Client's organization does NOT have a valid non-expired written agreement for the software offering being accessed directly with Genpact or its affiliates. If Client's organization DOES have a valid written agreement with Genpact for the software, the terms and conditions of that agreement shall control and these Terms and Conditions shall not apply.

These Terms and Conditions ("Agreement") are a legal agreement between you, as an individual user, and on behalf of the relevant company or organization you work for (collectively referred to as "Client") and Genpact (UK) Limited with a place of business at 5th floor, 5 Merchant Square, Paddington, London W2 1AY ("Licensor"). This Agreement covers any services, technology, and related web-based dashboards or applications provided by Licensor to Client, referred to as Licensor's proprietary applications (collectively, referred to as the "Licensed Services"). AI Offering. In order to be performed, the Licensed Services may have a dependency on a third party foundational large language model or other third-party technology (collectively, the "AI Offering"). The Parties agree that Genpact will obtain the relevant licenses to the AI Offering, and such costs were considered in the relevant Fees, however, the AI Offering does not form a part of the Licensed Service for which Genpact owes any liability or warranty thereto, in accordance with the terms of this Agreement.

The Licensed Services are licensed, not sold, to Client for use only under the terms of this Agreement, unless accompanied by a separate agreement entered into after the date of this Agreement that expressly supersedes this Agreement signed by both parties, in which case the terms of that separate agreement will govern. This Agreement shall govern and control any future updates, modifications, or enhancements made to the Licensed Services. Licensor reserves the right to change this Agreement at any time and Client agrees that Licensor may notify Client about changes to this Agreement by posting them on or within the applicable Licensed Services, therefore, Client should review this Agreement and any updated Agreement(s) before using the Licensed Services as this Agreement (and any updates) will become effective from as of the time of such posting.

1. **License:** By accepting this Agreement by electronically indicating Client "agrees" or "accepts" by clicking or marking the applicable checkbox and/or by using the Licensed Services, Client agrees to be bound by the terms of this Agreement. Licensor hereby grants a limited, non-exclusive, non-transferable, non-sublicensable license to use the Licensed Services on the mobile device, tablet, and/or computer (collectively, "Device") that Client owns or controls and as permitted by the Usage Rules set forth in the applicable mobile app and /or marketplace terms conditions, (the "Usage Rules") solely Client's internal authorized business purposes consistent with the terms of this Agreement and in accordance with applicable laws, regulations, and any instructions provided to Client by Licensor, as applicable.

2. **Restrictions:** To the maximum extent permitted by applicable law, Client shall not (directly or indirectly), and shall not authorize, instruct, facilitate, or instruct any person (including Authorized Users) to: (i) decompile, disassemble, reverse engineer or attempt to reconstruct or discover any elements of, including any underlying components of the models, algorithms, and systems, such as exfiltrating the weights of models; (ii) copy, reproduce, translate, adapt, or modify; (iii) write or develop any program based upon; (iv) sell, sublicense, transfer any rights in, use for the benefit of, or allow access to unauthorized persons to (other than to comply or as required by law, regulation or judicial or legal process); (v) transmit, store, display, distribute, or otherwise make available unlawful, infringing, harmful, or offensive (including defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable) content, data, or code to or from; (vi) use for any illegal, harmful, fraudulent, infringing or offensive purpose, including for exploitation, abuse, or to include or encourage profanity, hate speech, discrimination, or harassment; (vii) use to make decisions that may have a consequential impact on any individual's legal position, financial position, life opportunities, employment opportunities, human rights, or result in physical or psychological injury to an individual; (viii) use to enable end users to create their own chatbots without oversight; (ix) use for ongoing surveillance or real-time or near real-time identification or persistent tracking of the individual or use for unlawful tracking, stalking, or harassment of a person; (x) use in any application or situation where that could lead to the death or serious bodily injury of any person, or to severe physical or environmental damage; (xi) use for web scraping, web harvesting, or other data extraction methods to extract data from the AI Offering or the Service; or (xii) otherwise use except as expressly permitted hereunder, in each case of (i) – (xii), the Licensed Services or any part thereof. Genpact and its service

providers may, but have no obligation, to investigate any violation of this Agreement or misuse of any Licensed Services. Genpact and its service providers may (1) remove, disable access to, or modify any content or resource that violates this Section; (2) report any activity that it suspects violates any law or regulation to appropriate law enforcement officials, regulators or other appropriate third parties; and (3) cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Section. If Client becomes aware of any violation of this Section, it will immediately notify Genpact and provide assistance, as requested, to stop or remedy the violation.

**3. Third-Party Products and Services:** Except to the extent any third-party products or services are provided by Genpact as part of the Service: (i) any acquisition by Client of third-party products or services, including but not limited to third-party applications and implementation, customization and other consulting services, and any exchange of data between Client and any third-party provider, is solely between Client and the applicable third-party provider; and (ii) Genpact does not warrant or support third-party products or services, whether or not they are designated by Genpact as "certified" or otherwise, except as specified in the SOW. No purchase or acquisition by Client of third-party products or services is required to use the Service unless specifically identified in the Order or SOW. If Client installs or enables any third-party products or services for use with the Service, Client acknowledges that Genpact may allow providers of those third-party products or services to access Input Data as required for the interoperation of such third-party products or services with the Service. Genpact shall not be responsible for any disclosure, modification or deletion of Input Data resulting from any such access by third-party products or services providers. Certain Service features that interoperate with external third-party products or services depend on the continuing availability of the relevant API and program for use with the Service. If a third party ceases to make available or support the relevant API, Genpact may cease providing such Service features without entitling Client to any refund, credit, or other compensation. Nothing contained within this section shall be deemed to extend the license granted to Client under this Agreement to any third parties.

**4. Scope.** The parties desire to record the terms of the Licensed Services to be rendered by Licensor to Client under this Agreement. Licensor may, in its discretion, delegate or subcontract performance of any portion of the Licensed Services to its affiliates and any third-party subcontractor. Licensor shall provide Client with any information reasonably requested by Client regarding any proposed third-party services. Licensor shall remain fully responsible and liable for the timely and proper performance of the Licensed Services hereunder even if such obligations are delegated to a third party, and for the compliance with this Agreement of any person or entity to which it delegates or subcontracts any such obligation. Licensor may, in its discretion, make modifications or alterations to the Licensed Services that neither increase the Fees (as defined below) nor materially reduce overall Licensed Service quality. Furthermore, Licensor reserves the right to modify or cease offering Licensed Services based on changes to applicable law, regulations, or company policy.

**5. Payment.** In consideration of the Licensed Services being provided by Licensor under this Agreement, Client agrees to pay to Licensor the **lesser** of: (a) Licensor's standard rates for the applicable Licensed Services, as communicated and invoiced to Client; or (b) the fees Client and Licensor have agreed to in writing under the applicable Statement of Work (SOW), (fees due to Licensor collectively referred to as "Fees"). Unless otherwise agreed by the parties in writing, Fees shall be aggregated and invoiced monthly and Client shall pay all invoices within thirty (30) days of the invoice date. Any Fees not paid when due shall incur interest at the rate of one percent (1%) per month or the maximum rate permitted by applicable law, whichever is lower. Client's failure to pay undisputed invoices in accordance with this Section shall be considered a material breach. Fees shall be exclusive of all applicable sales, use, excise, value added, services, consumption and other similar taxes and duties that are assessed against either party on the provision of the Licensed Services (excluding taxes based on the net income of Licensor) which shall be the responsibility of Client; and other out-of-pocket expenses.

**6. Approvals.** Except as may otherwise be specified herein, each party will obtain all necessary approvals, consents, permits and grants in their respective jurisdictions to perform and receive the Licensed Services, respectively. Client shall inform and update Licensor, from time to time, of any laws pertaining to Client's business with which Licensor must comply to perform the Licensed Services for Client and, to the extent so required, assist Licensor in obtaining approvals, consents, permits and grants as may be required to perform the Licensed Services.

7. **Term and Termination.** This Agreement shall become effective upon the earlier of Client's acceptance of the Agreement or Licensor's grant of access to the Licensed Services and shall continue until six (6) months post the expiration or termination of the last remaining Statement of Work in effect under this Agreement, unless the Agreement is terminated earlier pursuant to the terms herein. Licensor may terminate this Agreement and all Licensed Services immediately and without notice: (a) for Client's non-payment of undisputed Fees when due; (b) if Licensor has a reasonable basis to believe that Client or any of its employees or agents have used or will use the Licensed Services in violation of the terms of this Agreement or have committed or will commit hostile network attacks or other improper activities; or (c) due to changes in Licensor policy, modification of third-party agreements, a modification in industry standards, a Security Event (defined below), a change in law or regulation, or the interpretation thereof. Either party may terminate this Agreement at any time with thirty (30) days written notice to the non-terminating party, with or without cause. Upon termination of this Agreement, Client shall be liable for payment of any Fees due and payable to Licensor for the Licensed Services provided through the effective date of such termination.

8. **Confidential Information.**

- a. **Definition.** "Confidential Information" means any confidential and non-public information disclosed directly or indirectly by one Party ("Disclosing Party") to the other Party ("Receiving Party") pursuant to this Agreement that is either designated as "confidential" or under the circumstances of disclosure or by the nature of the information itself is reasonably understood by Receiving Party to be the confidential information of Disclosing Party. Confidential Information does not include any information which (i) is or becomes generally known and available to the public through no act or omission of Receiving Party or its Representatives (as defined below); (ii) was already in Receiving Party's or any of its Representatives' possession at the time of disclosure by Disclosing Party without an obligation (direct or indirect) to Disclosing Party regarding such information; (iii) is lawfully obtained by Receiving Party or any of its Representatives from a third party who was not known by Receiving Party to owe Disclosing Party (directly or indirectly) a duty of confidentiality regarding such information; or (iv) is independently developed by or for Receiving Party or any of its Representatives without use of Disclosing Party's Confidential Information. As between Genpact and Client, the Licensed Services is the Confidential Information of Genpact, and the Input Data is the Confidential Information of Client. The terms (but not the existence) of this Agreement are each Party's Confidential Information.
- b. **Use; Maintenance.** Neither Party shall use Confidential Information of the other Party for any purpose except to exercise its rights and perform its obligations under this Agreement. Neither Party shall disclose, or permit to be disclosed, either directly or indirectly, any Confidential Information of the other Party, except to its affiliates and its affiliates' employees, officers, directors, controlling persons, agents (including attorneys and professional advisors), service providers, of Receiving Party with a need to know for the purpose of performing its obligations or exercising its rights hereunder, to its advisors, or to its prospective investors or purchasers solely for due diligence purposes, each subject to a written obligation of confidentiality (those who receive such information, collectively, "Representatives"). Each Party will take reasonable measures to protect the secrecy of, and avoid disclosure and unauthorized use of, Confidential Information of the other Party, and will take at least those measures that it takes to protect its own confidential information of a similar nature. Receiving Party may make any discloser compelled or required by law, regulation or judicial or legal process, provided that it will use reasonable efforts to provide timely notice to Disclosing Party of such compelled disclosure (to the extent legally permitted) to facilitate confidential treatment of Disclosing Party's Confidential Information, and will furnish only that portion of Confidential Information that it is legally required to disclose, after exercising reasonable efforts to obtain assurance that such information will receive confidential treatment. Genpact may list Client as Genpact's client in its promotional and marketing materials, including its website.
- c. **Input Data.** Client will provide any information, data, materials, or other documentation (the "Input Data") to the Licensed Services in order to perform the intended service which may include the production of output data, deliverables reports, or other materials (collectively, "Output"). Client is solely responsible for maintaining its equipment, and the timely transmission of, and (at the time of provision of the Input Data by Client) the accuracy, quality, integrity, and reliability of, the Input Data. Client will obtain and maintain all permissions or approvals, in accordance with applicable laws, as may be necessary or

required to provide such Input Data and for Genpact to use the Input Data as permitted by this Agreement. Genpact may remove or restrict access to Licensed Services if providing such Licensed Services may violate applicable law, the source of such data becomes unavailable, or a third party brings or threatens legal action.

- d. **Ownership; Data.** Except for the limited rights granted in this Agreement, as between Genpact and Client: (i) Genpact hereby retains all rights, title and interest, including all intellectual property rights, in and to the Licensed Services, including all enhancements, updates, documentation, learnings, algorithms, statistical models and works developed by Genpact and any improvements thereto, and (ii) Client hereby retains all rights, title and interest, including all intellectual property rights, in and to Input Data and Output. Notwithstanding anything to the contrary, with respect to Input, Output and other data available made available to Genpact as part of the Licensed Services, Client hereby grants to Genpact and its affiliates a license to use, copy, access, and modify such data (a) during the Term as needed to perform Genpact's obligations hereunder; and (b) during the Term and thereafter, provided such information is de-identified so no Personal Data is included, to use such information to improve or modify Genpact's products and services, in various analytics tools, for internal analysis, and to disclose such information in aggregate or other de-identified form in connection with its business.
- e. **Feedback and Usage Data.** Client permits Genpact to use and incorporate any feedback, suggestions, ideas, enhancement requests, recommendations, or other information provided by Client or its Authorized Users relating to the features, functionality, or performance of the Service for the purpose of improving and enhancing the Service and other Genpact offerings. Genpact may also use information concerning the use, performance, and operation of the Service by Client and its Authorized Users to improve and enhance the Licensed Services and its other offerings, including for troubleshooting, providing customer support, diagnostics, responding and addressing supporting tickets, making improvements, making system improvements to correct errors or bugs, and other corrective purposes in connection with the Service.

9. **Warranty Disclaimer.** EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, GENPACT DOES NOT MAKE AND HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, LOSS OF DATA, ACCURACY OF RESULTS OR REPORTS (INCLUDING WITH RESPECT TO ANY DATA EXTRACTION OR PROCESSING OR SUBMISSIONS OR NOTIFICATIONS), AVAILABILITY, PERFORMANCE, OR ARISING FROM THE COURSE OF DEALING OR RELIANCE. GENPACT DOES NOT WARRANT ANY THIRD-PARTY WEBSITE CONTENT OR FUNCTIONALITY OR THAT THE SERVICE OR THE AI OFFERING WILL BE ERROR-FREE OR UNINTERRUPTED. IN PARTICULAR, CLIENT HEREBY EXPRESSLY ACKNOWLEDGES THAT THE AI OFFERING IS MADE AVAILABLE ON AN "AS-IS" BASIS AND GENPACT EXPRESSLY DISCLAIMS ANY AND ALL LIABILITY RELATING TO THE AI OFFERING OR OUTPUT. Notwithstanding the foregoing, (i) to the extent any express warranties or indemnifications are made available by the third-party provider of the AI Offering, Genpact will, to the extent permissible, and subject to Client's compliance with the terms of the Agreement, pass through to Client any available express warranties, including any indemnification protections; (ii) Genpact has no obligation hereunder to obtain, collect, store or use any data or information from any source.

10. **Third Party Materials.** The Licensed Services may utilize content, data, information, applications or materials from third-party services, including third party artificial intelligence, and web sites (collectively and individually, "Third-Party Materials"). Notwithstanding anything to the contrary in this Agreement, you acknowledge and agree Genpact makes no representations or warranties with respect to the accuracy, completeness, timeliness, validity, copyright compliance, legality, decency, quality or any other aspect of such Third Party Materials. Licensor does not warrant or endorse, does not assume, and hereby disclaims any and all liability or responsibility to Client or any other person for any Third Party Materials.

11. **Indemnification.**

- (a) **By Genpact.** Genpact shall (i) defend, or at its option settle, any claim brought against Client by a third party to the extent it alleges that Client's use of the Service as authorized in this Agreement constitutes a direct infringement of the intellectual property rights of any third party, and (ii) pay, subject to the

limitations set forth in Section 12, damages awarded in a final judgment, (or amounts agreed in a monetary settlement), in any such claim defended by Genpact; provided that Client provides Genpact (a) prompt written notice of; (b) sole control over the defense and settlement of; and (c) all information and assistance reasonably requested by Genpact in connection with the defense or settlement of, any such claim. If any such claim is brought or threatened, Genpact may, at its sole option and expense: (i) procure for Client the right to continue to use the applicable Service; (ii) modify the Service to make it non-infringing; (iii) replace the Service with non-infringing technology having substantially similar capabilities; or (iv) if none of the foregoing is commercially practicable, terminate the applicable Service or this Agreement. Notwithstanding the foregoing, Genpact will have no liability to Client for any claim arising out of or based upon the use of the Service in combination with software, products, data, or services not provided by Genpact; Client's failure to use the Service in accordance with this Agreement; any third-party software or technology; or any Client-provided Data. THIS SECTION STATES THE ENTIRE LIABILITY OF GENPACT, AND THE EXCLUSIVE REMEDY OF CLIENT, WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS BY GENPACT, ANY SERVICE PROVIDED BY GENPACT, THE LICENSED SERVICES, OR ANY PART THEREOF.

- (b) By Client. Notwithstanding anything to the contrary in Section 11.a, Client shall indemnify, defend, and hold harmless Genpact and its affiliates, directors, officers, employees, agents, and service providers from and against any claim brought against Genpact (i) alleging that the use by or on behalf of Genpact in accordance with this Agreement of any of the Client-provided Data or Genpact's data obtained pursuant to a request from Client infringes or misappropriates any third-party rights (including any intellectual property and privacy rights) or violates any applicable laws or (ii) arising from Client's use of the Licensed Services (or any portion thereof) other than in accordance with this Agreement; provided that Genpact provides Client with (a) prompt written notice of; (b) sole control over the defense and settlement of; and (c) all information and assistance reasonably requested by Client in connection with the defense or settlement of, any such claim. Genpact may appear, at its own expense, through counsel reasonably acceptable to Client.

**12. Limitation of Liability.** IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE, TREBLE OR CONSEQUENTIAL DAMAGES, OR LOSS OF BUSINESS, REVENUE, PROFITS, GOODWILL, DATA OR OTHER ECONOMIC ADVANTAGE, ARISING OUT OF OR RELATING TO THIS AGREEMENT, HOWEVER CAUSED AND BASED ON ANY THEORY OF LIABILITY, WHETHER BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE, EVEN IF THE OTHER PARTY IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL GENPACT'S TOTAL LIABILITY (INCLUDING ATTORNEYS' FEES) ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE AMOUNT PAID BY CLIENT UNDER THIS AGREEMENT DURING THE 12-MONTH PERIOD PRIOR TO THE DATE THE CLAIM AROSE. EXCEPT FOR ANY ACTION BY GENPACT FOR NON-PAYMENT, NEITHER PARTY MAY BRING ANY ACTION, REGARDLESS OF FORM, ARISING OUT OF THIS AGREEMENT MORE THAN 12 MONTHS AFTER THE DATE THE CLAIM AROSE. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED OR EXCLUSIVE REMEDY.

**13. Security.** Client acknowledges that the information available through the Licensed Services may include personally identifiable information and it is Client's obligation to keep all such accessed information confidential and secure. Accordingly, Client on behalf of itself and any of its employees (as applicable) shall (a) restrict access to Licensed Services to those employees who have a need to know as part of their official duties; (b) ensure that Client nor its employees shall (i) obtain and/or use any information from the Licensed Services for personal reasons, or (ii) transfer any information received through the Licensed Services to any party except as permitted hereunder; (c) keep all user identification numbers, and related passwords, or other security measures (collectively, "Client IDs") confidential and prohibit the sharing of Client IDs; (d) immediately deactivate the Client ID of any employee who no longer has a need to know, or for terminated employees on or prior to the date of termination; (e) in addition to any obligations hereunder, take all commercially reasonable measures to prevent unauthorized access to, or use of, the Licensed Services or data received therefrom, whether the same is in electronic form or hard copy, by any person or entity; (f) maintain and enforce data destruction procedures to protect the security and confidentiality of all information obtained through Licensed Services as it is being

disposed; (g) be capable of receiving the Licensed Services where the same are provided utilizing "secure socket layer", or such other means of secure transmission as is deemed reasonable by Licensor; (h) not access and/or use the Licensed Services via mechanical, programmatic, robotic, scripted or other automated search means, other than through batch or machine-to-machine applications approved by Licensor; (i) take all steps to protect their networks and computer environments, or those used to access the Licensed Services, from compromise; and (j) maintain policies and procedures to prevent unauthorized use of Client IDs and the Licensed Services. In the event Client learns or has reason to believe that Client IDs, the Licensed Services, or any information related thereto have been misused, disclosed, or accessed in an unauthorized manner or by an unauthorized person or contrary to any terms of this Agreement (a "Security Event"), Client shall provide immediate written notice to the via email to [CSIRT@genpact.com](mailto:CSIRT@genpact.com). In the event of a Client Security Event, Licensor may, in its sole discretion, take immediate action, including suspension or termination of Client's account, without further obligation or liability of any kind.

**14. Downtimes.** Client acknowledges and agrees that from time to time access to the Licensed Services may be unavailable or inoperable for various reasons, including but not limited to periodic maintenance procedures or repairs which Licensor may undertake from time to time, equipment malfunctions, or other causes beyond the control of Licensor or which are not reasonably foreseeable by Licensor, including but not limited to interruption or failure of telecommunication or digital transmission links, network congestion, or other failures (collectively "**Downtimes**"). Downtimes may also result from suspension by Licensor, in its sole discretion and without notice, of access to data files and/or the Licensed Services due to actual or suspected hostile network attacks or other improper activities. Licensor will use commercially reasonable efforts to deliver the Licensed Services requested by Client subject to the terms of this Agreement.

**15. Miscellaneous.**

- (a) The substantive laws of the State of New York, without regard for conflict of laws principles, shall prevail for this and all subsequent agreements unless otherwise stated in writing by both parties. No failure or delay in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder. Neither party may assign this Agreement without the written consent of the other party.
- (b) This Agreement may not be assigned without the prior written consent of the other party. Notwithstanding the foregoing, each party shall have the right to assign this Agreement without such consent: (i) to any affiliated, subsidiary or parent entity, defined as any entity controlling, controlled or under common control with such party as evidenced by ownership of greater than 50% of the equity of such entity; (ii) in connection with the sale of all or substantially all of its stock or assets; and/or (iii) to the surviving or resulting entity in any merger or consolidation. This Agreement shall be binding on the parties and their respective successor and permitted assigns. Additionally, Genpact may use affiliates to provide Licensed Services.
- (c) Neither party will directly or indirectly solicit or hire any employee or contractor of the other party with whom it has come into contact with for the Licensed Services for employment or services, during the term, and for a period of twelve (12) months following the termination of this Agreement.
- (d) This Agreement and any subsequent updates published thereto contains the entire agreement of the parties with respect to its subject matter, and supersedes any prior representation, agreement, warranty, and proposal for the efforts defined herein. Any deviations to this Agreement must be made in writing with the mutual agreement of the parties.
- (e) Licensor shall be an independent contractor pursuant to this Agreement. Nothing herein shall be construed to create a joint venture or partnership between the parties or an employee/employer relationship. Neither party shall have any express or implied right or authority to assume or create any obligations on behalf of or in the name of the other party or to bind the other party to any contract, agreement or undertaking with any third party.
- (f) Headings are provided for convenience only and shall not have an effect on the interpretation of the

Agreement. If any provision of this Agreement is illegal or unenforceable, its invalidity shall not affect the other provisions of this Agreement that can be given effect without the invalid provision.

- (g) Any required notice shall be given in writing by customary means with receipt confirmed at the address of each Party set forth above, or with respect to Genpact by email at [legal.notices@genpact.com](mailto:legal.notices@genpact.com), or to such other address as either Party may substitute by written notice to the other and with regards to Client. Notices will be deemed to have been given at the time of actual delivery in person, 1 day after delivery to an overnight courier service, or 3 days after deposit in the mail.

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