

VENDOR MANAGEMENT SERVICE LEVEL AGREEMENT (SLA) SCORECARD
Score Quarterly

- Result -
Pass

Vendor/ Service Provider Name :
Vendor Relationship Manager:
Date:
Vendor Risk Mgt System (VRMS) Engagement #

			VRM Response	Result
Line of Business Responsibilities				
1. As VRM, are you knowledgeable about the vendors' and Bank's requirements in the applicable contract, SOW or due diligence document? (e.g. SSAE 16, Penetration Test Results/Web Application Test Results, Information Security Policies and Procedures)		Y		Pass
2. Have you reviewed all applicable vendor performance and risk management reports?		N		FAIL
3. Did Bank provide the vendor with accurate data and/or business direction required to meet their service needs or fulfill contract requirements?		Y		Pass
Describe any issue with data provided to the service provider by Bank				
Comments:				
Service Provider/Vendor Responsibilities				
1. Service provider's performance reports indicate meeting all contractual terms and conditions.		Y		Pass
2. Service provider's risk management reports show meeting all contractual terms and conditions.		Y		Pass
3. Was the Service Provider's level of support to Bank acceptable?		Y		Pass
4. Service provider complies with Servicer'/Bank applicable policies and procedures.		Y		Pass
5. Service provider complies with applicable state and federal laws, rules and regulations.		Y		Pass
6. Service provider fees and costs are lawful, reasonable and actually incurred.		Y		Pass
7. Were sanctions or disciplinary action for misconduct imposed on the service provider in this quarter?		N		Pass
Describe Any Issue with Service Provider's overall performance				
Comments:				
Contract Default				
8. Based on your knowledge of the applicable contract/SOW, has any contract default occurred?		N		Pass
9. Is default serious enough to consider termination of the service provider?		N/A		Pass
10. Is the service provider taking appropriate measures to cure the default?		N/A		Pass
Describe Any Default (Include SLA Page No. & Reference):				
Customer Complaints				
11. Has Bank received customer complaints about the service provider forwarded from the service provider?		N/A		Pass
12. Has Bank received complaints about the service provider directly from customers?		N/A		Pass
13. Did service provider adequately address any customer complaints?		N/A		Pass
14. Did service provider forward copies of all customer complaint responses to Bank?		N/A		Pass
Describe Any Issue with Customer Complaints				
Comments:				
Overall Comments or Areas Needing Improvement:				
Comments:				