

|                                          |                                          |                                           |                                                  |                                                       |
|------------------------------------------|------------------------------------------|-------------------------------------------|--------------------------------------------------|-------------------------------------------------------|
| <b>B</b>                                 | <b>I</b>                                 | <b>N</b>                                  | <b>G</b>                                         | <b>O</b>                                              |
| Transfer BWR to ALLY Corp (WARM)         | BWR leverage tax return to get caught up | Asked for RFD                             | Complete Standard Verification in full (INBOUND) | Say Happy Valentines day during the call (02/14 only) |
| No Exception errors                      | Clear 2 buckets                          | Talk to someone from South/North Carolina | Outbound Robo call                               | BWR name starting with "A"                            |
| Submitting Onbase Cancellation request   | BWR pays you a compliment                | <b>FREE</b>                               | Dog barking in background (customer end)         | Bwr using swear words                                 |
| Hear TV in background (customer end)     | Submit DNC (with BWR)                    | Made customer laugh                       | Provided Probing Questions                       | Submit late fee waiver in agent portal                |
| Provided website for self-service option | Customer in Hospital                     | Hear Music in background (customer end)   | Customer forgets payment                         | Offering post-dated payment                           |

|                                      |                                                  |                              |                                                       |                                           |
|--------------------------------------|--------------------------------------------------|------------------------------|-------------------------------------------------------|-------------------------------------------|
| <b>B</b>                             | <b>I</b>                                         | <b>N</b>                     | <b>G</b>                                              | <b>O</b>                                  |
| Hear TV in background (customer end) | Customer death in family                         | BWR pays you a compliment    | Bwr threatening BBB                                   | One time Payment \$100 or more            |
| No Exception errors                  | Made customer laugh                              | BWR name starting with "D"   | Submitting Onbase Cancellation request                | Bwr threatening ATTY                      |
| Set up loan extension program        | Dog barking in background (customer end)         | <b>FREE</b>                  | Hear Music in background (customer end)               | Talk to someone from South/North Carolina |
| BWR name starting with "A"           | Transfer BWR to ALLY Corp (WARM)                 | Talk to someone from Florida | Say Happy Valentines day during the call (02/14 only) | No Supervisor/complaint calls             |
| Clear 2 buckets                      | Complete Standard Verification in full (INBOUND) | Provided Probing Questions   | Update a Cell Phone                                   | Provided website for self-service option  |

|                                          |                            |                                                |                             |                                          |
|------------------------------------------|----------------------------|------------------------------------------------|-----------------------------|------------------------------------------|
| <b>B</b>                                 | <b>I</b>                   | <b>N</b>                                       | <b>G</b>                    | <b>O</b>                                 |
| PAY OFF ACCOUNT                          | Submit DNC (with BWR)      | BWR pays you a compliment                      | Bwr threatening BBB         | Provided Probing Questions               |
| No Supervisor/complaint calls            | Clear 2 buckets            | Provided website for self-service option       | Offering post-dated payment | BWR leverage tax return to get caught up |
| Dog barking in background (customer end) | Asked for RFD              | <b>FREE</b>                                    | No Exception errors         | One time Payment \$100 or more           |
| Talk to someone from Texas               | Bwr threatening ATTY       | ask a question in TEAMS (regarding an account) | Update an address           | Clear 3 buckets                          |
| Update a Cell Phone                      | BWR name starting with "D" | Set up loan extension program                  | Outbound Robo call          | Clock in on time (Dayforce)              |