



SALMAN HUSAIN STAMP VENDOR
 Licence No: 84, Shop No: 03, House No: C-62
 Saddar Town, Malir Karachi **AKRAM AZHAR**
 BR NO DATE Advocate
 ISSUED TO WITH ADDRESS ... **0048-10** No. 997...
 THROUGH WITH ADDRESS
 PURPOSE
 VALUE RS. ATTACHED. **80**
 STAMP VENDOR'S SIGNATURE

12 MAY 2022

(RUPEES TWO HUNDRED ONLY)

SERVICE LEVEL AGREEMENT

This Software Support Services Agreement is entered into as on **July 01, 2022** at Karachi.

Between

M/s. Vision Max (Pvt.) Limited, an Information Technology Company having its Head Office at Room 530, Stock Exchange Building, Stock Exchange Road, Karachi-Pakistan (hereinafter referred to as the "VENDOR"), of their Software Product Backoffice Management System 'STOCKXS', duly represented by its Chief Executive Officer – **Mr. Aftab A. Aziz**.

And

M/s. Habib Metropolitan Financial Services Limited (HMFS), having its Head Office at 1st Floor, GPC 2, Block V, Kheকাশan, Clifton, Karachi, (hereinafter referred to as the "VENDEE/PURCHASER"), duly represented by its Chief Executive Officer – **Mr. Ather Husain Medina**.

AGREEMENT PERIOD

This agreement is valid through

January 1, 2022 to December 31, 2024

STOCKXS SUPPORT SERVICES

Beginning on the day of execution of this agreement, the Vendor shall provide the following Support Services:

- The Vendor shall provide Help Desk services for reported errors and malfunctions and troubleshooting problems. Help Desk services shall be On-Line and or by telephone lines and or via e-mail.
- The Vendor's Help Desk services also include but are not limited to the following services:
 - a. Assistance related to questions on the issues of the subject software;
 - b. Assistance in identifying and determining the causes of suspected errors or malfunctions in the software.
 - c. Advice on detours or workarounds for identified errors or malfunctions, where reasonably available.
 - d. Information on errors previously identified by the Vendee and reported to Vendor and detours to these where available.
- Telephonic Support during Normal Working Business Hours & Days. Such support shall include consultation on the operational working and utilization of the Software.



implement programming changes to the Software and shall use its best efforts to make corrections in a manner that is mutually beneficial. Vendor shall disclose all known defects and their detours or workarounds to vendee.

- The Vendor may provide the replacement copy or correction services to the Vendee for any error, malfunction, or defect in software that, when used as delivered, failed to perform in accordance with the business specifications.
- The Vendor may provide On-Site support if diagnostics or troubleshooting from a remote vendor location is not possible due to any unforeseen situation like loss of internet connectivity etc.
- The vendor shall provide list of all proscribed persons / organizations issued from NACTA / UNSC as per list available on their websites on daily basis.
- The vendor is responsible for ensuring that all reports for transaction monitoring are up and running at all times.

THE RESPONSE TIME FOR SUPPORT

LEVEL ONE RESPONSE

Where a major fault occurs such that a business-critical function is not operational and major user inconvenience is being caused then, between 9:00 a.m. to 7:00 p.m. Monday through Friday the Vendor shall endeavor to respond within one hour; or

LEVEL TWO RESPONSE

Where a fault occurs such that a function is not operational but a workaround is available and is causing significant user inconvenience then; between 9:00 a.m. to 7:00 p.m. Monday through Friday, the Vendor shall respond within one day; or

LEVEL THREE RESPONSE

Where a fault occurs such that a non-critical function is not operational and is causing an inconvenient problem but is not causing significant user inconvenience then; between 9:00 a.m. to 7:00 p.m. Monday through Friday, the Vendor shall respond within three working days.

PAYMENT FOR SUPPORT SERVICES

The Vendee shall pay the Vendor for Software Support Services PKR 108,000/ + Sales Tax Quarterly in advance.

TERM OF SUPPORT

Subject to timely payment by the Vendee of the Support fee, the vendor shall offer the Support Services as described above for a minimum period of three months.

TERMINATION

Both Parties have a right to terminate this Agreement by giving a 90 days' notice to the other Party. Upon such termination, both Parties shall settle their respective dues and outstanding on the effect day of termination.

COUNTERPARTS

This Agreement may be executed in counterpart or in duplicate originals. Each counterpart or each duplicate shall be deemed an original copy of this Agreement signed by each party, for all purposes.

For and on behalf of:

M/s. Vision Max (Pvt.) Ltd.
(Vendor)



[Handwritten Signature]

Signature: _____
Name: **Aftab A. Aziz**
Designation: Chief Executive Officer

For and on behalf of:

M/s. Habib Metropolitan Financial
Services Limited (HMFS)
(Vendee/Purchaser)



[Handwritten Signature]

Signature: _____
Name: **Ather Husain Medina**
Designation: Chief Executive Officer

WITNESSES:

Signature: _____
Name: **Hammad Qureshi**
Designation: **Chief Technology Officer**

Signature: _____
Name: **Syed Abdul Basit Shah**
Designation: **Manager I. T.**