

**AMENDMENT NO. 6 TO SCHEDULE NO. 006  
TO THE  
PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
AETNA LIFE INSURANCE COMPANY  
AND  
SUTHERLAND GLOBAL SERVICES INC**

This Amendment No. 6 (hereinafter the “Amendment”) hereby amends Schedule No. 006 (hereinafter the "Schedule") to the Professional Services Agreement dated September 13, 2012 (hereinafter the “Agreement”) between Sutherland Global Services Inc., (hereinafter “Supplier”) and Aetna Life Insurance Company, a Connecticut corporation (hereinafter “Aetna”). This Amendment is made effective as of July 1, 2020 (the “Amendment Effective Date”).

**WHEREAS**, Aetna and Supplier desire to amend the current fee structure in the Schedule; and

**WHEREAS**, Supplier has changed the Service Delivery location;

**NOW, THEREFORE**, in consideration of the mutual promises contained herein, Aetna and Supplier agree to amend the Schedule as follows:

1. The table in Section 8 of Exhibit A shall hereby be deleted in its entirety and replaced with the following table, effective upon the Amendment Effective Date and remaining in effect through the Term of the Schedule (i.e. through March 30, 2022):

| <b>LOB's</b>                       | <b>Annualized FTE<br/>Rate (10-19)</b> | <b># of FTE</b> | <b>Total</b>         |
|------------------------------------|----------------------------------------|-----------------|----------------------|
| Service Fee Billing                | 22,263                                 | 3               | \$ 66,789.00         |
| Cash Allocation                    | 21,033                                 | 11              | \$ 231,363.00        |
| Claim Reconciliation and Reporting | 24,969                                 | 2               | \$ 49,938.00         |
| <b>Total</b>                       |                                        | <b>16</b>       | <b>\$ 348,090.00</b> |

2. Section 5 of the Schedule, “Assignment Location” and Section 1.4 of Exhibit A of the Schedule “Service Locations” are hereby amended as follows: all references to “Tower – 1-B DLF IT Park, 1/124 Shivaji Gardens, Ramapuram, Chennai – 600089, India” shall be deleted in their entirety and are replaced by “Gateway Office Parks, B2, #16, 3<sup>rd</sup> Floor, GST Road, Perungalathur, Chennai 600 063, Tamil Nadu, India.”
3. This Amendment shall be construed in connection with and as part of the Schedule and shall modify and supersede all provisions contained in the Schedule relating to the subject matter set forth herein. Except as modified and expressly amended by this Amendment, all terms, conditions and covenants contained in the Schedule and all prior amendments thereto are hereby ratified and shall be and remain in full force and effect.

4. In the event of a conflict between the terms of this Amendment and the Schedule the terms of this Amendment shall control. Capitalized terms used herein shall have the respective meanings ascribed thereto in the Schedule unless herein defined or the context shall otherwise require.

**IN WITNESS WHEREOF**, the Parties have hereto by their duly authorized representatives executed this Amendment.

Aetna Life Insurance Company

By: Kari Arnold  
Kari Arnold (Sep 30, 2020 20:14 EDT)

Name: Kari Arnold

Title: Director, Enterprise Procurement

Date: Sep 30, 2020

Sutherland Global Services Inc.

By: Alfred Piccirillo  
Alfred Piccirillo (Sep 30, 2020 19:54 EDT)

Name: Alfred Piccirillo

Title: SVP Chief Accounting Officer

Date: Sep 30, 2020