

<b>Fecha:</b>	03/08/2023						
<b>Sociedad:</b>	CNP ASSURANCES S.A. SUCURSAL EN ESPAÑA						
<b>Tipo de documento:</b>	Contrato /Anexos <input type="checkbox"/>	Presupuesto/ Proyecto <input type="checkbox"/>	Doc. Consejo <input type="checkbox"/>	Doc. Hacienda <input type="checkbox"/>	Doc. DGSFP <input type="checkbox"/>	Doc. Planes/EPVS <input type="checkbox"/>	Otro:
<b>Solicitado por:</b>	Thierry Vasquez						
<b>Contenido / Objetivo:</b> Principal Acuerdo, entregables y descripción del servicio	CHANGE REQUEST CNP PAGO CON TARJETA						

**Cumplimentar en caso de contrato, presupuestos, proyectos, u obligaciones de pago**

<b>Denominación del Documento:</b>	CHANGE REQUEST CNP PAGO CON TARJETA		
<b>Apoderado/s de CNP:</b> <i>(según importe económico del contrato)<sup>(1)</sup></i>	DAVID LATTES		
<b>Contraparte:</b> <i>( proveedor, o interviniente)</i>	Kereis Iberia		
<b>Fecha de inicio del contrato:</b>			
<b>Fecha de vencimiento del contrato:</b>			
<b>Renovación Tácita:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	
<b>Preaviso Cancelación:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	Especificar preaviso:
<b>Penalización por cancelación:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	Importe:
<b>Actualización precio por IPC, etc.:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	
<b>Delegación actividades críticas:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	Especificar:
<b>KPI / SLA:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	
<b>Presupuestado:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	Importe (IVA incluido):
<b>Código CECO:</b>			
<b>Código PEP:</b>			
<b>Activable:</b>	<input type="checkbox"/> SI	<input type="checkbox"/> NO	
<b>Periodicidad del pago:</b>	Mensual <input type="checkbox"/>	Trimestral <input type="checkbox"/>	Anual <input type="checkbox"/> Pago único <input type="checkbox"/>

**- OBLIGATORIO-**

<b>Responsable del Departamento y Director correspondiente:</b>	Fecha: 03/08/2023	Firma:	Firma:
<b>Verificación de Control Financiero:</b> <i>En el caso de que el gasto sea activable.</i>	Fecha: 03/08/2023	Firma:	
<b>Verificación de Control de Gestión:</b> <i>En el caso de que el gasto esté presupuestado y el pedido o la factura no superen el presupuesto, no será necesaria la firma del Control de Gestión.</i>	Fecha: 03/08/2023	Firma:	
<b>Revisión Asesoría Jurídica:</b> <i>(persona del equipo legal que ha revisado el contrato y verificado que cumple con todos los requerimientos solicitados) Nereida Guardiola/Ernesto Thode</i>	Fecha: 03/08/2023	Firma:	
<b>Comentarios Asesoría Jurídica:</b>			
<input type="checkbox"/> CORRESPONSABLE <input type="checkbox"/> ENCARGADO <input type="checkbox"/> RESPONSABLE <input type="checkbox"/> N/A			
<b>Verificación de Compras:</b> Thierry Vasquez	Fecha: 03/08/2023	Firma:	
<b>Representante Legal o Director Financiero</b> David Lattes	Fecha: 03/08/2023	Firma:	



<i>Author :</i>	Catalina Arias	<i>Date :</i> 19/07/2023
<i>Change request</i>	<i>CNP Pago con Tarjeta</i>	<i>Page :</i> 1 / 5

## **CHANGE REQUEST CR\_387**

### **CNP- TAR CNP Pago con Tarjeta**



Author :

Catalina Arias

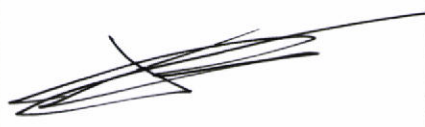
Date : 19/07/2023

Change request CNP Pago con Tarjeta


Page : 2 / 5

## Index

1.	Context	3
2.	Change Request Requirements	3
2.	Approach	4
3.	Cost	5

APROVAL?	APPROVED BY	SIGNATURE
	David Lathes 03-08-2023	



	Author : Catalina Arias	Date : 19/07/2023
	Change request CNP Pago con Tarjeta	Page : 3 / 5

## 1. CONTEXT

Currently, the Retention process allows the Distributor the actions of "recharge" (direct debit), "downgrade" (only in Hosp) and "cancel policy". However, CNP has developed a new commercial action to perform payments via an external credit card payment gateway and requires a new action "paid by card" to reflect these payments. It is expected that these card payments will help to reduce the number of unpaid transactions and increase retentions.

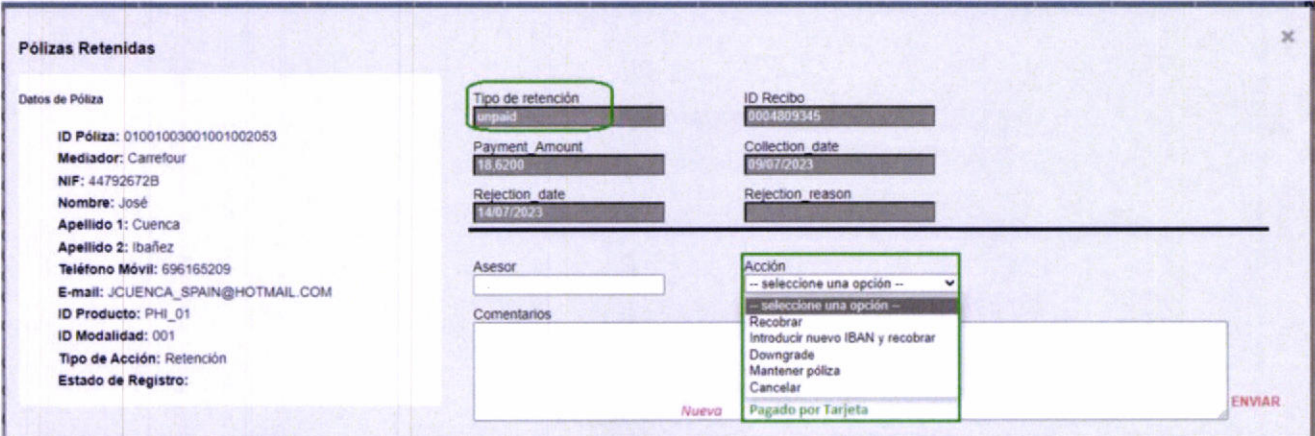
The new action requires modifying the Retention Front, the Subscription system and various Reports. These changes are explained in more detail in the following pages.

## 2. CHANGE REQUEST REQUIREMENTS

With the CR we will change:

- **Retention Front:**

It's necessary to add a new action called "Pagado por Tarjeta" to the unpaid flow of the Retention Front (see image below):



- **Subscription System:**

The new action will change the status of the receipt from unpaid "Devuelto" to collected "Cobrado" and the payment method will be reported in the subscription system as "Pagado por Tarjeta". The day of the action is performed in the Retention Front will be taken as the Collection Date of the receipt.

- **Reports:**

1. No changes are required in the Base Referencial. The only requirement is that the receipts change status from Unpaid to Charged.
2. In the Liquidation Report a new column is required with the information of the payment method (see image below):



Author :

Catalina Arias

Date : 19/07/2023

Change request CNP Pago con Tarjeta

Page : 4 / 5

## LIQUIDATION REPORT

Reporting Date:

Generation date

From:

Day 1 of month

To:

Last day of month

## RECIBOS COBRADOS

Código	Acuerdo	Fecha Efecto	Numero	Fecha	Estado	Prima Total	Prima Neta	Impuestos	CBP Comisión	Forma Pago	
Producto	Marco	Numero Poliza	Poliza	Recibo	Movimiento						
PHI_02	70001	01001003003001000666	27/07/2021	1287	30/10/2021	COBRADO	18,62 €	17,19 €	1,43 €	2,13 €	Pago Tarjeta
PHI_01	70001	01001003003001000667	16/08/2021	1288	28/10/2021	COBRADO	29,76 €	29,27 €	0,49 €	1,25 €	Pago Tarjeta
PHI_03	70001	01001003003001000668	15/07/2021	1289	27/10/2021	FACTURADO	44,57 €	43,82 €	0,75 €	-	Domiciliación Bancaria
PHI_01	70001	01001003003001000667	16/08/2021	1290	28/10/2021	DEVUELTO	-29,76 €	-29,27 €	-0,49 €	-1,25 €	Domiciliación Bancaria
PHI_02	70001	01001003003001000670	15/08/2021	1291	27/10/2021	ANULADO	18,62 €	17,19 €	1,43 €	-	Domiciliación Bancaria
							81,81 €	78,20 €	3,61 €	2,13 €	

NUEVA COLUMNA

**Important factors:**

1. The change applies to both the HOSP and TAR products.
2. The action "pagado por tarjeta" only impacts the receipt in question. All subsequent receipts will continue to be collected via direct debit, though of course they may also be unpaid and enter into this process and end "pagado por tarjeta".
3. CNP will give access to the Payment Platform or share information about the payments per month to do the Kereis Finance department.
4. The Retention Front only shows one unpaid per policy. In case a policy has two unpaid receipts at a time, the second will only appear in the front once the first unpaid has been actioned.

**Out of Scope**

- The new action of the Front Retention, "Pagado por Tarjeta", won't allow change of IBAN at the same moment. If the client wants to change IBAN, the Distributor agent would have to do a new action "Cambio IBAN" using the "Cancelacion por llamada" input.
- There are no new communications (SMS, Email, Post) to the customer for this new action.

**Developments**

To implement the changes at the flows and at the reports, it will require a technical intervention of the process and tools defined. These interventions will have a direct impact in the Production environment. It will be implemented and tested first in the Test environment.

**2. APPROACH**

We will have the following steps and milestones:

- 1- Sign-off of the change request
- 2- Plan developments to HOSP and TAR Product.
- 3- Develop changes



<i>Author :</i>	Catalina Arias	<i>Date :</i> 19/07/2023
<i>Change request</i> CNP Pago con Tarjeta		<i>Page :</i> 5 / 5

- 4- Kereis internal user acceptance, including non-regression tests.
- 5- UAT Test
- 6- Deploy
- 7- GO LIVE.

The planning will be fixed with all contributors after the approval of the change request

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### 3. COST

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The cost for carrying out this project is the following:

**Cost (€) = 9,000€**