

Fill in Name of Person Responsible

| <b>CLIENT OPERATIONS</b>        | <b>Client Segment 1</b> | <b>Client Segment 2</b> | <b>Client Segment 3</b> | <b>Client Segment 4</b> | <b>Client Segment 5</b> | <b>Client Segment 6</b> |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Manager of Professionals</b> |                         |                         |                         |                         |                         |                         |
| <b>Lead Professional</b>        |                         |                         |                         |                         |                         |                         |
| <b>Service Professional</b>     |                         |                         |                         |                         |                         |                         |
| <b>Support Professional</b>     |                         |                         |                         |                         |                         |                         |
| <b>Associate Professional</b>   |                         |                         |                         |                         |                         |                         |
| <b>Manager of Servicers</b>     |                         |                         |                         |                         |                         |                         |
| <b>Client Service Admin</b>     |                         |                         |                         |                         |                         |                         |
| <b>General Admin</b>            |                         |                         |                         |                         |                         |                         |

| <b>BUSINESS OPERATIONS</b>   | <b>Marketing</b> | <b>Technical Analysis</b> | <b>Legal</b> | <b>Mentoring Staff</b> | <b>Technology</b> | <b>Accounting</b> |
|------------------------------|------------------|---------------------------|--------------|------------------------|-------------------|-------------------|
| <b>Decision Maker</b>        |                  |                           |              |                        |                   |                   |
| <b>Manager</b>               |                  |                           |              |                        |                   |                   |
| <b>Coordinator</b>           |                  |                           |              |                        |                   |                   |
| <b>Senior Implementer</b>    |                  |                           |              |                        |                   |                   |
| <b>Associate Implementer</b> |                  |                           |              |                        |                   |                   |