



ORACLE FINANCIAL SERVICES

Oracle Financial Crime and Compliance Cloud Services

Service Descriptions and Metrics

Last updated: June 13, 2024

TABLE OF CONTENTS

Table of Contents	2
METRIC DEFINITIONS	3
GLOSSARY	4
SERVICE DESCRIPTIONS	5
Oracle Financial Services Compliance Agent Cloud Service	5
Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service	7
Oracle Financial Services Crime and Compliance Management Regulatory Reporting Cloud Service	9
Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service	11
Oracle Financial Services Crime and Compliance Management Customer Screening Customer Cloud Service	13
Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service	15
Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service, Real-Time Screening	17
Oracle Financial Services Crime and Compliance Management Transaction Filtering Cloud Service	19
Oracle Financial Services Crime and Compliance Management Compliance Studio Cloud Service	21
Oracle Financial Services Crime and Compliance Management Monitor Cloud Service	22

METRIC DEFINITIONS

“1K Hosted Transactions” is defined as one thousand Hosted Transactions processed through the Oracle Cloud Service.

For the Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service, a Hosted Transaction is an inbound banking record submitted by financial institution banking applications to the Transaction Monitoring Cloud Service and transacted as defined by the service transaction table.

“1K Transaction Scans” is defined as one thousand scans of inbound and outbound payment messages – ISO, SWIFT, or Fedwire - taking place within the financial institution and processed for an individual, organization or financial entity. The Oracle Financial Services Financial Crime and Compliance Transaction Filtering screens the message types (for example SWIFT MT101, MT103, and MT202) against private, free-to-use, or subscription watch lists like OFAC.

“KYC Check” is defined as one check processed through Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service for a single individual, organization or financial entity.

“10K Customer Screening Scans” is defined as ten thousand screening scans processed through Oracle Financial Services Crime and Compliance Customer Screening Cloud Service for a single individual, organization or financial entity.

“Experiment Run” is defined as a single experiment which is run through completion by the Service by a trained Virtual Agent in a simulated environment as described below.

“Hosted Regulatory Report Format” is defined as a single pre-configured template that is generated by the Oracle Cloud Service that meets the requirements of a specific country and/or jurisdiction for filing compliance reports. Customers are responsible for filing the compliance regulatory report with the specific country regulator and/or jurisdiction.

“Pooled Named User” is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time during any one calendar month. The Pooled Named Users are pooled for a 12 month period/ Services Period Year as stated in Your order. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the end of each Services Period Year. This is monitored retroactively. At the end of each calendar month, Oracle will look at the previous month’s provisioned unique user count, find the maximum number used during the calendar month and decrement that amount from the total User pool.

GLOSSARY

“Virtual Agent” is defined as a virtual entity powered by artificial intelligence that can simulate money laundering activities by perceiving the account balances and transaction monitoring rules in a simulated environment and moving funds from a source account to a destination account within such simulated environment.

“Database Storage” is defined as the total space allocated at the operating system level for database operations; not including database executables.

“Hosted Environment” is defined as the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Oracle Cloud Services which You have ordered.

“Non-Production Environment” may be either a Test, UAT or Training Environment provided to You as part of the Oracle Cloud Services. The Non-Production Environment(s) are specifically sized and designed for testing and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

“Production Environment” is defined as an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

SERVICE DESCRIPTIONS

Oracle Financial Services Compliance Agent Cloud Service

Part #: B96359 – Per Experiment Run

Users of the Oracle Financial Services Compliance Agent Cloud Service are authorized to access the following module:

- Oracle Financial Services Compliance Agent

Usage Limits

The Oracle Financial Services Compliance Agent Cloud Service is subject to the following usage limits:

- A maximum number of Experiment Runs per Services Period year, as defined in Your order.
- Any Experiment Runs that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- There is a maximum Database Storage of 2 TB.

Oracle will provision one Production Environment per customer.

- The Production Environment will be periodically updated with the latest patches and upgrades.
- This service includes Oracle Identity Cloud Service (IDCS) integration.

Data Retention

Notwithstanding anything to the contrary in the Oracle Cloud Policies referenced below, as long as You are an active continuous subscriber, the standard data retention period during the Services Period for the Production Environment is as a maximum of 7 years.

Overage Billing

If Your use of the Cloud Service exceeds the annual committed quantity of Experiment Runs specified in Your order, You agree to pay, and Oracle will invoice You monthly in arrears for, additional fees for such excess use calculated using the Unit Net Price of your current committed quantity in Your order.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY LEVEL
12 HOURS	1 HOUR	99.5 %

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service

Part #: B92658 – Per 1K Hosted Transactions

Users of the Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service are authorized to access the following module:

- Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service

Usage Limits

The Oracle Financial Services Crime and Compliance Management Transaction Monitoring Cloud Service is subject to the following usage limits:

- A maximum number of Hosted Transactions per service period as defined in your order.
 - 1K Hosted Transaction unit count excludes a one-time initial data loaded into the system.
 - Any quantity of 1K Hosted Transactions that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Service (the “Oracle Cloud Service”) per the number of Hosted Transactions as stated in your order:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels

Quantity of Hosted Transactions	Database Storage	File Storage
Up to 360 million Hosted Transactions	100 GB	100 GB
Above 360 million Hosted Transactions	1.5 TB	250 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Regulatory Reporting Cloud Service

Part #: B92657 – Per Hosted Regulatory Format

Users of the Oracle Financial Services Crime and Compliance Management Regulatory Reporting Cloud Service are authorized to access the following module:

- Oracle Financial Services Crime and Compliance Management Regulatory Reporting Cloud Service

To use this Oracle Cloud Service, You are required to first purchase and maintain the Transaction Monitoring Cloud Service (“prerequisite base Service”).

Usage Limits

The Oracle Financial Services Crime and Compliance Management Regulatory Reporting Cloud Service is subject to the following usage limits:

- A maximum number of Hosted Regulatory Report Formats per Country per Service Period as defined in your order.
 - Any quantity of Hosted Regulatory Report Formats that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Oracle Cloud Service for the production environment:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

DATABASE STORAGE	FILE STORAGE
100 GB	100 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to Non-Production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO and RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service

Part #: B92803 – Per KYC Check

Users of the Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service are authorized to access the following module:

- Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service

Usage Limits

The Oracle Financial Services Crime and Compliance Management Know Your Customer Cloud Service is subject to the following usage limits:

- A maximum number of KYC Checks as defined in your order:
 - Any quantity KYC Checks that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Oracle Cloud Service for the production environment:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

Quantity of KYC Checks	Database Storage	File Storage
Up to 1 million KYC checks	100 GB	100 GB
Above 1 million KYC checks	1.5 TB	250 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to Non-Production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Customer Screening Customer Cloud Service

Part #: B92804 – Per 10K Customer Screening Scans

Users of the Oracle Financial Services Crime and Compliance Management Customer Screening Customer Cloud Service are authorized to access the following module:

- Oracle Financial Services Crime and Compliance Management Customer Screening Cloud Service

Usage Limits

The Oracle Financial Services Crime and Compliance Management Customer Screening Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Customer Screening Scans per service period as defined in your order.
 - Any quantity of 10K Customer Screening Scans that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Oracle Cloud Service for the production environment:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

Quantity of Customer Screening Scans	Database Storage	File Storage
Up to 240 million Customer Screening Scans	100 GB	100 GB
Above 240 million Customer Screening Scans	1.5 TB	250 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET AVAILABILITY	SERVICE
12 hours	1 hour	99.5%	

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service

Part #: B96606 – Per Pooled Named User

Users of the Oracle Financial Services Crime and Compliance Management Investigation Hub Customer Cloud Service are authorized to access the following:

- Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service

To use this Oracle Cloud Service, You are required to first purchase and maintain the Transaction Monitoring Cloud Service (prerequisite base Service).

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- A maximum number of Pooled Named Users per service period as defined in your order.
 - Any quantity of Pooled Hosted Named Users that remains unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following usage limits apply for this Oracle Cloud Service for the production environment:

Number of Pooled Named User	Number of Pooled Named Users	Database Storage	File Storage
Size A (36-120 Pooled Named User)	<= 120	100 GB	100 GB
Size B (121+ Pooled Named User)	>121	1.5 TB	250 GB

*Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service, Real-Time Screening

Part #: B109385 – Per Pooled Named User

Users of the Oracle Financial Services Crime and Compliance Management Investigation Hub Customer Cloud Service, RealTime Screening are authorized to access the following:

- Limited functionality within Oracle Financial Services Crime and Compliance Management Investigation Hub Cloud Service via the Real-Time Screening User role

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- A maximum number of Pooled Named Users per service period as defined in your order.
 - Any quantity of Pooled Hosted Named Users that remains unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following usage limits apply for this Oracle Cloud Service for the production environment:

Number of Pooled Named User	Number of Pooled Named Users	Database Storage	File Storage
Size A (360-1200)	<= 1200	100 GB	100 GB
Size B (1201+)	>1200	1.5 TB	250 GB

Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

- Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.
- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Transaction Filtering Cloud Service

Part # B98201 – Per 1K Transaction Scans

Users of this Oracle Cloud Service are authorized to use the following modules:

- Financial Services Crime and Compliance Management Transaction Filtering Cloud Service

Usage Limits

The Oracle Financial Services Crime and Compliance Management Transaction Filtering Cloud Service is subject to the following usage limits:

- A maximum number of Transaction Scans per service period as defined in your order.
 - Any quantity of 1K Transaction Scans that remains unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Oracle Cloud Service for the production environment:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

QUANTITY OF TRANSACTION SCANS	DATABASE STORAGE	FILE STORAGE
Up to 1 Million	100 GB	100 GB
Over 1 Million	1.5 TB	250 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms, or services of third parties. Oracle does not control, and Oracle is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection, or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Compliance Studio Cloud Service

Part #: 107971 – Per 1K Hosted Transactions

Users of the Oracle Financial Services Crime and Compliance Management Compliance Studio Cloud Service are authorized to access the following module:

- Oracle Financial Services Crime and Compliance Management Compliance Studio Cloud Service

Usage Limits

The Oracle Financial Services Crime and Compliance Management Compliance Studio Cloud Service is subject to the following usage limits:

- A maximum number of Hosted Transactions per service period as defined in your order.
 - 1K Hosted Transaction unit count excludes a one-time initial data loaded into the system.
 - Any quantity of 1K Hosted Transactions that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following storage limits apply for this Service (the “Oracle Cloud Service”) per the number of Hosted Transactions as stated in your order:
 - Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels

Quantity of Hosted Transactions	Database Storage	File Storage
Up to 360 million Hosted Transactions	100 GB	100 GB
Above 360 million Hosted Transactions	1.5 TB	250 GB

Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.

- Production to non-production refreshes will not be provided.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Financial Services Crime and Compliance Management Monitor Cloud Service

Part #: B108196 - Per Pooled Named User

Users of the Oracle Financial Services Crime and Compliance Monitor Cloud Service are authorized to access the following:

- Users of the Oracle Financial Services Crime and Compliance Monitor Cloud Service Oracle will provision two environments for this Oracle Cloud Service: one production and one non-production.
- Production to non-production refreshes will not be provided.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- A maximum number of Pooled Named Users per Services Period, as defined in your order.
 - Any quantity of Pooled Named Users that remains unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- The following usage limits apply for this Oracle Cloud Service for the production environment:

Number of Pooled Named Users		Database Storage	File Storage
Size A (3-10 Pooled Named Users)		100 GB	100 GB
Size B (11+ Pooled Named Users)		1.5 TB	250 GB

Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels.

Data Retention

As long as you are an active continuous subscriber to Oracle Cloud Services, during the Services Period of Your applicable order, Oracle will retain Your data for a maximum period of 7 years.

Disaster Recovery and Target Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
12 hours	1 hour	99.5%

The RTO and RPO do not apply to the Non-Production Environment(s). The Target Service Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Overage Billing

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of listed in the Ordering Document.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.