

### WORK ORDER FORM - APPENDIX A1 (Office Hour)

|                       |                             |     |         |                                  |               |
|-----------------------|-----------------------------|-----|---------|----------------------------------|---------------|
| Date Raised:          | 15/06/2010                  | SOE | AR91297 | Seat Number:                     |               |
| Requestor Full Name*: | Ashok Kumar Reddy Moori     |     |         | Requestor Contact Number*:       | 6595-3801     |
| Department*:          | CTI                         |     |         | Default Cost Center* (10 digit): | SG8639        |
| E-mail*:              | ashok.kumar1.reddy@citi.com |     |         | Office Location*:                | CBP 3rd Floor |

|                                          |                                                |
|------------------------------------------|------------------------------------------------|
| <b>Corp Code (Pls tick accordingly):</b> |                                                |
| <input type="checkbox"/>                 | GCB01 - Citibank NA Singapore GCB              |
| <input checked="" type="checkbox"/>      | GCB17 - Citibank Singapore Limited-SGD         |
| <input type="checkbox"/>                 | GCB20 - Citibank Singapore Limited-USD         |
| <input type="checkbox"/>                 | GCB65 - Citibank Finance Limited               |
| <input type="checkbox"/>                 | GCB66 - Crescent Services Pte Ltd              |
| <input type="checkbox"/>                 | CPB01 - Citibank NA Singapore CPB              |
| <input type="checkbox"/>                 | CPB17 - Citibank Investment Bank Spore Ltd CPB |
| <input type="checkbox"/>                 | 00S01 - Citibank NA Singapore GCB              |
| <input type="checkbox"/>                 | 00S06 - Citibank Investment Bank Spore Ltd     |
| <input type="checkbox"/>                 | 00S64 - Cititrust                              |
| <input type="checkbox"/>                 | 00S77 - Tribeca                                |
| <input type="checkbox"/>                 | 01600 - CGM                                    |

|                     |           |              |            |                |  |
|---------------------|-----------|--------------|------------|----------------|--|
| Ref No:             | VR6131802 | Date Logged: | 15/06/2010 | Date Received: |  |
| <b>DELIVERABLES</b> |           |              |            |                |  |

Turnaround time is within 3 or 10 business days upon receipt of users' requests till the users' PC/laptop is fully setup if all other conditions are met (i.e. SOE ID, IP address and hardware etc are available). Timing deliverables will be different (might be shorter) provided all dependencies are met.

For new system set-up (new hires), turnaround time is within 3 or 10 business days upon receipt of users requests till the users' PC/laptop is fully setup, provided all dependencies have been provided for.

For restacking, turnaround time is a day for minimum 2 notebooks OR 4 PCs a day, provided all dependencies have been provided for.

| DESCRIPTION OF REQUEST                                                              |                                                                                                                                                                                                                                                                                                                                                      |         |   |     |   |          |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---|-----|---|----------|
|                                                                                     | ITEM DESCRIPTION                                                                                                                                                                                                                                                                                                                                     | COST    |   | QTY |   | TOTALS\$ |
|                                                                                     | <b>System Build – Desktop</b> (3 days SLA – office hours)                                                                                                                                                                                                                                                                                            | \$48.00 | x |     | = | \$0.00   |
|                                                                                     | <b>System Build – Desktop</b> (10 days SLA – office hours)                                                                                                                                                                                                                                                                                           | \$42.00 | x |     | = | \$0.00   |
|                                                                                     | <i>Includes: Hardware setup, Format of hard disk, installation of SOE Operating System, and IP address configuration. (Recommended for new users)</i>                                                                                                                                                                                                |         |   |     |   |          |
|                                                                                     | <u>Specify Hardware &amp; Software:</u>                                                                                                                                                                                                                                                                                                              |         |   |     |   |          |
|                                                                                     | <b>System Build – Notebook</b> (3 days SLA – office hours)                                                                                                                                                                                                                                                                                           | \$50.00 | x |     | = | \$0.00   |
|                                                                                     | <b>System Build – Notebook</b> (10 days SLA – office hours)                                                                                                                                                                                                                                                                                          | \$45.00 | x |     | = | \$0.00   |
|                                                                                     | <i>Includes: Hardware setup, Format of hard disk, installation of SOE Operating System, IP address configuration, and local blappi of wrap applications. (Recommended for new users)</i>                                                                                                                                                             |         |   |     |   |          |
|                                                                                     | <u>Specify Hardware &amp; Software:</u>                                                                                                                                                                                                                                                                                                              |         |   |     |   |          |
|                                                                                     | <b>System Build – Desktop with data transfer</b> (3 days SLA – office hours)                                                                                                                                                                                                                                                                         | \$74.00 | x |     | = | \$0.00   |
|                                                                                     | <b>System Build – Desktop with data transfer</b> (10 days SLA – office hours)                                                                                                                                                                                                                                                                        | \$57.00 | x |     | = | \$0.00   |
|                                                                                     | <i>Includes: Hardware setup, Format of hard disk, installation of SOE Operating System, IP address configuration, data transfer from old machine to new desktop, and local installation of applications (non-wrapped &amp; currently exist in old machine) in new desktop. (Recommended for existing users)</i>                                      |         |   |     |   |          |
|                                                                                     | <u>Specify Hardware &amp; Software:</u>                                                                                                                                                                                                                                                                                                              |         |   |     |   |          |
|                                                                                     | <b>System Build – Notebook with data transfer</b> (3 days SLA – office hours)                                                                                                                                                                                                                                                                        | \$91.00 | x |     | = | \$0.00   |
|  | <b>System Build – Notebook with data transfer</b> (10 days SLA – office hours)                                                                                                                                                                                                                                                                       | \$70.00 | x | 1   | = | \$70.00  |
|                                                                                     | <i>Includes: Hardware setup, Format of hard disk, installation of SOE Operating System, IP address configuration, data transfer from old machine to new notebook, local installation of applications (non-wrapped &amp; currently exist in old machine) in new notebook, and local blappi of wrap applications. (Recommended for existing users)</i> |         |   |     |   |          |
|                                                                                     | <u>Specify Hardware &amp; Software:</u>                                                                                                                                                                                                                                                                                                              |         |   |     |   |          |

| ITEM DESCRIPTION                                                          | COST    | QTY | TOTAL  |
|---------------------------------------------------------------------------|---------|-----|--------|
| Data Transfer only for Desktop (3 days SLA – office hours)                | \$36.00 | x   | \$0.00 |
| Data Transfer only for Desktop (10 days SLA – office hours)               | \$28.00 | x   | \$0.00 |
| Data Transfer only for Notebook (3 days SLA – office hours)               | \$50.00 | x   | \$0.00 |
| Data Transfer only for Notebook (10 days SLA – office hours)              | \$38.50 | x   | \$0.00 |
| Desktop/Notebook Relocation within same/different floor but same building | \$35.00 | x   | \$0.00 |
| Desktop/Notebook Relocation to different building (including transport)   | \$65.00 | x   | \$0.00 |
| PC/laptop data erasure (3 days SLA – office hours)                        | \$26.00 | x   | \$0.00 |
| PC/laptop data erasure (10 days SLA – office hours)                       | \$20.00 | x   | \$0.00 |
| Others<br><i>Please Specify:</i>                                          |         | x   | \$0.00 |

\*Urgent and after-office requests will be on an adhoc basis and cost will be provided upon request.

#### EVALUATION OF REQUEST

The request is accepted. The cost for this Work Order is S\$

**\$70.00**

The request has been rejected for the following reasons:

#### APPROVAL

Requester Name/Signature: Ashok Kumar Reddy / [Signature] Date: 29/06/2010

Authorized Cost Center Approver (as per Expense Approval Delegation):

Name\* Pazhore Krishnakumar

Contact Number\*: 65252474

E-mail\* pazhore.krishnakumar@citi.com

Location\* CBP

Signature\* [Signature]

Cost Centre Approver Rubber Stamp: KRISHNAMURTHY SURENDRABABU

Date 29/06/2010

\*Mandatory fields

#### JOB COMPLETION

☐ All requests in this work order have been completed.

Requester Name/Signature\*: \_\_\_\_\_

Date: \_\_\_\_\_

Department rubber stamp\*: Citibank N.A.

\*Mandatory field

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**3 Changi Business Park Crescent**  
**Level 3**  
**Singapore 486026**