



Oracle Financial Services Global Business Unit

Insurance Data Exchange Cloud Service Service Descriptions and Metrics*

September 12, 2019

*The Service Descriptions for the following Cloud Services can be found at www.oracle.com/contracts under the [Financial Services GBU section](#).

Oracle Financial Services Lending and Leasing Cloud Service
Oracle Financial Services Revenue Management and Billing Cloud Service
Oracle Insurance Claims and Policy Administration Cloud Service

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Metric Definitions

Hosted \$M in Application Annual Revenue is defined as one million U.S. dollars, (Insert equivalent amount in local currency in these parens using the corporate treasury exchange rate Pricing > Pricing Tools > Local Pricing Exchange Rates), excluding taxes, billed during a fiscal year by Your businesses that use the Oracle Cloud Services.

Hosted Library Access User is defined as an individual authorized by You to access a single hosted library within any environment of the Oracle Cloud Services, regardless of whether the individual is actively accessing the hosted library at any given time. For each library accessed by an individual user, a Hosted Library Access User subscription must be purchased.

Instance is defined as a single Customer Deployment of the Oracle Cloud Service. For details of deployment specific to an Oracle Cloud Service, please refer to the service descriptions/ entitlements associated with that service.

Glossary

Analytics User is defined as an individual who has been granted access to the Analytics Dashboards in the Oracle Financial Services Revenue Management and Billing Cloud Service – Analytics Option or Oracle Insurance Revenue Management and Billing Cloud Service - Analytics Option.

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

File Storage is defined as the total space allocated for reporting and SFTP access.

Hosted Named User is defined as an individual authorized by you to access the Oracle Cloud Service, regardless of whether the individual is actively accessing the Oracle Cloud Service at any given time.

Non Production Environment (for purposes of Oracle Banking Cloud Services) may be either a Development or QA Environment provided to You as part of the Oracle Cloud Services. The QA Environment is specifically sized and designed for functional testing and validating changes in the configuration prior to promotion to the Production Environment as well as for recreating events and duplicating issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution. The Development Environment is specifically sized and designed for development and training purposes. Non Production Environments may not be used for production purposes or for performance or stress testing, and 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 the 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.

Oracle Insurance Data Exchange Cloud Service - Service Descriptions

Oracle Insurance Data Exchange Cloud Service – Per 1,000 Hosted Insurance Policy Service Transactions

Part # B82312

Users of the Oracle Insurance Data Exchange Cloud Service are authorized to access the following modules:

- Oracle Insurance QuickView Portal
- OIDX Direct Connect Service

Usage Limits: The Oracle Insurance Data Exchange Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Insurance Policy Service Transactions as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Service: Production and Non-Production.
- The Production Environment is used to process live business data, i.e. insurance policy data.
- The Non-Production Environment is dedicated for non-production use and not for the transacting or storage of live business data. Refreshes of the Non-production Environment are at Oracle's discretion.
- The following usage limits apply per tenant:

Usage Limits*:

Database Storage	File Storage
100 MB	10 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. Note: Data will be retained a maximum of 2 years.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Cloud Service has the following service level targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Insurance Data Exchange Cloud Service	4 hours	1 hour	99.5%

The service level targets do not apply to the Non-Production Environment(s). The Target System Availability Service Level Target does not apply in the event of a declared disaster. The Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Insurance Data Exchange 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

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.

Data Protection

The Oracle Insurance Data Exchange Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

Oracle Cloud Policies and Pillar Documentation:

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

Retired SKUs

Oracle Banking Cloud Service – Per Hosted Bank Account

Retired Part #: B82780

Users of the Oracle Banking Cloud Service are authorized to access the following modules:

- Oracle Banking Base
- Oracle Banking Current Accounts and Savings Accounts
- Oracle Banking Term Deposits
- Oracle Banking Loans
- Oracle Banking Limits and Collateral Management
- Oracle Banking Relationship Pricing
- Oracle Banking Originations
- Oracle Banking Reference Process Model
- Oracle Banking Channels Bank User Base
- Oracle Banking Channels Bank User Experience

Usage Limits: The Oracle Banking Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Bank Accounts as defined in Your order.
- Oracle will provision three environments for this Cloud Service: Production, Development, and Quality Assurance (QA). Production to Non Production (Development and QA) refreshes will not be provided.
- Additional Non Production Environments may be purchased subject to additional fees.
- The following usage limits apply per number of Hosted Bank Accounts in Your order:

Number of Hosted Bank Accounts	Number of Application Users	Production Database Storage (TB)	Production File Storage (GB)	Non Production Database Storage (TB)	Non Production File Storage (GB)
Up to 1.5 M in Hosted Bank Accounts (Small)	1,000	5	400	1.1	300
>1.5 M – 3 M in Hosted Bank Accounts (Medium)	2,000	7.3	400	1.1	300
>3 M – 6 M in Hosted Bank Accounts (Large)	4,000	12.3	600	1.1	300

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Cloud Service has the following service level targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability

Oracle Banking Cloud Service	4 hours	30 minutes	99.5%
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The service level targets do not apply to the Non Production Environment(s). The Target System 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.

Oracle Cloud Policies and Pillar Documentation:

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

Oracle Banking Origination Cloud Service – Per Bank Account Application

Retired Part #: B82781

Users of the Oracle Banking Origination Cloud Service are authorized to access the following modules:

- Oracle Banking Base
- Oracle Banking Limits and Collateral Management
- Oracle Banking Relationship Pricing
- Oracle Banking Originations
- Oracle Banking Reference Process Model
- Oracle Banking Channels Bank User Base
- Oracle Banking Channels Bank User Experience

Usage Limits: The Oracle Banking Origination Cloud Service is subject to usage limits based on:

- A maximum number of Bank Account Applications as defined in Your order.
- Oracle will provision three environments for this Cloud Service: Production, Development, and Quality Assurance (QA). Production to Non-production (Development and QA) refreshes will not be provided.
- Additional Non Production Environments may be purchased subject to additional fees.
- The following usage limits apply per number of Bank Account Applications specified in Your order:

Number of Hosted Bank Account Application	Number of Application Users	Production Database Storage (TB)	Production File Storage (GB)	Non Production Database Storage (TB)	Non Production File Storage (GB)
Up to 1.5 M in Hosted Bank Account Applications (Small)	1,000	5	400	1.1	300
>1.5 M – 3 M in Hosted Bank Account Applications (Medium)	2,000	7.3	400	1.1	300
>3 M – 6 M in Hosted Bank Account Applications (Large)	4,000	12.3	600	1.1	300

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Cloud Service has the following service level targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Banking Origination Cloud Service	4 hours	30 minutes	99.5%

The service level targets do not apply to the Non Production Environment(s). The Target System 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.

Oracle Cloud Policies and Pillar Documentation:

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

Oracle Banking Additional Non Production Environment Cloud Service – Per Instance

Retired Part # B82782

The Oracle Banking Additional Non Production Environment Cloud Service provides for an additional Non Production Environment for use with Your Oracle Banking Cloud Service or Your Oracle Banking Origination Cloud Service. Certain programs and optional services may not be able to run in the Additional Non Production Environment. The maintenance or upgrade schedule for the Additional Non Production Environment is the same as the schedule for Your Production Environment.

Each Additional Non Production Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Service. Performance metrics and service levels applicable to Your Production Environment(s) are not applicable to the Additional Non Production Environment. Disaster Recovery is not available in the Additional Non Production Environment, and Production to Non Production refreshes will not be provided.

Usage Limits: The Oracle Banking Additional Non Production Environment Cloud Service is subject to usage limits based upon:

- The number of Non Production Environments cannot exceed the total quantity of Non Production Environments stated as part of Your order for the Oracle Banking Cloud Service or the Oracle Banking Origination Cloud Service.
- The following usage limits apply per Instance of Additional Non Production Environment(s):

Number of Hosted Bank Accounts / Bank Account Applications in Production	Database Storage (TB)	File Storage (MB)
Up to 1.5 M in Hosted Bank Accounts / Bank Account Applications (Small)	5 TB	400 GB

>1.5 M – 6 M in Hosted Bank Accounts / Bank Account Applications (Medium/Large)	7.3 TB	400 GB
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Oracle Cloud Policies and Pillar Documentation:

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

Oracle Health Insurance Value-Based Payments Cloud Service – 1K Hosted Insurance Plan Members

Part #: B84521

Users of the Oracle Health Insurance Value-Based Payments Cloud Service are authorized to access the following functionality:

- High performance calculation engine for calculating multiple alternative reimbursement procedures based on provider/payer associations supporting a wide variety of value-based payment models.

Usage Limits: The Oracle Health Insurance Value-Based Payments Cloud Service is subject to the following usage limits:

- a maximum number of 1K Hosted Insurance Plan Members as defined in Your order.
- Oracle will provision four (4) environments for this Cloud Service: one Production Environment and three Non Production Environments:
 - Configuration: for validating changes to the (functional application) configuration
 - Test: for functional testing
 - Staging: for final testing prior to deploying to Production
- Oracle will not provide Production to Non Production refreshes.
- The following usage limits apply based on the total number of licensed metric (1K Hosted Insurance Plan Members) per Environment:

Usage Limits by Metric (1K Hosted Insurance Plan Members)	Database Storage				File Storage			
	Production	Staging	Config.	Test	Production	Staging	Config.	Test
Up to 500K Hosted Insurance Plan Members (Small)	2 TB	2 TB	1 TB	1 TB	225 GB	150 GB	75 GB	75 GB
>500K – 1M Hosted Insurance Plan Members (Medium)	4 TB	2 TB	1 TB	1 TB	225 GB	150 GB	75 GB	75 GB
>1M – 4M Hosted Insurance Plan Members (Large)	12 TB	8 TB	4 TB	4 TB	225 GB	150 GB	75 GB	75 GB
>4M – 8M Hosted Insurance Plan Members (Extra Large)	16 TB	12 TB	4 TB	4 TB	225 GB	150 GB	75 GB	75 GB

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud for Industry Hosting and Delivery Policies referenced below, this Cloud Service has the following service level targets:

Oracle Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Health Insurance Value-Based Payments Cloud Service	5 Days	1 Day	97%

The service level targets do not apply to the Non-Production Environment(s). The Target System Availability Service Level Target does not apply in the event of a declared disaster. The Recovery Point Objectives do not apply to customizations or third party software.

Data Protection:

The Oracle Health Insurance Value-Based Payments Cloud Service undergoes an annual assessment performed by a third party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

Oracle Cloud Policies and Pillar Documentation:

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