

**AMENDMENT TO THE SERVICE AGREEMENT
REGARDING Informatica LLC 401(k) Retirement Plan**

THIS AMENDMENT, effective as of the 06/30/2021, except as otherwise specified herein, between Fidelity Workplace Services LLC (“FWS”) and Informatica LLC (the “Employer”);

WITNESSETH:

WHEREAS, Fidelity and the Employer heretofore entered into a Service Agreement (the “Agreement”), with regard to the Informatica LLC 401(k) Retirement Plan (the “Plan”); and

WHEREAS, Fidelity and the Employer now desire to amend said Agreement as provided for in Section 12 of Article II thereof;

NOW THEREFORE, in consideration of the above premises and notwithstanding anything to the contrary within the Agreement, Fidelity and the Employer hereby amend the Agreement by:

- (1) Changing all references to “Fidelity” as a party to the Agreement (except those clearly describing Fidelity as the Trustee of the Plan) to mean Fidelity Workplace Services LLC (“FWS”) rather than Fidelity Management Trust Company (“FMTC”). FMTC hereby assigns all of its rights, duties and obligations under the Agreement to FWS, and FWS hereby accepts such assignment and assumes all such rights, duties and obligations. The Employer hereby consents to such assignment and assumption and agrees that it shall hereafter deal exclusively with FWS with respect to all such assigned rights, duties and obligations. Upon such assignment and assumption, FMTC shall be released from all rights, duties and obligations under the Agreement as FMTC, FWS and the Employer agree that this Amendment shall constitute a novation of the obligations of FMTC under the Agreement.
- (2) Moving and renaming Article I of the Agreement to become the Pricing Appendix and remove the label “Article II” from the Terms and Conditions area of the Agreement. Each numbered provision in Terms and Conditions will be considered a “Section” for purposes of future amendments.
- (3) Renaming existing Appendices as follows (including within the title of any Attachment thereto or in any cross-references within the Agreement):
 - Appendix B - Education and Enrollment Services **TO** Education and Enrollment Services Appendix
 - Appendix C - Contribution Processing Services **TO** Contribution Processing Services Appendix
 - Appendix D - Withdrawal and Loan Services **TO** Withdrawal and Loan Services Appendix
 - Appendix E - Testing and Reporting Services **TO** Testing, Reporting, and Calculation Services Appendix
- (4) Replacing in its entirety Section 2 of the Terms and Conditions with the following:

The Employer must use Fidelity’s Basic Plan Document, corresponding Adoption Agreement, Trust Agreement and Service Agreement. This Service Agreement includes the Appendices incorporated through the Execution Page, any Attachments thereto, and any Amendments which are expressly made part of this Service Agreement. To the extent it may be referenced in other portions of this Agreement, the “Plan Administration Manual” shall mean the document which sets forth the administrative and recordkeeping duties and procedures to be followed by Fidelity in administering the Plan, as such document may be amended and in effect from time to time (this definition shall include the Plan Administration Design & Discovery Document from the implementation process until the full Plan Administration Manual can be generated and approved). Except as otherwise described herein, the Employer has sole responsibility for ensuring the Plan’s qualified status and full compliance with the applicable requirements of the Code. Fidelity shall assume, unless and until, advised to the contrary that the Plan meets such requirements. The Employer may not add, delete, or modify the documents in any way without the prior consent of Fidelity. To the extent additions, deletions, or modifications are made to the Basic Plan Document and corresponding Adoption Agreement without such prior consent, Fidelity shall have no responsibility for the Plan terms so modified and the Employer shall not be afforded any of the protections of this Agreement with regard to Plan terms or operation defects resulting from such modifications. The Employer shall be responsible for completing and executing the Adoption Agreement and for any fees and expenses associated with any amendment to the documents. The Employer is at all times responsible for the full amount of any Plan benefits. Fidelity, as the Pre-Approved Plan Sponsor, is responsible for making interim amendments applicable to

all plans utilizing Fidelity's Pre-Approved Plan and may not provide legal advice to the Employer on the completion and/or execution of amendments for the Plan. When the Employer requests to make a change to the provisions of the Plan, Fidelity will provide, to the extent it determines the change to be in accordance with the provisions of Fidelity's Pre-Approved Plan, the Employer with amendments to the Plan which will not affect the Plan's status as a word-for-word adopter of Fidelity's Pre-Approved Plan (a "Pre-approved Amendment"). The Employer must provide the text of any amendment which is not a Pre-approved Amendment to Fidelity for incorporation into the Plan's Superseding Provisions Addendum of the Adoption Agreement and receive Fidelity's consent as part of this Agreement. Fidelity does not have any responsibility to provide any services (or modify any services then being provided) in connection with any Plan provision change unless and until Fidelity agrees to provide such services. Subject to the exception below, the Employer agrees that any determination letter application the Employer files with the IRS with respect to the Plan will be on an IRS Form 5307 only (or successor thereto). The Employer agrees that in no event will the Employer file a determination letter application with the IRS with respect to the Plan on an IRS Form 5300 (or successor thereto) except with respect to a situation where the IRS will not allow the determination letter application on an IRS Form 5307, but such a filing will not result in the determination letter application for the Plan being evaluated on the basis of a cumulative list other than that used to review Fidelity's Pre-Approved Plan (e.g., the plan's status as a multiple employer plan). At the Employer's written request, on a form provided by Fidelity, Fidelity will provide to the Employer a representation letter for filing with the determination letter application with respect to the differences between the Plan and Fidelity's Pre-Approved Plan document on file with the IRS. Fidelity generally shall provide such representation letter, in the form and manner deemed appropriate by Fidelity, no later than 60 days after receipt of the Employer's written request thereof. The Employer shall provide copies of any determination letters received with respect to the Plan to Fidelity. If any Plan ceases to be qualified within the meaning of Section 401(a) of the Code, the Employer shall promptly notify Fidelity.

- (5) Making the Investment Fiduciary as defined in the Plan the entity responsible for: (i) determining which Permissible Investments are made available under the Plan and (ii) all applicable direction to Fidelity regarding the investment of the Plan's assets, except to the extent that an investment manager has been appointed for the Plan to give such direction. To the extent the Administrator executed any part of the Agreement, or an amendment thereto, in the past, such executions shall not be required hereinafter and the Employer shall be responsible for ensuring that such entities (i) are made aware of their obligations under the Agreement, and (ii) have confirmed the accuracy of any acknowledgements or representations attributed to such entities for purposes of the Agreement.
- (6) Removing any reference to the Trust being a portion of the Plan document (as the Trust is becoming a separate document on the Adoption Agreement Effective Date of the Plan corresponding with this Amendment) and all references to particular sections of the Trust or Article 20 of Basic Plan Document number 17.
- (7) Moving and changing the following provisions as described:
 - Moving all provisions formerly within Appendix A – Permissible Investment Options to Permissible Investment Options Appendix – Part I (Funds) and Part II (Investment Services) with the fund list and all provisions relevant to those Fidelity and Non-Fidelity Funds moving to Part I (Funds) and all other investments and services from the former Appendix (including default fund indications) moving to Part II (Investment Services).
 - Moving the Participant Fee Disclosure section to the Education and Enrollment Services Appendix and changing all cross-references thereto in the Agreement to be to the Education and Enrollment Services Appendix.
 - If applicable for the plan, changing any references to automatic enrollment rates in the Adoption Agreement to instead refer to the Administrator's separate procedures (described in Section 5.03 of the Basic Plan Document) to the extent not found in the Plan's current Adoption Agreement).
 - Moving any Fidelity Employee Experience Programs section to a new Additional Participant Offerings Appendix and changing all cross-references thereto in the Agreement to be to that Additional Participant Offerings Appendix.
 - Moving any Financial Wellness sections to the new Additional Participant Offerings Appendix and changing all cross-references thereto in the Agreement to be to that Additional Participant Offerings Appendix.
 - Moving the substance of the items listed on the Addendum to this Amendment currently appearing on Appendix F of the Agreement to the appropriate Appendix of the Agreement, as described above, relating to the subject matter of that previous Appendix F language.
 - Moving any items on Appendix F labeled as "Article 2 (Terms & Conditions)" or altering provisions in the Agreement's Terms and Conditions shall be moved to the Superseding Provisions Appendix: Terms and Conditions

with all remaining Appendix F items moving to the Superseding Provisions Appendix: Fees, Services, and Plan Document.

- Moving the description of the data aggregation offering (from Section 7 of Article II) to become a new numbered section in the Additional Participant Offerings Appendix and restating the description as follows:

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Unless otherwise elected by the Employer in a form and manner made available by and acceptable to Fidelity, Participants may elect to consolidate and manage any retirement account information available through NetBenefits with their personal, non-Plan financial account(s) and other personal account information available to them through third-party websites (External Account Information). To the extent not provided by Fidelity or its affiliates, the data aggregation service will be provided by an independent provider selected by Fidelity, pursuant to a contract that would require the provider to take appropriate steps to protect the privacy and confidentiality of information furnished by users of the service. The Employer and Administrator acknowledge that Participants who elect to use aggregation service must provide passwords and PINs to the provider of data aggregation services. Fidelity will use External Account Information to furnish and support the aggregation service or other services provided pursuant to this Agreement or as otherwise directed by the Participant. Fidelity will not furnish External Account Information to any other third party, except pursuant to subpoena or other applicable law. Notwithstanding anything to the contrary in this Agreement, the Employer understands and acknowledges that (i) the data aggregation service is not a service subject to the terms of this Agreement but is instead governed solely by the Terms of Service that apply to the Participants' use thereof, (ii) information accumulated through the data aggregation service shall therefore not be made available to the Employer (provided that Fidelity shall provide to the Employer, upon request, aggregate usage data that contains no personally identifiable information), and (iii) except as provided otherwise in such Terms of Service, neither Fidelity nor any affiliate (including eMoney Advisors, LLC) shall be responsible to the Employer or any other party for any Losses or damages arising in connection with the data aggregation service.

(8) Revising the following Sections of the Terms and Conditions:

- Section 5 to clarify that, unless the Agreement specifically provides otherwise, all services Fidelity is performing with respect to the Plan are performed solely with respect to assets within Fidelity's Trust.
- Section 14 to add the following to the end thereof: Fidelity will follow information security practices as detailed in the Information Security Program (as may be amended from time to time), which will be made available to the Employer via PSW® or its successor website or other electronic means.
- Section 15 of the Terms and Conditions to deem the term Participant to include a Beneficiary or alternate payee wherever the context of the Agreement would seem to require it.

(9) Add the following paragraphs to the end of Section 10 of the Terms and Conditions:

In no event will the measure of damages payable by either party to the other include, nor will either party be liable to the other for, any consequential, indirect, incidental, exemplary or punitive damages (including damages due to business interruption, trading losses, competitive advantage or goodwill) arising from or related to this Agreement, whether or not foreseeable, and regardless of the cause of such damages even if the party has been advised of the possibility of such damages in advance; provided that the foregoing limitation shall not apply to damages arising

from (i) breaches of a party's confidentiality obligations under this Agreement or (ii) infringement of the other party's intellectual property rights. The foregoing is in no way intended to relieve either party of its obligations under this section.

Employer hereby represents that it has established reasonable claims and appeals procedures with respect to plans and programs serviced hereunder that may be required by law (including, if applicable, ERISA Section 503 and all applicable regulations). Except to the extent Fidelity has accepted explicit direction otherwise from the Employer electing to receive claims and appeals support services, (A) Fidelity shall (i) have no responsibility for any Participant claims and/or appeals under such laws in providing the services, and (ii) only manage informal Participant problems or complaints with respect to the services, provide Participants upon request basic information on the procedures for filing a claim as directed by Employer, instruct such Participants to file such claim and/or appeal with Employer, and provide Employer, or its designee(s), with the information in its possession necessary for them to respond to such claims and/or

appeals upon request; and (B) Employer agrees that no written materials or other communications should direct Participants or any other parties to Fidelity for any purpose involving claims and/or appeals, and understands that the accommodation described in (ii) above is intended only to re-direct Participants who mistakenly contact Fidelity with claims-related matters or questions.

- (10) Removing from the Superseding Provisions Appendix: Fees, Services, and Plan Document any “Plan Exception” items previously existing therein.

IN WITNESS WHEREOF, Fidelity and the Employer have caused this Amendment to be executed by their duly authorized officers effective as of the day and year first above written. By signing below, the undersigned represent that they are authorized to execute this document on behalf of the respective parties. Notwithstanding any contradictory provision of the agreement that this document amends, each party may rely without duty of inquiry on the foregoing representation. **This Amendment may contain service and/or compensation information intended by Fidelity to satisfy the requirements of Department of Labor regulation Section 2550.408b-2©(1) and which require review by the responsible plan fiduciary.**

EMPLOYER

DocuSigned by:
By: *Vake Jairam*
CFE50C98B84B42F...

Authorized Signatory.....

6/21/2021 | 6:06:52 PM EDT

Date

EMPLOYER

By:

Authorized Signatory.....

Date

FIDELITY MANAGEMENT TRUST COMPANY

DocuSigned by:
By: *Christopher J. Kushman*
97E2EE051CCD422...

Authorized Signatory.....

6/22/2021 | 9:53:58 AM EDT

Date

FIDELITY WORKPLACE SERVICES LLC

DocuSigned by:
By: *Christopher J. Kushman*
97E2EE051CCD422...

Authorized Signatory.....

6/22/2021 | 9:53:58 AM EDT

Date

Addendum

Items to be Incorporated:

The substance of the following items shall be incorporated into appropriate Appendices to the Agreement as described in 7 above:

Service Exception for Quarterly Auto Deminimus Service Run

Notwithstanding anything to the contrary in Appendix D, Fidelity will perform four automated deminimus notifications and generate payouts on a calendar quarter basis.

Delay in application for new loan

Notwithstanding anything to the contrary in Appendix D for loans taken on or after 12/01/2019, a Participant with the maximum number of existing loans may not apply for another loan until 30 calendar days following the date an existing loan is paid in full.

Roth In-Plan Conversions

Fidelity is directed to establish and maintain an In-Plan Roth conversion service that will allow any Participant who is still employed by the Employer to elect via Automated Channels to have the below-listed portions of his Account which are fully vested, not part of an outstanding loan balance and not designated Roth contributions under the Plan be considered designated Roth contributions for purposes of the plan. This conversion service shall only be available for amounts which are not currently distributable for the Participant. The Employer understands and agrees that only the following sub-accounts shall be available for this conversion service and that the following sub-accounts will be set up to receive the converted amounts:

From	To
Employee Deferral	Roth IPC1
Discretionary Match	Roth IPC2

Each such established sub-account shall have the same distribution options, constraints and rules regarding the direction of Permissible Investments as the sub-account from which it receives such converted amounts.

With respect to amounts that are otherwise distributable pursuant to Section 1.09(b) of the Adoption Agreement, Fidelity is directed to establish and maintain an In-plan Roth conversion service that would allow any Participant as described in Section 1.09(b) to elect via Automated Channels to have such amounts which are fully vested, not part of an outstanding loan balance and not designated Roth contributions under the Plan be considered designated Roth contributions for purposes of the plan. A new sub-account will be established for such conversion. This new sub-account will be named "Roth In-Plan Conversion" and use the next source number available for the Plan. Amounts converted to this sub-account will be 100% vested. This sub-account shall be part of the designated Roth account under the Plan. This sub-account will not accept contributions or rollovers other than conversions of eligible Plan balances into the sub-account. In addition, this sub-account will allow for participant direction of investments, subject to Plan rules. All such conversions will be processed as an in-kind transaction such that the initial investment allocation will be based on the allocation from the original sources at the time of conversion. Since the conversion will be processed as a transfer, those having such a conversion processed will not receive a formal confirmation of this conversion transaction but will be able to see this transfer activity by viewing their statement (either online or via a paper copy). Outstanding loans shall not be eligible for conversion. For all applicable loans and withdrawals on the Plan, the new sub-accounts described above will be added to the end of the existing source hierarchy.

Removed Items:

The following items have been removed from either the Superseding Provisions Appendix: Terms and Conditions or from the Superseding Provisions Appendix: Fees, Services, and Plan Document. Generally, these items have expired, have ceased to be necessary, or been incorporated into the standard service description if still needed:

Loan Fee Waiver

All loans in existence prior to the conversion to Fidelity on 07/01/2010 will have the \$75 set-up and \$25 annual maintenance fees

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Pre-Approved Plan Service Amendment, Version 8/2020

Confidential Information

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6



waived. All loans taken 07/01/2010 and thereafter will be assessed these loan fees as disclosed in Article I of this Agreement.

Merger Loan Fees

The annual loan maintenance fee will be waived for pre-existing loans merging into this plan from the Heiler Software Corporation Plan on the effective date 12/09/2013. Loans taken on or after the merger effective date 12/09/2013 will be assessed the fees as described in Article I, Additional Services, Participant Loans, of this Agreement.