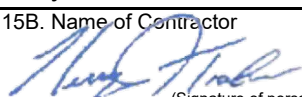
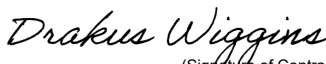


AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number CFOPD-22-C-014		Page of Pages	
				1	2
2. Amendment/Modification No. Modification 8		3. Effective Date See 16 C below		4. Requisition/Purchase Request No.	
				5. Solicitation Caption Overflow Call Center	
6. Issued by: Office of the Chief Financial Officer Office of Contracts 1100 4 th Street, S.W. Suite E620 Washington, D.C. 20024-4453 202-442-7012 - main		Code 		7. Administered by (If other than line 6)	
8. Name and Address of Contractor (No. street, city, county, state and zip code) Navient B.P.O., LLC 13865 Sunrise Valley Drive - Suite 100 Herndon, VA, 20171-6187 Kerry Trahan - President Kerry.Trahan@pioneerex.com 703-810-3000 - main		9A. Amendment of Solicitation No.			
		9B. Dated (See Item 11)			
		X		10A. Modification of Contract/Order No. CFOPD-22-C-014	
				10B. Dated (See Item 13) August 31, 2022	
Code		Facility			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
X	A. This change order is issued pursuant to (Specify Authority): 27 DCMR Section 1213 and Section I.8 – Changes, contained in the contract. The changes set forth in Item 14 are made in the contract/order no. in item 10A.				
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the DC Financial Responsibility and Management Assistance Authority.				
	C. This supplemental agreement is entered into pursuant to authority of:				
	D. Other (Specify type of modification and authority)				
E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return <u> 1 </u> copy to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The District intends to achieve the following with Modification 8: A. Pursuant to 27 DCMR Section 1213, the parties recognize that the contractor's name, formerly Navient B.P.O., LLC (13865 Sunrise Valley Drive - Suite 100, Herndon, VA 20171-6187) is now Pioneer Customer Experience, LLC (13865 Sunrise Valley Drive - Suite 100, Herndon, VA 20171-6187). In block 8 of this document, the name Navient B.P.O., LLC is replaced with the name Pioneer Customer Experience, LLC. See attached executed Change-Of-Name Agreement. B. All other terms and conditions shall remain unchanged.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print) Kerry Trahan, President			16A. Name of Contracting Officer Dorothy Whisler Fortune, Esq., CPPO, Drakus Wiggins, CPPB, CPPO or Anthony A. Stover, CPPO		
15B. Name of Contractor  (Signature of person authorized to sign)		15C. Date Signed 1/29/26		16B. District of Columbia  (Signature of Contracting Officer)	
				16C. Date Signed 02/03/2026	

CHANGE-OF-NAME AGREEMENT

Navient B.P.O., LLC (Contractor), a corporation duly organized and existing under the laws of the State of Delaware, and the Office of the Chief Financial Officer, Office of Contracts for the District of Columbia (Government), enter into this Agreement as executed by the Contracting Officer.

1) The parties agree to the following facts:

a) The Government, represented by various Contracting Officers of the Office of Contracts, has entered into certain contracts with Navient B.P.O., LLC namely:

i) Contract number CFOPD-22-C-014, Overflow Call Center

The term “the Contracts”, as used in this Agreement, means the above contracts and all other contracts and purchase orders, including all modifications, made by the Government and the Contractor before the effective date of this Agreement (whether or not performance and payment have been completed and releases executed if the Government or the Contractor has any remaining rights, duties, or obligations under these contracts and purchase orders).

b) Navient B.P.O., LLC by an amendment to its certificate of incorporation, dated November 18, 2025, has changed its corporate name to Pioneer Customer Experience, LLC.

c) This amendment accomplishes a change of corporate name only and all rights and obligations of the Government and of the Contractor under the Contracts are unaffected by this change.

d) Documentary evidence of this change of corporate name has been filed with the Government.

2) In consideration of these facts, the parties agree that:

a) The Contracts covered by this Agreement are amended by substituting the name Pioneer Customer Experience, LLC for the name Navient B.P.O., LLC wherever it appears in the Contracts; and

b) Each party has executed this Agreement as of the date written below.

CONTRACTOR

GOVERNMENT

BY: Kerry Trahan

BY: Drakus Wiggins

NAME: Kerry Trahan

NAME: Drakus Wiggins

TITLE: President

TITLE: Contracting Officer

DATE: 1/29/26

DATE: 02/03/2026