Please email the completed form to [change@placingplatformlimited.com](mailto:change@placingplatformlimited.com?subject=Change%20request%20-%20[insert%20company's%20name%20here])

|  |  |
| --- | --- |
| **Customer name** |  |
| **Company** |  |
| **Customer role (e.g.: broker, underwriter, operations, etc.)** |  |
| **Customer email** |  |
| **Telephone number** |  |
| **Date** |  |

|  |  |
| --- | --- |
| **Change request** | |
| **Summary** |  |
| **Detailed description** |  |
| **Business benefit (e.g.: cost saving, operational efficiency, etc.)** |  |
| **Platform functional area** |  |

|  |  |
| --- | --- |
| **You may insert up to two attachment(s) to support your request, please. (make sure attachments are enlarged for a better visual)** | |
| 1. |  |
| 2. |  |

|  |  |  |
| --- | --- | --- |
| **Priority** | **User assessment** | **x** |
| 1 | usability is unacceptable |  |
| 2 | usability is acceptable, but requires workaround |  |
| 3 | usability is acceptable but requires future system enhancement |  |
| 4 | usability meets business requirements |  |

**Change request process**

1. A market user submits a change request form to [change@placingplatformlimited.com](mailto:change@placingplatformlimited.com?subject=Change%20request%20-%20[insert%20company's%20name%20here])
2. The PPL team logs the request according to its internal processes to verify the change submitted by the market user.
3. The market user will receive a notification email of receipt acknowledgment within 5 (five) working days from the date the change request is submitted.
4. If further information is required, the user will be contacted via the details provided in the form.
5. Once reviewed, the market user will receive a notification email to inform them of PPL’s decision.
6. The accepted change request will be reviewed against other functional changes in the backlog. This review is undertaken by the PPL Business Design Authority (BDA), which is made up of members of the PPL team and market practitioners.
7. The market user may be contacted to provide further information to help confirm the business requirements.
8. When the change is deployed into production, the market user will receive a communication.

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| **PPL team user only** | |
| **Change request JIRA ID** |  |