

# Change Request

## Result Page — Add Missing FAQ Section

Customer

Brightleaf Co., Ltd.

Service Provider

Kiluth LTD.

CR Reference

CR-00002

Related Agreement

AGR-00007

Date Raised

2 June 2026

*Illustrative example for guidance. The client, project, and figures are fictional. This example shows a change request where Kiluth absorbs the fee (goodwill) — see Section 8.*

This Change Request ("CR") records a requested change under agreement AGR-00007 between Brightleaf Co., Ltd. and Kiluth LTD. ("Kiluth"). The change is described below for the record; its current status is shown in Section 1.

## 1. Change Summary

|                   |                                            |
|-------------------|--------------------------------------------|
| CR ID             | CR-00002                                   |
| Title             | Add missing FAQ section to the result page |
| Requested by      | Brightleaf Co., Ltd.                       |
| Date raised       | 2 June 2026                                |
| Related agreement | AGR-00007                                  |
| Priority          | High                                       |
| Status            | Approved                                   |

## 2. Background

The FAQ section was listed in the signed brief but was missed in the signed-off result page design — a shared oversight across design, PM, AE, and the client's review. Because the omission was shared, Kiluth raises this CR to deliver the section and, as a goodwill gesture, will absorb the fee (see Section 8). The change still runs through the full CR process so the work is tracked and the hours are logged.

## 3. Requested Change

|   | Change                                                                             |
|---|------------------------------------------------------------------------------------|
| 1 | Add the FAQ section to the result page, as specified in the original signed brief. |

Remark: This change covers UX / UI / Dev / QA / PM.

#### 4. Scope of Work

Work Kiluth will perform to deliver this change, covering the disciplines noted above.

|   | Task                                                                      |
|---|---------------------------------------------------------------------------|
| 1 | UX / UI — design the FAQ section to match the approved result-page style. |
| 2 | Development — build the FAQ section, responsive across breakpoints.       |
| 3 | QA — verify the section renders and expands/collapses correctly.          |
| 4 | PM — coordination and delivery management.                                |

#### 5. Out of Scope

|   |                                                                                                                |
|---|----------------------------------------------------------------------------------------------------------------|
| 1 | FAQ content beyond what the original brief specified.                                                          |
| 2 | Any change beyond the result page. Design or functionality already signed off, except as described in this CR. |

#### 6. Impact Assessment

|                   |             |
|-------------------|-------------|
| Estimated effort  | 6 hours     |
| Target start      | 4 June 2026 |
| Target completion | 6 June 2026 |

## 7. Cost Estimate

Estimated at THB 2,500 / hour (excl. VAT). Final invoicing is in THB.

| Item                      | Hours | Rate (excl. VAT) | Amount (excl. VAT) |
|---------------------------|-------|------------------|--------------------|
| Result page — FAQ section | 6     | THB 2,500        | THB 15,000         |
| Subtotal                  | 6     | —                | THB 15,000         |
| 7% VAT                    | —     | —                | THB 1,050          |
| Total (incl. VAT)         | —     | —                | THB 16,050         |

## 8. Fee Waiver

As a goodwill gesture to the client, Kiluth will waive the fee for this Change Request. No charge will be applied to Brightleaf Co., Ltd. for this change. The amounts shown in Section 7 (Cost Estimate) are provided for reference only; Kiluth will absorb this cost in full. This waiver applies to this Change Request only and does not affect the terms of any other agreement or future change requests.

9. Approval

This Change Request is approved by both parties. Signatures below confirm acceptance for the record.

Signed .....

Signed .....

[Client signatory]  
Approved for Brightleaf Co., Ltd.  
Date: .....

[Kiluth signatory]  
For Kiluth LTD.  
Date: .....

## Appendix — Reference Design

Attach reference designs or screenshots for the changes described in Section 3, so the client can see exactly what is changing. (Omitted in this example.)