



Optum Global Solutions (Philippines), Inc.  
1<sup>st</sup> to 4<sup>th</sup> Floors Science Hub Tower 3  
Block 38 Campus Avenue corner Turin Street  
McKinley Hill, Fort Bonifacio, Taguig City  
Metro Manila 1634 Philippines  
Optum.com

TO : LEVI DRED CLAROS

FROM : OPERATIONS AND EMPLOYEE RELATIONS

DATE : May 8, 2025

RE : NOTICE OF DECISION

---

This is to formally inform you of our decision on your administrative case due to Neglect of Duty, which you committed in serious violation of our corrective action matrix, relevant policies and the labor code as well.

Consistent with due process, we served you a Notice to Explain issued to you last **February 19, 2025**, requiring you to explain in writing why no disciplinary action should be taken against you for your Neglect of Duty violation. In the said notice, the details and information were stipulated.

We received your written response on **February 26, 2025**.

To give you further opportunity to explain yourself and shed light on the matter, we conducted an administrative investigation on March 12, 2025. During the administrative hearing the following were shared:

- You confirmed your awareness of the NOI and NTE issued on February 19, 2025, wherein you allegedly committed neglect of duty due to errors regarding quality for Optum Refunds, and that claims should be written with 100% quality. However, you still missed it and received a financial error.
- You stated the reason for failing to completely read the UMR CPS and UMR CPS HSB contract, which resulted in an error in your work. You also confirmed and understood the importance of the quality of your work.
- You shared that you did not check this claim with the SME because you wanted to hit other metrics and excluded quality on that said claim.
- You also shared that you were transferred to CB LOB and performing. However, due to health issues (liver complications), this has contributed to your underperformance and misses in the assigned tasks.
- You also shared that you tried fixing the complex cases and solving them on your own. Then you realized that you were doing the same process on a daily basis from processing refunds, and due to the repetitive work scenario, you felt burnout and demotivated. You also shared that you were out of radar in checking documents thoroughly.
- With the last error encountered, you mentioned that you are well aware of the quality of your work and should avoid any errors moving forward as it is affecting the overall business negatively.
- You confirmed that you receive support from your Operations leaders and consistent coaching sessions are done.
- To summarize, you acknowledged the following NTEs/NODs issued for financial error/error regarding quality for Optum Refunds:
  - Written Warning acknowledged on August 8, 2024. NTE on August 1, 2024.
  - Final Written Warning acknowledged on January 7, 2025. NTE on December 30, 2024.
- Rea stated that any incurrance of another negligence act after the issued NOD – Final Written Warning may possibly merit a higher sanction for the current negligence case, to which you confirmed your understanding.
- You also confirmed your awareness of the Negligence of Duty policy and understand the repercussions of your actions/behavior.



Optum Global Solutions (Philippines), Inc.  
1<sup>st</sup> to 4<sup>th</sup> Floors Science Hub Tower 3  
Block 38 Campus Avenue corner Turin Street  
McKinley Hill, Fort Bonifacio, Taguig City  
Metro Manila 1634 Philippines  
Optum.com

The above incidents constitute Negligence of Duty which is a serious violation under our Corrective Action Matrix. As you very well know, your primary duty and obligation is to process your work based on the standard set by the business and the company. You understand that failure to meet your target metrics could potentially impact the team's performance and overall, to the business.

This also constitutes serious misconduct or gross neglect of duty and/or willful disobedience of the lawful orders of the employer as expressed in your employment contract with United Health Group, which provides:

*In addition to the just and authorized causes for the termination of employment enumerated in Articles 282 to 284 of the Labor Code of the Philippines, the following acts and/or omissions shall, without limitation, similarly constitute just and authorized grounds for the termination of your employment by the Company and/or grounds for the Company to impose disciplinary measures against you:*

- (a) Intentional or unintentional violation of the policies, rules and regulations of the Company;*
- (b) Commission of an act which affects a loss of confidence on the part of the Company with regard to your ability to satisfactorily perform the duties and requirements of your employment;*
- (c) Intentional or unintentional violation or breach of confidentiality of information belonging to the Company, including any breach of the 'Confidentiality and Proprietary Information Agreement';*
- (d) Abandonment and*
- (e) Other similar acts, omissions, and/or events.*

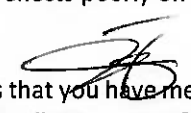
Consistent with the Corrective Action Matrix, you have also violated the following provisions below:

NEGLIGENCE		1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense	4 <sup>th</sup> Offense	5 <sup>th</sup> Offense	6 <sup>th</sup> Offense
<b>A. NEGLECT OF DUTY</b>							
1	Negligence or the absence or failure to exercise the required care or diligence, lack of foresight or the blatant disregard of applicable standards of care, thereby causing or tending to cause loss or damage to the company or injury to others.	Written Warning up to termination depending on the gravity of the offense					

After careful evaluation of facts, evidence and explanation presented, you are found liable for committing Neglect of Duty. As a regular employee, you are aware of your primary duty and responsibility, and as well as the standard procedures of the company.

During the administrative hearing, you confirmed that despite the guidance and support from your Operations leaders, you continue to commit repeated negligence by committing the financial error / errors regarding quality for Optum Refunds. This clearly demonstrates that you failed to follow the standard operating procedures, negatively impacting the business as it was considered a significant issue from a business perspective. Please bear in mind that you are expected to always perform to the best of your abilities. Your failure to meet the company's set standards affects not only your personal standing and metrics but also reflects poorly on the organization and the standard of service that the company aims to uphold.

Furthermore, while we understand and acknowledged the health challenges that you have mentioned, your failure to adhere to the standard of work, which was impacted the operations as well as your performance, constitutes unacceptable behavior. On the other hand, we must remind you that as a Customer Service Representative, it is

  
REGIONAL ACCOUNT MANAGER



Optum Global Solutions (Philippines), Inc.  
1<sup>st</sup> to 4<sup>th</sup> Floors Science Hub Tower 3  
Block 38 Campus Avenue corner Turin Street  
McKinley Hill, Fort Bonifacio, Taguig City  
Metro Manila 1634 Philippines  
Optum.com

anticipated that you should handle all assigned ~~calls~~ with efficiency and ethics in order to meet the business' expectations.

Moreover, you have been notified in writing and acknowledged that continuous failure to comply in the correct processing of your work would constitute termination of employment. Your acts and omissions have shown willful and deliberate refusal to comply with the standards set, as evidence on the findings we have.

Moreover, we have reviewed your previous records, and you acknowledged multiple Notices of Decision for Neglect of Duty on the below dates:

- Written Warning on August 8, 2024.
- Final Written Warning on January 7, 2025.

The Company believes that it has given you more than enough opportunities to improve your behavior, however, based on your actions there is a complete disregard of company rules and policies as shown by the multiple violations you have incurred.

In view of the foregoing, grounds have been established to justify the termination of your employment with Optum Global Solutions (Philippines) Inc. effective immediately upon receipt of this notice.

Consistent with our exit policy, we wish to remind you the following:

- Please surrender all company assets, documents and property in your possession and custody, such as laptops, VPN tokens, WIFI tokens, and similar assets, if any.
- You are still subject to the terms and conditions of your employment contract on confidentiality agreement.
- Your remaining salary, if any, shall be included in your final pay, which shall be released to you upon the submission of your duly accomplished clearance.

For your immediate compliance please.

Noted By:

  
JEANDEL KAYCEL FILOMENO  
Immediate Manager

  
PATRICK FLORES  
Next Level Manager

Received by:  \_\_\_\_\_

Date and Time: \_\_\_\_\_