

March 27, 2025

**Name: Undrajavarapu Vijay Kumar**

**Employee ID: 3450605**

**Dear Undrajavarapu,**

2024 was a strong year with contributions from over **~4600+** engaged associates across **~400+** processes, demonstrating yet again, our customer-centricity and performance delivery mindset. We also expanded our capabilities across Artificial intelligence, Data & Digital Analytics, Information Security & Infrastructure, besides significantly adding to our Insurance capabilities across Noida & Jaipur. As we embark on the vision of the **New Frontier** strategy, GOSC has aptly got repositioned as **MetLife Global Capability Center**, reflecting its wider range of services and capabilities.

Our focus on upskilling and learning remains resolute as demonstrated by the investment of over **145,000+ learning hours** collectively, with AI education gaining deep focus and attention. The Holistic Wellness Canvas delivered comprehensive health programs for our employees. We continue to create an impact through our diversified CSR efforts which benefited close to **3700 +** beneficiaries. Under the '**Rise against Hunger**' initiative, **750+ volunteers** came together to pack **over 120 thousand meals** making us the highest packing site across MetLife.

The **MyVoice engagement score of 88 with 95% participation** is a strong validation of our people engagement efforts which you continue to guide and shape. We are also proud to be **Great Place To Work®** certified & **ranked 9th** amongst '**India's Best Places to Work For**' jointly with PNB MetLife.

For all this and more, we wish to sincerely **thank you** for your dedicated efforts, enthusiasm and continued support.

The Annual Performance Cycle (Jan 2024 – Dec 2024) concluded a few weeks ago. Keeping in view your overall contributions and time in role, your Annual Performance rating has been assessed as "**Outstanding**", which has been communicated to you.

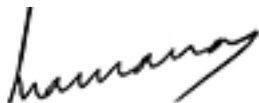
Your revised compensation is attached as Annexure 1 which provides a break-up of the revised Fixed Compensation effective April 01, 2025.

Your next salary review will be in April 2026. Unless specified in this letter, all other terms & conditions of your employment remain as per your Employment Agreement or as modified from time to time in compliance with MetLife's policies.

We take this opportunity to thank you again for your contribution to our collective success and **truly proud to have you as a member of this team.**

Wishing you continued success at MetLife.

**For MetLife Global Operations Support Center Pvt. Ltd.**



**R V Ramanan**

Vice President - Human Resources  
& Chief Operating Officer, MGCC



**Manu Gautam**

VP - Site Lead Jaipur MGCC

Annexure 1

Name: Undrajavarapu Vijay Kumar

Designation: Business Analyst - Analytics

Global Grade: 08

Employee ID: 3450605

Performance Assessment for the year 2024 - Outstanding

Effective No. of Days	Current Base Salary (CBS)	Increment on CBS
366	INR 880387	INR 91718

Annual Compensation effective April 01, 2025

Salary Components	Amount (in INR)
Basic	388842
House Rent Allowance (HRA)	194421
Ad-Hoc Allowance / Flexi-Kitty	323477
Retirals	
Provident Fund (Employer's Contribution)	46662
Gratuity	18703
Base Salary	972105
Performance Pay (Target: 10% of Fixed Cost ; Performance payout range : 0-160% of target as per Company plan/guidelines)	97211
CTC	1069316

Notes:

1. All payments will be subject to relevant taxes and prevailing company policies/practices.



R V Ramanan

Vice President - Human Resources

& Chief Operating Officer, MGCC

Accepted and Acknowledged on : 27 Mar 2025 3:35PM