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Version 1.3

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Comviva Internal

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# 1 Frequently Asked Questions (FAQs) – Onboarding Employees for Blue Marble Unit

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## 1.1 Overview

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### 1. Brief on Comviva

**Response:** Specific Comviva Introduction deck has been shared. It can be referred for by employees for Comviva's Corporate Overview. It has been discussed in All Hands Meet.

### 2. Office Location: Comviva has a limited number of offices in India so will all be forced to relocate and come to those offices only and work

**Response:** Comviva has a flexible working policy. It has its India offices in Gurugram (NCR), Bengaluru & Bhubaneswar. Wherever required/feasible, associates based out of these locations can opt to work from Comviva offices. Wherever required/feasible associates can work from current office locations for now. The long term objective will be Blue Marble teams operating from key locations across country having significant unit count in that particular office location.

**Gurugram:** Capital Cyberscape, Golf Course Ext Rd, Sector 59, Gurugram, Haryana 122102

**Bengaluru:** RMZ Galleria, Yelahanka Main Rd, Ambedkar Colony, Yelahanka, Bengaluru, Karnataka 560065

**Bhubaneswar:** Plot No. S1, Maitre Vihar Rd, Chandrasekharapur, Bhubaneswar, Odisha 751023

**Mumbai:** Unit No. 1-4, 1st Floor, Paradigm Tower, B Block, Mindspace, Mumbai, Maharashtra 400064

## 1.2 Learning & Development

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### 3. Learning & Development: What will be the learning and training possibilities in Comviva

**Response:** Comviva has a robust Technical & Behavioral Competency Framework in place. All the training & development interventions are in line with the framework in the form of in-house training, online training, etc. Also, Comviva provides Udemy platform licenses to their employees so that they can enroll & attend training as per their specific requirements.

Comviva has Self-Initiated Professional Development Policy where if an employee requests specific training/certifications, it can be co-funded by the organization

For Freshers' fast ramp-up, robust finishing school program in place before their deployment to business units

Version 1.3

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## 1.3 Promotion & Growth

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4. **Promotion & Growth: What will be the promotion policies in Comviva and what will happen for associates who are due for promotion this year**

**Response:** Comviva has 4 promotion cycles in a year, i.e., Apr, July, October, and December. Management can recommend promotion for an employee in any of these cycles. Till Band I promotion happens basis of management recommendation & corporate sign off. For Band T+ promotions, there is a cross-function corporate panel that evaluates the candidature and takes the final call.

Once an employee is on-board with Comviva, the organization's promotion guidelines will be referred for any future promotions

5. **On-Site Opportunities: Jr resources manly join companies for onsite opportunities. In TechM we have opportunities across the globe, will that be available in Comviva? Also, like travel OR positions in the US OR Europe OR NZ, etc.**

**Response:** Comviva is committed to providing the best opportunities in all spheres. If any such onsite opportunities come up, it gets published org-wide so interested employees can apply for the same and undergo the process.

6. **What if associate/s want to stay back in TechM. Will it affect the progress or career roadmap?**

**Response:** Following the vision of Product & Platforms Consolidation as shared by TechM & Comviva management, it is the org-wide strategy to integrate the Blue Marble larger ecosystem. Employees who don't wish to be part of this journey & wish to continue with TechM, they can do the same. In TechM if they wish to continue with Blue Marble aspect, it can be done via ODC model; if associate is not part of Blue Marble then they have to figure out alternate opportunities within TechM larger ecosystem.

7. **Project rotation – in TechM we have the Project rotation policy OR opportunity to move to other projects and teams per the availability, will that exist in Comviva?**

**Response:** Comviva is committed to fostering an environment in which employees are encouraged to take responsibility for their professional development. To this end, the Company is dedicated to assisting employees to reach their professional goals through career opportunities within the organization. There is a specific ICO (internal career opportunity) policy in place fostering the role growth & change expectation of the employee who has completed a considerable amount of time in the current role/team. All requirements get published to all employees for applications internally through the ICO route.

8. **I am part of Blue Marble Delivery team serving customers from International Onsite location on a work permit. Since India delivery team is getting transition, what will happen to me?**

**Response:** In current phase, India delivery team is getting transitioned from TechM to Comviva. Overseas employee who can continue to support customers like it is happening right now. For locations where both Comviva & TechM has entity presence, they will be transferred to Comviva in coming months. For the locations where Comviva doesn't have presence, the associates will continue to work on TechM rolls as ODC model

9. **If we now decide to move to Comviva and later want to return to TechM post 3-4 years, will it be possible and how will it be supported.**

**Response:** This will be governed under the ICO (Internal Career Opportunity) Policy of Comviva. This program assist employees to reach their professional goals through career opportunities within the larger organization ecosystem.

**10. Career path options available in Comviva compared to TechM**

**Response:** Comviva provides career options w.r.t faster growth paths across grades. i.e., faster promotions in terms of grade, roles & responsibilities. Employees have the option to move to different roles, and units and gain expertise in different product lines and technologies.

**11. Reporting hierarchy will it be the same OR will we be merged into Comviva and report to totally new people?**

**Response:** There will be no change in reporting hierarchy for now as part of this transition. Any change will happen only if there is some business call in terms of changes in line with the overall business strategy

**12. What will be my Grade & Designation once move to Comviva and how different it is from Tech M?**

**Response:** Grade & Designation will be as per the employment letter. You can refer to the below table for a comparison.

Please note, in case of any discrepancy details mentioned in the employment letter will be final.

Grade	Technical Roles	Non Technical Roles	Variable Pay (% of CTC)*	Tech M Grade	Tech M V Pay %
I1	Associate	Associate	8%		
I2	Lead Associate	Lead Associate	8%		
I3	Engineer	Senior Executive	10%	U1	10%
I4	Senior Engineer	Assistant Manager	10%	U2	10%
I5	Technical Lead	Manager	10%	U3	10%
I6	Senior Technical Lead	Senior Manager	10%	U4	10%
T1	Senior Technical Manager	Deputy General Manager	15%	P1	20%
T2	Director Technical	Director	15%	P2	25%

**Band I is equivalent to Band U**

**Band T is equivalent to Band P**

\*For roles except Sales, Technical Sales, Business Development, Business Operations

**13. Policies: Once the transition is completed which organization's policies will be applicable Tech M or Comviva or Hybrid model**

**Response:** Post transition to Comviva, all the policies to Comviva will be applicable.

## 1.4 Compensation & Benefits

**14. Compensation: Will salary revisions and market-level corrections be done for associates with low pay grades compared to the role they are playing and compared to their counterparts in Comviva**

**Response:** Comviva employment letter will be released as part of rebadging exercise having details of CTC, Grades, and Bands. Any future compensation hike would be done as per Comviva's compensation review policy guidelines.

Company will try to ensure monthly gross of employee pre & post transfer remains same to the extent possible.

**15. Variable Pay: What about VP will this continue OR like most product companies current CTC becomes fixed, and the rest comes as a bonus**

**Response:** Comviva Variable Pay plan policy will apply from the date of onboarding to Comviva. Details are mentioned in the employment letter.

Ex. Sharing gist of PLI Program (which is applicable for all Technical Roles) for reference –  
Salient features of PLI Program:

- **Measurement Criteria:** Under 3 parameters – Company, Unit & Individual Performance
- **Payment Timelines:** Will happen twice in a year i.e. by October (H1 advance) and July (Annualized payout)
- **PLI percentage & parameter weightages** are as follows:

Bands	Level	PLI%	Company Performance	Unit Performance	Individual Performance
I	I1-I2	8%	10%	0%	90%
I	I3-I6	10%	10%	0%	90%
T	T1-T3	15%	20%	30%	50%
D	D1-D2	25%	25%	35%	40%
L	L1-L2	30%	60%	40%	0%
X	X1-X4	15%	20%	30%	50%

Illustration: Let's say employee at I3 grade with Annual CTC of INR 4,00,000.

On Target Annual Variable pay will be 10% of CTC, i.e. INR 40,000.

H1 Advance: 35% of 40,000 = INR 14,000\*

Annualized Payout:  $[(Z\% \text{ of } 40,000) - (\text{H1 PLI payout})]$  where, Z% is the overall weighted accelerator based on the actual Company, Group and Individual performances.

\*Variable pay advance – if any, will be adjusted

**16. Retention and Project Bonus: TechM would have paid Retention/Project Bonus to a few associates, how the same be treated? Will it merge with CTC?**

**Response:** All previously given commitments of TechM will be honored as is. There will not be any change in the construct followed by TechM.

**17. Welcome or Transfer Bonus: Will any welcome bonus OR transfer bonus be given as part of this rebadging**

**Response:** There will not be any additional welcome bonus as part of rebadging exercise.

**18. What is various Tax Related benefits avenues available as part of the Compensation Structure in India**

**Response:** Employees get multiple avenues to declare the expense and accordingly avail of tax benefits. A specific payroll portal is in place for this.

Component & Monthly Entitlements	I1 to I4	I5 to I6	T1 to T3	D1 & above
Leave Travel Allowance	2 Months Basic	2 Months Basic	2 Months Basic	2 Months Basic
HRA	50% of Basic	50% of Basic	50% of Basic	50% of Basic

Academic Pursuit Reimbursement*	Rs. 1,000	Rs. 1,000	Rs. 1,000	Rs. 1,000
Meal Vouchers	Rs. 3,300	Rs. 3,300	Rs. 3,300	Rs. 3,300
Vehicle Hire Charges	Not Applicable	As per Annexure 2	As per Annexure 2	As per Annexure 2
NPS Employer Contribution U/s 80CCD (2)***	Min Threshold as per law currently (Rs 1000 - Annual) or Max 10% of Basic	Min Threshold as per law currently (Rs 1000- Annual) or Max 10% of Basic	Min Threshold as per law currently (Rs 1000 - Annual) or Max 10% of Basic	Min Threshold as per law currently (Rs1000- Annual) or Max 10% of Basic
Fuel, Maintenance & Insurance Reimbursement (with Vehicle hire)**	Not Applicable	Rs. 16,000	Rs. 16,000	Rs. 16,000
Fuel, Maintenance & Insurance (without Vehicle hire)	≤ 1600 cc - Rs. 1800 > 1600 cc - Rs. 2400	≤ 1600 cc - Rs. 1800 > 1600 cc - Rs. 2400	≤ 1600 cc - Rs. 1800 > 1600 cc - Rs. 2400	≤ 1600 cc - Rs. 1800 > 1600 cc - Rs. 2400
Driver Salary Reimbursement (with Vehicle hire)	Not Applicable	Rs. 9,000	Rs. 12,000	Rs. 15,000
Driver Salary Reimbursement (without Vehicle hire)	Rs. 900	Rs. 900	Rs. 900	Rs. 900
Special Allowance	Balance	Balance	Balance	Balance

\* requests for claiming an amount greater than Rs. 12,000 per annum will be evaluated on a case-to-case basis

\*\* Please refer to the detailed policy as depending on the hired vehicle's cc, the entitlements stand adjusted for perk value

## 19. How to declare Flexi pay and Investments?

**Response:** An email will be sent from Myndsol to declare Flexi components and investment declaration. Please ensure that you declare the same within the given timeline since the window will be closed post this timeline.

## 20. How different are Comviva Flexible benefits from Tech Flexible benefits as far as Income Tax benefits (as per India IT Law guidelines) are concerned?

Benefits	Tech M	Comviva	Comparison
Driver Salary (w/o vehicle hire/car lease)	Applicable from PI onwards. Declaration value: INR 1.8 L per annum onwards Tax benefit: INR 900 per month	Applicable from I5 onwards (U3equiv.) Annual INR 10,800 (same as tax rebate amount).	No difference from tax benefit perspective. Coverage of employees are more
Fuel & Maintenance Reimbursement (w/o vehicle hire/car lease)	Applicable from PI onwards. Declaration Value: 1.8 L per annum onwards Tax benefit: INR 1800 per month (for vehicle ≤ 1600cc) and INR 24,00 (for vehicle >1600cc).	Applicable from I5 onwards (U3equiv.) Annual INR 21,600 (for vehicle ≤ 1600cc) and INR 28,800 (for vehicle >1600cc). (same as tax rebate amount)	
Meal Vouchers	INR 26,400 per annum	INR 39,600 per annum	More benefit in Comviva.
Telephone Reimbursement	INR 24,000 per annum	Corporate Connection to be provided	Additional benefit over and above CTC
NPS	Max value 10% of Basic	Max value 10% of Basic	Same
LTA	60,000 for P2	2 Month basic salary	Any unavailed claim will be transitioned to comviva
Academic Pursuit	No	INR 12,000 per annum	Additional benefit in Comviva
Car Lease / Vehicle Hire	Car Lease Program	Vehicle Hire	
Super Annuation	Yes	No	

Please note that, Employees, for their TechM duration, are required to submit all applicable bills w.r.t flexi declaration within TechM before transfer.

## Compensation Structure breakup

TC is finalized for an employee, post which salary structure is arrived as below

- Basic: 30% of TC [Paid monthly]
- Monthly Bonus (only for Band I): 12% of TC [Paid monthly]
- V Pay (PLI): 8% to 30% of TC basis Levels & Bands
- PF (Employer Contribution): 12% of Basic
- Gratuity: 4.81% of Basic
- Flexi: TC – the sum of (A, B, C, D & E) [Paid monthly]

## Illustration of Compensation Structure

Components	Grade I5 (10% V-Pay)	Grade T1 (15% V-Pay)	Payment Frequency
Basic	300000	300000	Monthly
Monthly Bonus	120000		Monthly
Variable Pay (PLI)	100000	150000	As Per Policy
PF (Employer Contribution)	36000	36000	NA
Gratuity	14430	14430	NA
Flexible Pay	429570	499570	Monthly
<b>Total Compensation (TC)</b>	<b>1000000</b>	<b>1000000</b>	

**Example: Each associate must have received Comviva employment letter with Compensation Annexure. Sharing below one of the illustrations with notional numbers as per Grade - I5 structure.**

Components of Emoluments	Monthly Value (INR)	Annual Value (INR)
Basic Pay (A)	25,000	3,00,000
Flexible Pay (B)	35,798	4,29,570
Variable Pay* (C)		1,00,000
Monthly Bonus (D)	10,000	1,20,000
Provident Fund (Employer's Contribution) (E)	3,000	36,000
Gratuity (F)		14,430
<b>Total Compensation (TC)</b>		<b>10,00,000</b>

\* Variable Pay [Performance Linked Incentive (PLI)] – PLI is subject to the terms and conditions of the Performance Linked Incentive (PLI) program applicable for the year. Payments under the PLI program are primarily based on the Company performance. Employees who join in middle of the year are eligible for pro-rated payments. Payable amount will be pro-rated for unpaid leave, if any. The PLI incentive includes any assured statutory bonus, if applicable, which becomes payable under relevant statute for Payment of Bonus Act. Additional details will be as per the Performance Linked Incentive (PLI) program of the Company. In the event of a conflict in interpretations and terms; the PLI program applicable for the corresponding year will supersede anything mentioned in this letter.

You will be eligible for an amount of **INR 5000 (Rupees Five Thousand Only) as a monthly guaranteed amount (G)** from your total variable pay amount. This will be applicable till <> or your next compensation review cycle whichever is earlier. Please note, this advance is to maintain monthly cash flow. The amount will be adjusted with the actual achievement and if required the recovery will be made at the end of the year basis actual payout.

**Your Monthly Gross will be: Monthly Fixed Compensation (A + B + D) + Variable Pay paid on monthly basis (as per above clause) (G).**

**Rest of the Variable Pay will be paid as per policy (Details shared above in Point no. 15)**



## 1.5 Retrials

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**21. What will happen to my PF contribution and Gratuity liability once my Tech M tenure ends and Comviva starts? Will an employee be getting any formal communication around this?**

**How can I contribute to NPS and what is the limit?**

**Response:** The employee will be getting a transfer letter from Tech M covering all these aspects. Gratuity liability will be transferred from Tech M to Comviva, so there will not be any impact on an employee. On PF, it is aligned to the UAN number and in the same account, Comviva will start depositing PF.

NPS Employee Contribution u/s 80CCD(1B) – To be deducted from the employee's Gross Salary, contribution capping at Rs. 50,000 (Annually) only – No Minimum contribution



**Note:** NPS once opted during the year cannot be modified, i.e., increase, decrease, or opt-out.

- **UAN NO:** UAN no will remain the same.
- **PF NO:** New Comviva's PF account no will be given and the same will reflect in the second month's pay slip.
- **PF Transfer:** The employee is supposed to transfer the PF from Tech Mahindra to Comviva via the EPFO site.
- **Previous organization details in PF forms:** Tech Mahindra information will be filled in as previous employer's details.

**22. Does Comviva provide Superannuation benefits? If not, what will happen to my Superannuation contribution to date?**

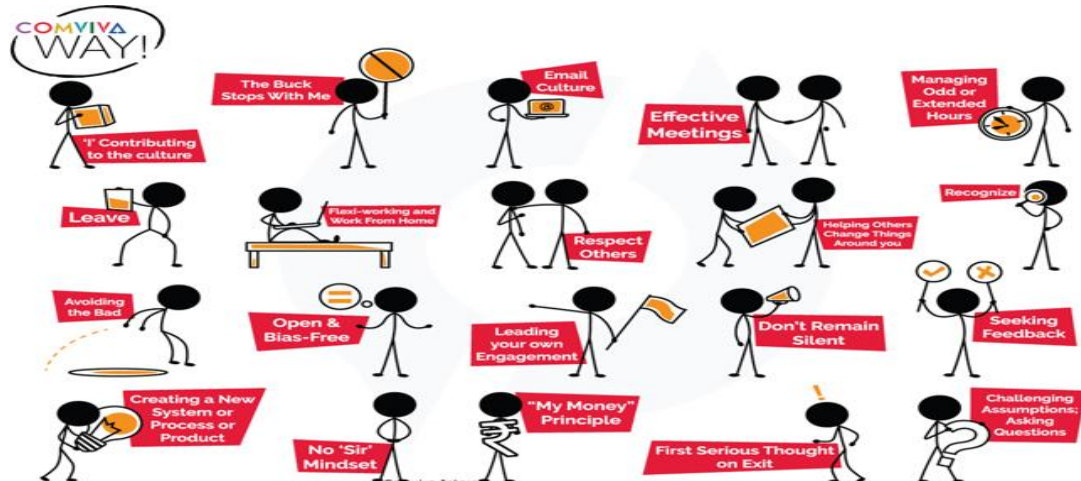
**Response:** As discussed in All Hands Meet, Comviva currently does not provide superannuation as Flexi benefits. Employees who are currently availing of this benefit can transfer their funds to NPS and then can map to the Comviva NPS Account

## 1.6 Work Culture & Process

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**23. How do we come to know about the work culture of Comviva?**

**Response:** Comviva has a culture guide called "Comviva Way" which depicts the nuances of day to day work culture of the organization.



**24. What are the Other Key People Processes in Comviva?**

**Response:** Please find below a snapshot of the key people process.



**25. Does the company have any intranet portal and one-point shop for all required systems and tools for day-to-day routine activities?**

**Response:** Yes, Comviva has an Intranet Portal named Commune where direct access to Org overview, Policies, process, etc. is there. Employees can also access various tools on its MyZone tab viz. Pay slip, learning, PDED, Expense Reimbursement, Hiring Tool, PCS tool, etc.

## 1.7 Medical & Life Insurance

**26. What are the various Insurance benefits employees will get once move to Comviva?**

**Response:**

## Comviva Insurance Benefits

	Default Sum Insured	Additional Top Up (Optional)	Funding
Medical Cover – Self & Dependents	4 L	1-6 L	Default: 100% Org Funded* Top Up: Employee Funded
Parents Insurance	2 L	1-6 L	Default: Org contribution basis tenure (INR 500; 1000; 1500) & Rest by Employee Top Up: Employee Funded
Life Insurance	Grade wise	-	100% Org Funded*
Group Personal Accident Insurance	Grade wise	-	100% Org Funded*
AWT (Associate welfare Trust)	Same as Tech M AWT		

### Life Insurance

Grade	Coverage
I1-I2	20 L
I3-I4	35 L
I5	45 L
I6,T1	65 L
T2	75 L
T3+	100 L

\*Insurance Premium is over and above TCTC in Compensation Structure

### Group Personal Accident Insurance

Grade	Medical	Death
I1-I2	3 L	25 L
I3-I6	3 L	30 L
T1,T2	3 L	40 L
T3, D1,D2	3 L	70 L
L1+	3 L	100 L



## Medical Insurance Key Benefits

Policy Condition	Employee Policy	Parents Policy
Hospitalization duration	24 hours*	24 hours*
Room Rental Cap (Normal)	Rs. 5,000	Rs. 5,000
Room Rental Cap (Only in Case Critical illness**)	Rs. 6,000	Rs. 6,000
ICU Limit	Rs. 10,000	Rs. 10,000
Pre & Post Hospitalization	30 days pre and 60 days post	30 days pre and 60 days post
***Room Incremental	Applicable	Applicable
Maternity Cover	Covered	Not Applicable
It is with respect to two (2) deliveries during the lifetime of the insured person		Not Applicable
Nine months waiting period (for Maternity Benefit)	Waived off	Not Applicable
Maternity Benefit (Normal Delivery)	Rs. 50,000	Not Applicable
Maternity Benefit (Cesarean Delivery)	Rs. 75,000	Not Applicable
New Born coverage	Covered from Day 1	Not Applicable
Normal baby care will not be cover, only cure / treatment will be cover in the policy		
Pre & Post Natal Expenses	<ul style="list-style-type: none"> <li>•Covered within the Maternity Sub limits</li> <li>•For expenses incurred 30 days prior to delivery &amp; 60 days post delivery</li> </ul>	Not Applicable

Policy Condition	Employee Policy	Parents Policy
Co-payment	15%	20%
Pre-existing ailments*	Covered	Covered
Co-payment is applicable on the admissible claim amount (after deduction of <u>non medical</u> / payable items)		
30 days waiting period for non-accidental claims	Waived off	Waived off
1/2/4 years waiting period for specified ailments*	Waived off	Waived off
Terrorism related hospitalization expenses	Covered	Covered
Cashless facility	For empanelled hospitals*	For empanelled hospitals*
Mid-year Additions	•Permitted for Spouse and <u>New Born</u> •Within 15 days of Marriage/Birth, as may be applicable	No
Effective date of coverage	From Date of Joining or declaration, whichever is later	From Date of Joining or declaration, whichever is later
Claim Submission	Within 7 days of discharge	Within 7 days of discharge

## 27. What is Comviva India's Leave Policy?

**Response:** You can refer to the snapshot of the Leave Policy below:

### Company Leave Policy - India

Leave Types	Overall
Privilege Leave	21
Company Holidays	10
Floating Leave	1
Total Holidays	32
PL carry forward cap	45
Max Leave Encashment Limit	66
Hospitalization Leave	6
Paternity	5
Adoption Male   Female	5   84
Bereavement	3

Additionally, Maternity leaves are as per government guidelines. You can refer to India Leave Policy for details.

During TechM stint, unavailed carry forward leaves (as per TechM policy) will be transferred to Comviva as part of employee transfer process and will be considered as base (i.e. starting point). Post transfer, Comviva leave policy will be followed.

## 1.8 Other Benefits & Process

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**28. How will I get access to the FY21-22 Form16 or previous pay slips after the transition to Comviva?**

**Response:** Tech M has separate portals from which employees can download the required personal documents even after transitioning to Comviva as your employee ids will not be terminated so access to the TechM environment will remain but please download these details before DOJ to Comviva for your records.

**29. Will employees be getting cafeteria facilities like they are getting in Tech M currently?**

**Response:** Yes. Cafeteria facilities will be available. In Comviva offices too, we have a good cafeteria & other recreational facility, Employees who will be moving to the Comviva office will also get to avail of these facilities

**30. Does Comviva have tools for various processes like time sheets, travel reimbursement, etc.? If yes, how will transition employees learn its usage?**

**Response:** Yes. Comviva has various tools in place for access to various systems like Commune as Company Intranet; Compass for Timesheet; Travel Request; Expense Reimbursement, etc. It will be covered as part of the Induction part for the transition employees.

**31. What to do with my current official expenses which are yet to be reimbursed or settled?**

**Response:** All the official expenses before the transition date, has to be settled in Tech M itself. Employees are required to act if not done already.

**32. Are there fun-related activities planned by Covina, especially in current remote working scenarios?**

**Response:** Yes, there is a separate Happiness office group that plans for various fun activities both in the office as well as remote working.

## Fun@ Comviva – Happiness Office!

- ✓ Badminton League
- ✓ Indoor Games Tournaments
- ✓ Festival celebrations
- ✓ TT Championship
- ✓ Online quizzes & championships

### Family events:

- ✓ Kids Day at Office
- ✓ Annual Day
- ... and more



### 32 How does Comviva ensure the Work-life Balance of employees?

**Response:** Work-Life Balance and integration have been our priority. It is an industry-wide focus as well.

### 33 In the current pandemic scenario, what is job security for us?

**Response:** TechM and Comviva Leaders have already explained the strategic value this integration brings in the long term, this itself ensures the security of this team. Having said that even in the past too, Comviva did not take any harsh stand in the pandemic.

### 34 Tech M has offices in Tier II City unlike Comviva, are any plans for Comviva to open offices in other cities as well?

**Response:** No plans to execute massive expansion in multiple tier 2 cities in parallel.

### 35 Is CSR contribution Mandatory and what is the deduction frequency?

**Response:** CSR is optional and if you opt, the deduction would be on monthly basis.

Up to A6 ( I5)	Rs 200 Per month
A7 to A8 (I6)	Rs 400 Per month
A9 & A10 (T1 & T2)	Rs 600 Per month
A11 & above ( T3 & above)	Rs 1000 Per month

**Exit Date:** 31<sup>st</sup> December 2022 would be your exit date from Tech M. (to update)

**Date of joining:** 1<sup>st</sup> January 2023 would be the joining date in PF and other forms

### 36 What is the time of Welcome Kit Delivery?

**Response:** Standard process of delivery is 1 week as we have stock available but there could be delay due to a shortage of supply during bulk joining.

**37 What to do in case my Onboarding documents and Credentials got expired?**

**Response:** Onboarding Team will provide an adequate timeline to complete this activity hence you are requested to fill in the required details within the same.

**38 How do I request for Onboarding Form rejection?**

**Response:** Please write to BM support in case you want to request any onboarding form rejection.

**39 When will I get my ID card?**

**Response:** The ID card will be couriered to your communication address or will be handed over at Day 1 of your joining in office. Prerequisites to be completed for an ID card by an individual.

**40 When my details will be updated in Comviva's System?**

**Response:** DOJ + 7 days for basic information. Other information related to experience, address, education qualification, etc. can be updated by the employee itself within 30 days of joining or maybe later.

**41 When will my leave balance transfer from Tech M to Comviva?**

**Response:** Leave quota will be transferred within 30 days after we receive the details from Tech M hub team. Employees can check using ESS (Employee self-service after logging in to ERP).

**42 When will I get Commune access?**

**Response:** Associates who are not able to access, kindly raise a ticket to the IT helpdesk [it.helpdesk@comviva.com](mailto:it.helpdesk@comviva.com).

**43 How would I know if you have received my bank account details or not?**

**Response:** Bank details are updated as shared by Associates and salary will be released in the same bank. Further, we will share the benefit of having a bank account in ICICI and HDFC request you all to go through the same and confirm for an opening bank account.

**44 Will my salary be on hold if I am not able to fill Comviva's Timesheet?**

**Response:** Employee is required to complete the timesheet by 22<sup>nd</sup> of a particular month to ensure that there is no impact on salary payout. However please note that to support smooth transfer, as on time exception, this mandate will be waived off only for January (for associates who are unable to fill); only manager Approval will be sought to process salary, and no action is pending on any associate. For all the Mention the date i.e., 22<sup>nd</sup> of that month.

**45 How to apply for leaves in Compass without VPN access?**

**Response:** Initially, Leaves will be tagged in ERP basis the e-tickets raised on e-support. Once the VPN access will be available, employees are requested to follow the standard process.

**46 How my salary advance Adjustment will be made (only for employees who have taken advance from TechM )?**

**Response:** Comviva will disburse the advance along with the joining month's salary, Associates will have to close the advance in TechM and will have to share confirmation for advance closure from the TechM team. If the advance is not closed, the amount released by Comviva will be recovered from the next salary. The deduction will follow as per Policy from the subsequent month for the advance amount released.



**47 How will I get my Pending Flexi claim?**

**Response:** Reconciliation sheet has been received from TechM and the unclaimed Flexi amount will be disbursed with the joining month's salary, the amount will be taxable.

**48 Reconciliation of Variable pay?**

**Response:** All the remaining Variable pay dues will be paid to the employee after receiving the inputs from the TechM HR team. From the Date of transfer, the Comviva Variable Pay policy will be applicable.

**49 Will there be any Full and Final from Tech M?**

**Response:** F&F will not be processed; service continuity will be maintained. No leaves or gratuity will be paid; it will transfer to Comviva. Actual DOJ in TechM will be considered for continuity benefits.

**50 What is the status of LTA?**

**Response:** LTA can be claimed by an individual by submitting proof or deduction on account of tax. The carry-forward option will be checked case to case basis.

**51 How the referral bonus will be given?**

**Response:** Basis the input given by the TechM HR team in the subsequent month's payroll.

**52 How to apply for CUG – Mobile connection?**

**Response:** Raise a request to the admin service desk ( [adminservicedeskGGN@comviva.com](mailto:adminservicedeskGGN@comviva.com) ).

**53 Where can I apply for Business cards?**

**Response:** Raise a request to the admin service desk ( [adminservicedeskGGN@comviva.com](mailto:adminservicedeskGGN@comviva.com) ).

## 1.9 Sodexo & Meal Vouchers

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**54 What is Sodexo Meal Pass?**

**Response:** Sodexo Meal Pass is a fully digital meal benefit solution. This card comes with a 3-year validity and is accepted at Sodexo-affiliated merchant outlets for the purchase of food and non-alcoholic beverages only.

**55 How much amount will be loaded on the Sodexo Meal Pass?**

Sodexo Meal Pass will be loaded with an amount of INR 1100 / 2200 / 3300 as entitled by employee through FBP in 'Comviva.

**56 When will I get the Sodexo Meal Pass post movement / joining Comviva?**

Sodexo Meal Pass will be received at The Comviva office address within 10-15 days, post releasing 1st month salary. Example: Employee joined on 1st Jan 23 will get the salary on 31st Jan 23 and Sodexo card will be delivered by 15th Feb. Employee can collect Sodexo meal cards manually from payroll team in Gurgaon and Admin team from Mumbai and Bangalore locations. However, if the employee is working from a remote location. Please share courier details with the HR team so that same can be couriered. It may take further 7-10 days.



### 57 What are the charges for Sodexo Meal Pass?

There are no charges applicable on purchase transactions with Sodexo Meal Pass.

### 58 Can I withdraw cash using my Sodexo Meal Pass?

No. As per law, the card can only be used to purchase food and non-alcoholic beverages.

### 59 How do I check the balance on my Sodexo Meal Pass?

Every time you make a purchase, you will receive an email/SMS notification stating the updated card balance. You can also view your card balance on the Sodexo-Zeta app on your smartphone or desktop.

### 60 How do I activate my Sodexo Meal Pass?

Sodexo Meal Pass is dispatched in an inactive mode for security reasons. The card must be activated before usage which can be done by following some simple instructions mentioned in the the welcome kit that you will receive along with the card.

**Activate your card online by visiting the card activation portal:**

<https://activation.sodexobrs.com>

- Visit the card activation portal <https://activation.sodexobrs.com>
- Enter your official registered email address/ mobile number
- Enter the 12-digit card reference number (mentioned in the Welcome Letter)
- Click on 'Get Activation Code'
- Provide Officially Valid Document\* details to complete KYC
- Enter activation code (received by email/ SMS)
- Complete OTP-based mobile number verification
- Click on 'Activate Card'

*\*Officially Valid Document for completing minimum KYC is PAN Card.*

### 61 If I have cards issued to me by my previous organization, can I hide them on the App if I no longer require them?

**Response:** Yes, you can hide cards you no longer require, by selecting 'Manage > Super Card > Hide this card' settings from the home screen menu on your Sodexo-Zeta App

### 62 If I have cards issued to me by my previous organization, can I use the same card with my new employer.

**Response:** No, you cannot use the same card, as your new employer will issue a new card which would be mapped with your new employer's corporate code and load values every month in your new card.

### 63 What is KYC registration?

**Response:** A. Know your customer ('KYC') is the process of a business (Sodexo) identifying and verifying its consumers (Sodexo Card Users). KYC guidelines are issued by the Reserve Bank of India (RBI). As per the RBI Master Direction, all prepaid instrument issuers must complete their KYC. Currently, Sodexo captures KYC information at the time of card activation itself.

### 64 Are there any limits to the amount that can be loaded on the Sodexo Meal Pass?

**Response:**

RBI guidelines specify capturing and validating consumer information for certain values issued on prepaid cards. At the time of activating the card, Sodexo obtains KYC details - minimum details (mandatory) and complete KYC (optional) of the consumer.

If the user provided minimum details the following rules apply:

Balance on Card (at any point) should be  $\leq$  Rs. 10,000\*

Cumulative credits per month should be  $\leq$  Rs. 10,000\*

Cumulative debits per month  $\leq$  Rs. 10,000\*

Cumulative load per FY  $\leq$  Rs. 1,00,000\*

Within 12 months from the date of card issuance, the user will need to complete KYC, if not, no further credit allowed on the card.

Once the user completes KYC the card can be loaded with a value of up to Rs. 1,00,000\*



\*Note: These limits are prescribed by RBI and are subject to changes as and when mandated by RBI.

### 65 What should I do if my Sodexo Meal Pass is lost or stolen?

**Response:** On loss of the card, you can easily block your card using the Sodexo-Zeta app with just a click.

Open your Sodexo-Zeta app, go to 'Settings', click on your 'Sodexo Meal Pass' and turn on the 'Block temporarily' button to prevent transactions on your card. You can also reach out to the Sodexo Customer Service team. The lost card will be blocked, and the available amount would be issued to the cardholder in a replacement card only after the cardholder requests a replacement card. You can raise a request for the replacement card by logging in on the desktop interface.

### 66 Will I be charged for the replacement card?

**Response:** Yes, you will be charged a card replacement fee as mentioned in your welcome letter

## 1.9.1 Contact Details on Sodexo

- Customer Support – 1800 267 3030/ 1800 103 3030
- Write to Sodexo: [consumer@india.sodexo.com](mailto:consumer@india.sodexo.com)
- Card Activation Portal – <https://activation.sodexobrs.com>

- KYC portal: <https://kyc.sodexobrs.com/>
- Sodexo-Zeta on Web– <https://web.Sodexo-Sodexo-Zetaapps.in/>
- Sodexo Corporate Website – <https://www.sodexo.in>