

GoldQuest Global HR Services Private Limited
No-293/154/172, IndiQube-Gamma, 4th Floor
Outer Ring Road Kadubeesanahalli, Marathahalli
Bangalore, Karnataka, Pincode - 560037

Date: 27.07.2020

Sub: Letter of Intent for availing Background Verification Services

This Letter of Intent is executed to confirm the intent of “**Trbhi Consulting India Private Limited**” to avail Background Screening Services from Goldquest Global HR Services Private Limited (“Service Provider”) and the acceptance of the Service Provider to provide such services to the Client, subject to the terms and conditions mentioned herein.

The parties are entering into this Letter of Intent in anticipation of executing the Services Agreement within a period of One Year (365) days from the date of this letter. Both parties acknowledge that all detailed terms and conditions will be fully set forth within the Service Agreement.

The Service Provider shall conduct Background Screening Services for the Client's existing or potential employees upon receipt of the required information and candidate's authorization from the Client. The Client acknowledges that the Service Provider merely passes on the information (Background Verification Report / Drug Test Report) obtained while conducting background screenings and is not the author or creator of such information. The Service Provider shall not be liable for any consequences arising from the reliance on such information by the Client. However the Service Provider shall take reasonable procedures to accurately transcribe the information as provided by the respective screening authorities or source of verification. All such information provided by the Service Provider is intended for the sole purpose of the Client to assist in making an employment / related decision and is not for any unauthorized and/or public dissemination.

The Service Provider shall raise invoices in soft copy only using it's standard format based on the applicable fees specified in Annexure I and submit to the Client through email on a monthly basis for all Final Verification Reports issued during the month. The invoice will become due on presentation and the Client shall release payments within seven (7) calendar days from date of invoice submission.

If the above correctly expresses your understanding of the terms of our “Letter of Intent,” please sign, date and return a copy of the same.

Sincerely,

For and on behalf of Trbhi Consulting India Private Limited

Authorized Signatory

Name: Lakshmana Prabhu V

Title: Director of Engineering

For and on behalf of GoldQuest Global HR Services Pvt. Ltd.

Authorized Signatory

Name: Sathyanarayana H S

Title: Managing Director

Annexure I – Fees

Components / Verification Services	Pricing (INR) Per Check
6 Panel Insta-Drug Test	750
12 Panel Insta-Drug Test	1500

Annexure II – Standard Procedure and Turnaround Time

Standard Information for Background Screening:

The Client agrees to provide to the Service Provider all information required for completing the background verification process in the form and manner specified by the Service Provider. The information required would be subject to change and the Service Provider shall intimate the Client of any such change from time to time.

On receipt of the verification requests, the Service Provider shall check the information provided by the Client and shall intimate any insufficiencies in the provided information to the Client through email. Unless otherwise specified by the Client, the Service Provider shall initiate the verification process with the assumption that the insufficiencies would be provided by the Client subsequently. In the event that the Service Provider does not receive the insufficient information within 12 working days from the date of receipt of verification request, the Service Provider shall dispatch the Final Reports for such verification request and such reports shall be subject to applicable fee. If the insufficient information is subsequently received within twelve (12) days from the date of dispatch of the Final Report, the Service Provider shall issue a supplementary report upon completion of the verification without any additional fee.

Authorization from the Client: The Client agrees to provide an authorization in the form and manner prescribed in Annexure IV, to the Service Provider to conduct background verification of the Client's employees whether existing or potential, as requested for from time to time.

Authorization from the Candidate: It is mandatory to provide authorization duly signed by the candidate to start the background verification process and to ensure that there is no breach of privacy regulation. In the event of any candidate's authorization not being provided to the Service Provider by the Client, the Service Provider would assume that the Client has obtained such authorization and the Client shall take full responsibility for any breach of privacy regulation.

Verification Responses: The Verification Reports are issued based on verifications obtained either verbally or in writing from the verifying authorities such as universities / educational institutes, references, past employers, police authorities or any other third parties etc.

The Client certifies that it shall hold the Verification Reports issued by the Service Provider in strict confidence and not disclose the information contained therein to any party not involved in its employment / related decision. Furthermore, the Client shall not use the data given in the Report to create, compile, or maintain a database of any sort.

Submission of Verification Reports: The Service Provider shall dispatch the Verification Reports by e-mail to the recipient designated by the Client in soft copy format (PDF file) and in hard copy format (if required by the client).

Turnaround Time: Unless otherwise agreed and specified by the Service Provider, Final Verification Reports shall be sent within fifteen (15) working days from the date of receipt of the complete information and applicable authorizations in the form and manner specified by the Service Provider. The Turnaround Time shall be applicable to all verification requests received from the Client including requests for re-verifications. The Turnaround Time shall not be applicable where a written verification response is sought from the respective verifying authority. In such cases the Service Provider shall issue the Final Verification Report within the Turnaround Time with verifications obtained verbally and shall issue a Supplementary Verification Report upon receipt of the written verification response from the respective verifying authority.

The Service Provider shall endeavor to ensure a Service Level of 85% on a monthly basis. However, the Service Provider shall be allowed the following agreed exceptions for calculation of Service Level (Service Level = No. of Reports sent within the Turnaround Time / Total no. of Reports sent during the month):

- Closure of companies/educational establishments due to unforeseen exigencies i.e. strikes or natural calamities, etc. Such periods will be communicated by the Service Provider as and when they occur along with the anticipated period of disruption.
- Temporary closure of an educational establishment/company, vacations, examinations, elections, limited availability of HR personnel due to internal appraisal processes and any other factors that have been identified and shared by the Service Provider with the Client from time to time.
- Cases where a written application to an examination board is required for obtaining verification.
- A discrepancy found during verification which requires further investigations.

Contact with Past Employers, Educational Institutes and Local Authorities:

While the Service Provider, shall make every reasonable effort to complete the verifications as agreed herein, the Service Provider shall not be responsible for educational institutes, past employers, local authorities who do not act in response to the verification requests despite repeated attempts.

In cases where the Service Provider has not received the required information from the Client e.g. permission to contact the current employer, insufficient information from the candidate within the specified time, it shall issue the Final Verification Report specifying the same. A supplementary report will be issued at a later stage when such information is received from the Client and the verification has been completed. Also if a verification has not been completed despite repeated attempts, the Service Provider will record the same as “unable to verify” and issue the Final Verification Report. A Supplementary Report shall, be issued if a verification is received subsequently. The Client can, at its discretion, request the Service Provider to make one more

attempt to verify an unverified aspect. All Final Verifications Reports shall be subject to applicable fee.

Annexure III

CLIENT's Company Information - Trbhi Consulting India Private Limited

Contact details for Billing / Payments: (if more than one, please provide the information on a separate page)			
Name:		Invoice E-mail Address:	
Title:		CC Invoice E-mail Address:	
<input type="checkbox"/> Same as Registered Address	Address:	Old No. 22, New No.56, Bhavani Street Kamadhenu Nagar Coimbatore TN 641006 IN	

Executive Contact (Top Management / Decision Making Authority)			
Name:	Lakshmana Prabhu V	E-mail Address:	prabhu@trbhi.com

Verification Service Contact (Responsible for placing verification service request/receiving reports)			
Name:	Vedhasankary Unnikrishnan	E-mail Address:	vedha@trbhi.com

GENERAL		
Name	:	Trbhi Consulting India Private Limited
Clients Company Full Address	:	Old No. 22, New No.56, Bhavani Street Kamadhenu Nagar Coimbatore TN 641006 IN
Constitution	:	Private Limited

STATUTORY		
PAN (Submit Copy of PAN Card)	:	
TAN (Submit copy of TAN Certificate)	:	
GST Registration Number (Submit copy of GST Certificate) If not registered Kindly Declare the Reason	:	33AAECT5681R1ZM

STATUTORY	
PAN (Submit Copy of PAN Card)	
TAN (Submit copy of TAN Certificate)	
GST Registration Number (Submit copy of GST Certificate) If not registered Kindly Declare the Reason	33AAECT5681R1ZM

Annexure IV – Authorization

To whom so ever it may concern

"Trbhi Consulting India Private Limited" hereby authorizes Goldquest Global HR Services Private Limited and its affiliates or representatives to conduct Drug Test for our employees **Ramesh Velagapudi** (passport number : Z4997940) and **Karthik Elango** (passport number : M3518341)

This authorization and release, in original, faxed or photocopied form, shall be valid for this and any future reference on or before August 15th, 2020.

"Trbhi Consulting India Private Limited"

For Trbhi Consulting India Private Limited

Signature :

[Signature]
Authorised Signatory

Date :

28/7/2020

Name : Lakshmana Prabhu V

Title : Director of Engineering

Trbhi Consulting India Private Limited

Corporate Office : 221, 1st Avenue SW, Suite # 202, Rochester, MN 55902, USA

India Office : 14/2, 3rd Floor Srinivasa Associates Building, Peelamedu, Avinashi Road, Coimbatore - 641004, India

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