



Marked for Review - Team Performance

Select date range

MFR Cancelled Overall
14,963

Overall Saved GMV (AED)
27.6M

resolves
274,767

chargeback
812

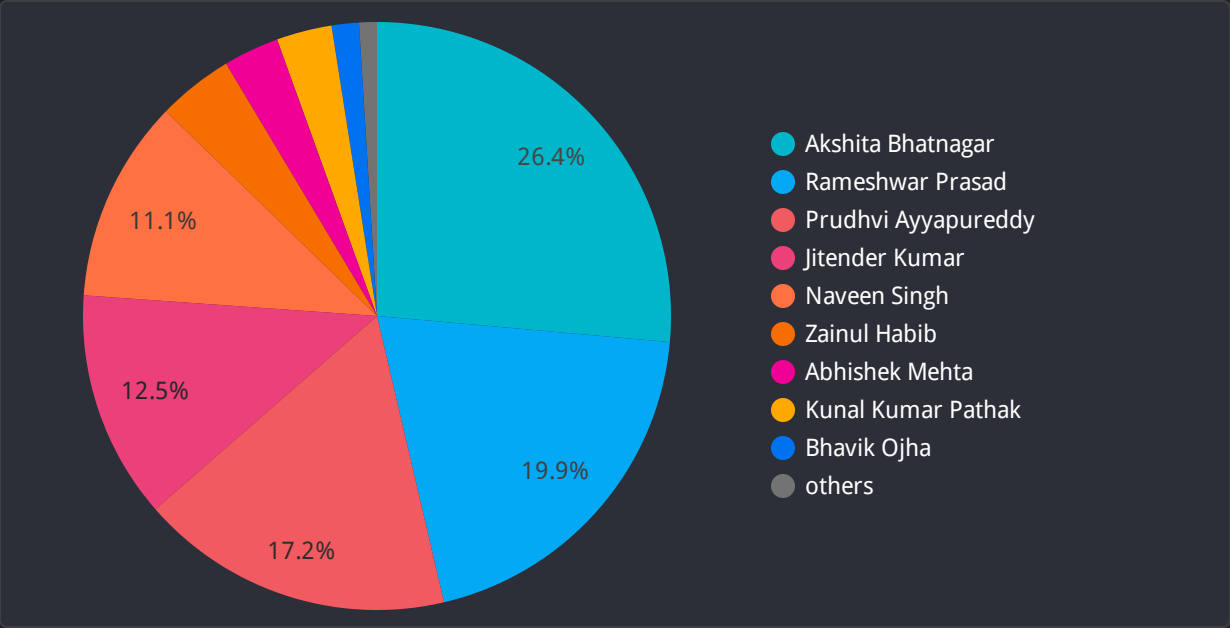
Process Audit Score - Overall
99.21%

Overall MFR Resolves

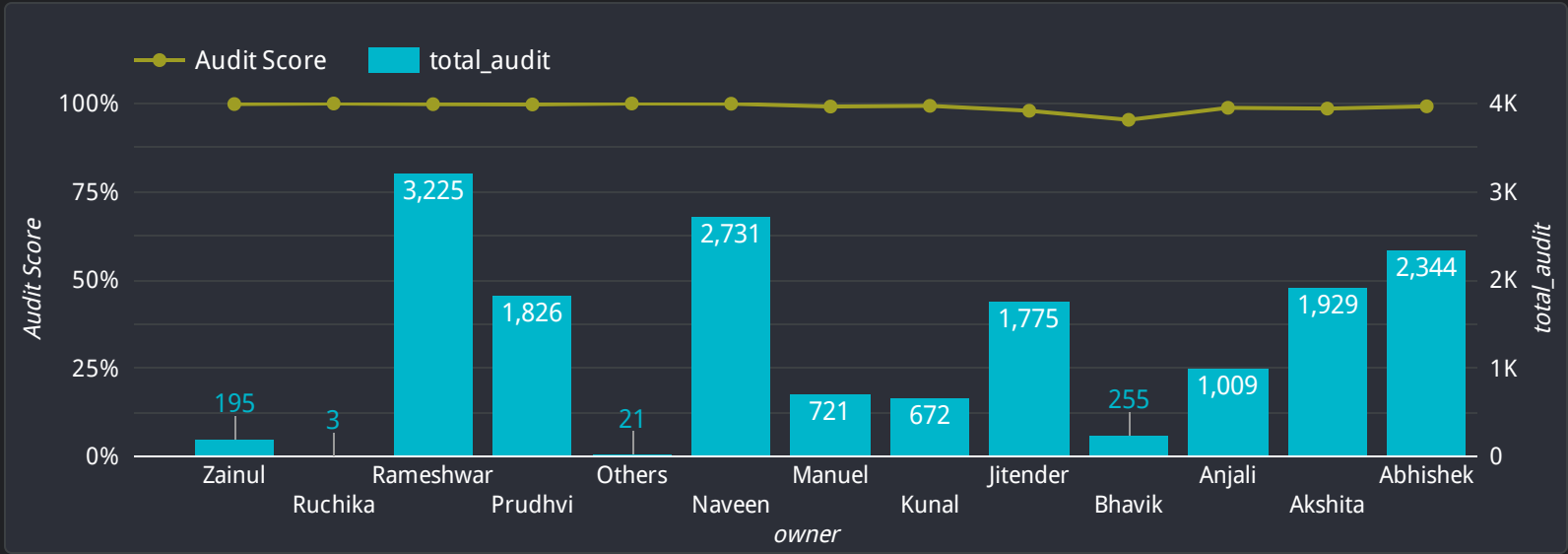
	Actual_owner	resolves
1.	Abhishek Mehta	50,192
2.	Akshita Bhatnagar	44,673
3.	Rameshwar Prasad	43,188
4.	Prudhvi Ayyapureddy	38,084
5.	Kunal Pathak	25,934
6.	Naveen Singh	23,357
7.	Jitender Kumar	19,124
8.	Zainul Habib	17,780
9.	Prudhvi Ayyapureddy	17,780

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Overall Buyer Risk Queue Resolves



Process Audit Score %

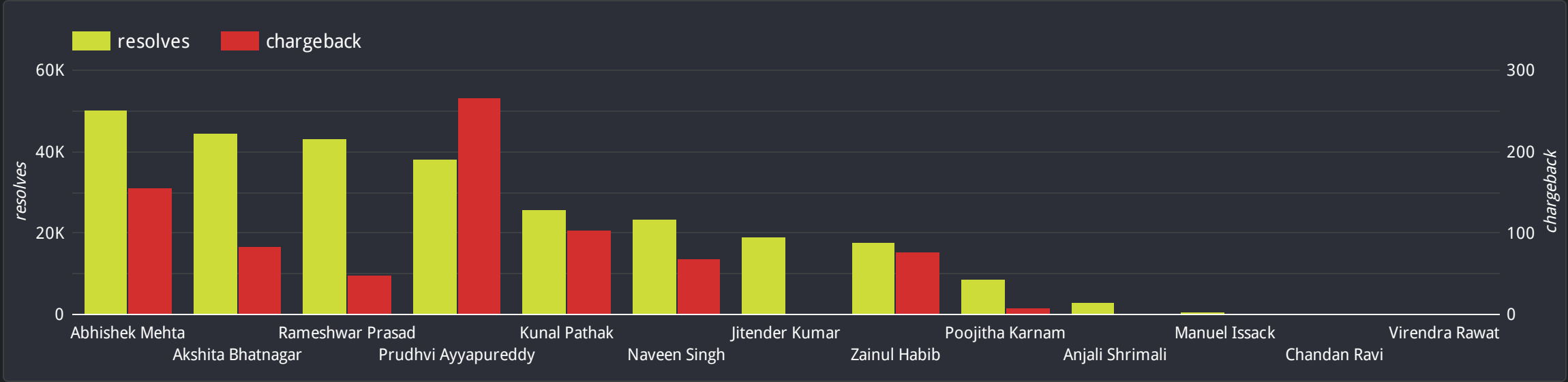


Overall Cancelled

owner	overall_cancelled	overall_saved
Rameshwar	3,108	4.2M
Abhishek	2,404	4.3M
Naveen	1,809	3.1M
Prudhvi	1,804	4.2M
Akshita	1,782	4.9M
Jitender	1,672	2.9M
Manuel	883	819.3K
Kunal	590	1.1M

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Fraud CB received post MFR review



Overall fraud chargeback
845

Chargeback after review
812



Chargebacks - Team Performance

owner ▾

Select date range ▾

Total Chargeback Represented
5,767

Fraud Chargeback
4,360

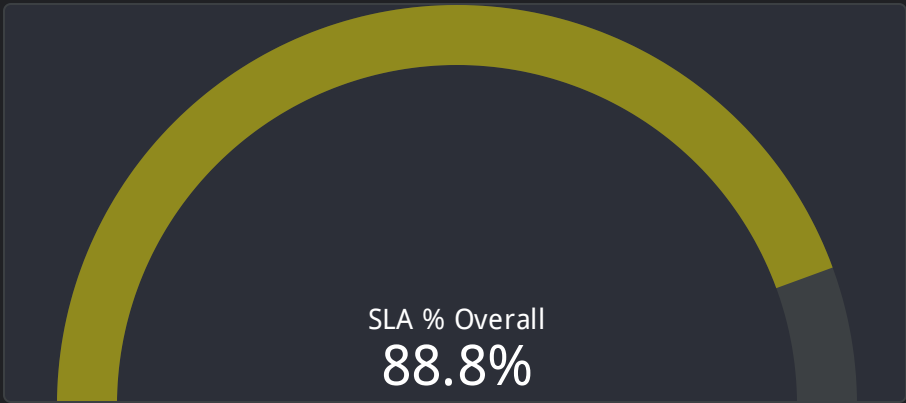
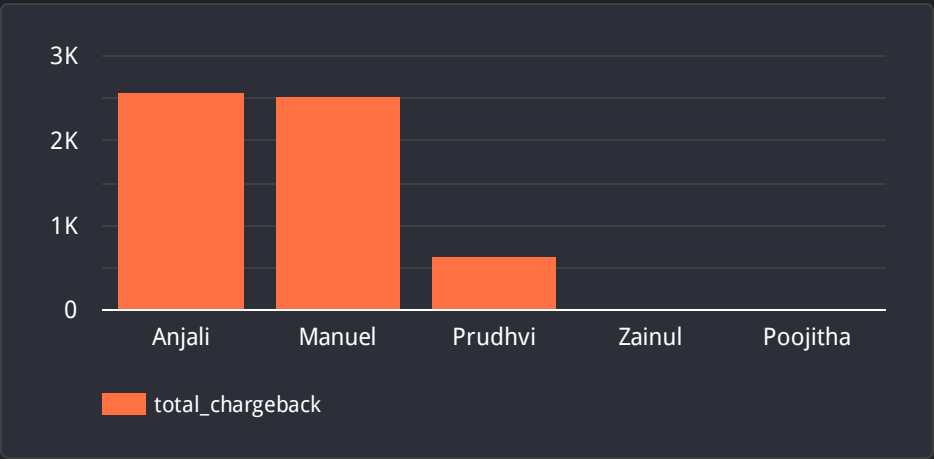
Service Chargeback
1,407

Total GMV (AED)
4.8M

Fraud GMV
1.4M

Service GMV
3.5M

Individual CB Representations



Poojitha

Total Represented
3

SLA
100%

Zainul Habib

Total Represented
9

SLA
11%

Manuel Issack

Total Represented
2,533

SLA
90%

Anjali Shrimali

Total Represented
2,581

SLA
85%

Kunal Kumar

Total Represented
No data

SLA
No data

Prudhvi

Total Represented
641

SLA
100%