Date: 16/09/2025

From:  
Nandini P   
Emp ID: 64111  
BF Non Voice Chat Support  
Bigbasket Innovative Retail Concept Pvt Ltd.  
No. 580, 4th Floor, Old Madras Road, Vijinapura,  
Krishnarajapuram, Bangalore – 560016

To:  
HR and Manager  
Bigbasket Innovative Retail Concept Pvt Ltd.  
No. 580, 4th Floor, Old Madras Road, Vijinapura,  
Krishnarajapuram, Bangalore – 560016

Subject: Acknowledgement Letter for Non-Performance

Respected Sir/Madam,

I am writing to provide an update regarding my performance metrics. Unfortunately, I did not achieve the required quality scores for April 2025 (80.57%) and May 2025 (82.33%). As a result, a pre-Performance Improvement Plan (PIP) was initiated in June 2025, which I was unable to clear, achieving a score of 76.57%.

Subsequently, a formal PIP was implemented in July 2025, and I am pleased to report that I successfully cleared with a score of 98.09%. However, I regret to inform you that I again fell short of the quality score in August 2025, achieving a score of 84.48%.

I am aware of the PIP policy of the company and I agree to the policy and the action taken by the company.

Thank you.

Sincerely,  
Nandini P  
Emp ID: 64111