

Dear Ms.Larasati,

Thank you for ensuring our work is up to company standards. First of all, We acknowledge data in February has been lost, we currently have data missing, and I will attach it to this email. Second, for the last two months, we have only received verbally stated business requests, and there is no system to serve as a written reminder to our team which has left us feeling overwhelmed. Third, our supervisors are developing SOPs for requesting datasets between divisions. It will be launched soon and expected to reduce miscommunication between divisions. And lastly, regarding the inaccurate data in December, we are not sure that our calculation is wrong. We have double-checked the consideration of the data using the same formula as other months, and we need to know which part of the data is mistaken to fix the problem. We hope, we receive feedback from you soon. If you still need further discussion on this matter, I have free time and ready on Monday afternoon between 2-4 pm to have a meeting with you.

Thank you for your time.

Best regard,
Ahmad Lamaul Farid