

David Berlusconi

From: Dusan Senicic
Sent: Monday, 1 July 2019 3:50 PM
To: Chris Williams; David Berlusconi
Cc: Michael Clements
Subject: RE: Ali Alaouie discussion points
Attachments: doc02717120190701151109.pdf

Good afternoon,

Ali has attended work today from 11:00am and he has provided a medical certificate from the hospital where he attended.

It appears that the medical certificate has been altered at the inpatient dates, and also the Medical Certificate section.

I rang the hospital and talked to the issuing doctor, Jasmine Mui, and she has confirmed that he was only in hospital from 19/06/2019 – 20/06/2019. She has also informed me that he was a patient due to elective surgery, and not as the result of a motor vehicle accident. She has, however confirmed that the medical certificate section is correct due to the complexity of the surgery.

Kind regards,

Dusan Senicic
Warranty Administrator

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From: Dusan Senicic
Sent: Monday, 1 July 2019 10:31 AM
To: Chris Williams; David Berlusconi
Subject: Ali Alaouie discussion points

Good morning gents,

In regards to the discussion on Wednesday morning regarding Ali Alaouie, I have some points that need to be discussed relation to performance.

1. The WARPEC procedure is not being followed, with 22 parts not recorded as being returned, as at 21/06.
2. Some WARPEC sheets are missing, including all of April, and the latest one from June, so unable to ascertain whether the parts are sent back
3. WARPEC return sheets have ROs on there which are not warranty.
4. Warranty claims are not being costed correctly, POL's are not being charged.
5. Claims are submitted with no time clocked, or the wrong date entered.
6. Airbag photos are not being saved, none since March.
7. Prior approvals are not being actioned in a timely manner

8. The Hyundai claim register is incomplete, is missing critical information, and has bogus information filled in in places
9. He is unwilling to help advisors process prior approvals.
10. He does not follow up manufacturer requests, and claim timeframes (30 days) lapse resulting in a write off.
11. He is continually late to work, and leaves right on time at 3:00. There is evidence of him arriving late to Blacktown (9:30 – 10:00, and leaving at 14:00-14:30)
12. We have noted some completely fraudulent, made up claims lodged with Hyundai to cover other repairs.
13. His 'accident' never actually happened, and he was in surgery for a Septoplasty to correct his nose. Discharged from hospital 20/06
14. He asked his partner to contact me pretending to be his sister, explaining that he had a complication with the surgery and had to go back in.
15. Company E-tag used 24/06 for a trip ED -> LCT -> M2, then M2 -> LCT -> SHB in the middle of the day, photo in suit at that time.
16. Ali messaged 30/06 stating that he was discharged from hospital 29/06, and he will be at work today at around 10:00am. He is still not here, nor have I heard anything from him yet.

Points 1 through 11 have been discussed with Ali on previous occasions in an attempt to correct his work, and it seems that they were not actioned. Point 12 is most concerning, points 13 through 16 detail deceit in regards to his alleged accident.

I'm quite concerned that we are up for some serious audit risk, especially with the fraudulent Hyundai claims, and one Ford repair which is a WARPEC transmission...

Let me know if there is anything else that I should be adding, and I think that Wednesday is a good chance so that we can discuss our options.

Kind regards,

Dusan Senicic
Warranty Administrator

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Health

Facility:

FAMILY NAME

MRN

GIVEN NAME

☐ MALE ☐ FEMALE

D.O.B. ____/____/____

M.O.

ADDRESS

**MEDICAL / ATTENDANCE
CERTIFICATE**

LOCATION / WARD

COMPLETE ALL DETAILS OR AFFIX PATIENT LABEL HERE

Date 20/06/2019

This is to certify that

Patient's name Ali Alaouie**STRIKE THROUGH UNUSED SECTIONS OF FORM (IF NOT APPLICABLE)****Attendance Certificate**☒ has been an inpatient from 19/06/2019 to 29/06/2019☐ attended as an outpatient on ____/____/____☐ attended the Emergency Department on ____/____/____☐ This is to certify that (name) _____
is the carer/parent of the above patient and attended the hospital/clinic/health service on the
above date with the patient.**An Attendance Certificate can be completed by all health employees. All staff can
confirm that a patient attended a health service on a specific date.****Medical Certificate**☒ he/she will be unfit for work/school/usual activities from 19/06/2019
to 01/07/2019☐ he/she will be fit to return to work/school/usual activities on ____/____/____

He/she was treated for (optional) _____

**For periods of sick leave up to one week, a Medical Certificate to support sick leave
applications can be completed by registered health service providers, including
Medical Officers, Dental Officers, Physiotherapists, Nurse Practitioners, Podiatrists,
Occupational Therapists, Psychologists, and Medical Radiation Practitioners. Where
the period of sick leave exceeds one week, the certificate must be from a Medical
Officer.**

Comments (if applicable) _____

Name (print) _____

Designation (print) _____

Signature _____

Site _____

Original - Patient Duplicate - Health Record

NO WRITING

MEDICAL / ATTENDANCE CERTIFICATE

SMR010.300

BINDING MARGIN - NO WRITING

NH606580 140518

SMR010300