

Dear Associate,

Greetings from XYZ Bank!

Thank you for your co-operation & assistance extended to the Process Reviewer in conducting the process review successfully.

We are glad to communicate the Process Review rating which was conducted in the month of Jun'25 at your agency. Congratulations on being graded as 'A' rated agency.

Name of the Audit Agency	QDegrees
Name of the Agency	BUSINESS PROCESS MANAGEMENT SERVICES PVT LTD
Location	Jaipur
Entity	xyz BANK LTD.
Product	Cards
Process Review Period	Jun'25
Process Reviewer Name	Auditor Ravi
Process Review Score	95
Process Review Rating	A

You may co-ordinate with your respective Bank Officer for any further queries.

We look forward for your continuous support in this endeavour.

Note:

1. A copy of the concern sheet updated with the Process Review observations is already available with you.
2. Please note for all unsatisfactory points scanned image of the closure report and evidence is to be sent to the bank @ **collectionprocessreview@xyzbank.com**.
3. To improve the unsatisfactory rating and get the latest updates, kindly attend the monthly virtual training conducted by the bank. Also, please refer the weekly mails sent from the ID **Collectionprocesscontrol@xyzbank.com** for all recent updates in the process.