

Process Review Audit Checksheet

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|-----------------------|-----------------|-----------------------|------------|
| Bank Name | | xyz | |
| Process Review Period | Jun'25 | Process Review Agency | QDegrees |
| Agency Name | OKT ENTERPRISES | Agency Location | kota |
| Product | Credit Cards | Audit Date | 19-06-2025 |

Parameters

| Parameter | Sub-Parameter | Status | Remarks |
|-------------------------|--|--------------|---------|
| AGENCY MANAGEMENT | | | |
| | <i>Name Board of The Collection Agency With Complete Address</i> | Satisfactory | |
| | <i>Certificates available for FOS & Properitor (In Case Of Provisional Certificate DRA Certificate To Be Filed W</i> | Satisfactory | |
| | <i>Check collection manager</i> | Satisfactory | |
| PROCESS MANAGEMENT | | | |
| | <i>Agency Performance Letter Printed On Agency Letter Head</i> | Satisfactory | |
| INFOSEC MANAGEMENT | | | |
| | <i>Windows10 & Winzip-9 Or Above Versions Are Installed</i> | Satisfactory | |
| | <i>Block External Storage Device (CD / DVD / PC Card / Pen Drive Etc.)</i> | Satisfactory | |
| TELE-CALLING MANAGEMENT | | | |

| Parameter | Sub-Parameter | Status | Remarks |
|-----------|--|----------------|---------|
| | <i>All Tele-Callers Cellphones Are Prohibited On Floor. (Tele-calling Agency)(Mention the reason with product name (Cards/Retail/MSME) in remarks if UNSATISFACTORY)</i> | Satisfactory | |
| | <i>Call Recordings Of The Last 6 Months Are Preserved At The Agency</i> | Unsatisfactory | test |