

**Dear Associate,**

Greetings from RBL Bank!

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

We wish to communicate the Process Review rating which was conducted in the month of May'25 at your agency.

Your agency has been graded as 'B'. We expect you to improve towards better performance.

<b>Name of the Audit Agency</b>	QDegrees
<b>Name of the Agency</b>	SPARKLINE ENTERPRISES
<b>Location</b>	Delhi
<b>Entity</b>	RBL BANK LTD.
<b>Product</b>	Credit Cards
<b>Process Review Period</b>	May'25
<b>Process Reviewer Name</b>	Auditor Qd
<b>Process Review Score</b>	80
<b>Process Review Rating</b>	B

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@rblbank.com](mailto:collectionprocessreview@rblbank.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@rblbank.com](mailto:Collectionprocesscontrol@rblbank.com) for all recent updates in the process.