

|                      |  |                     |              |
|----------------------|--|---------------------|--------------|
| Name of Bank         |  | XYZ BANK            |              |
| Product              | Retail                                       | Agency Type         | Tele-Calling |
| Agency Name          | BUSINESS PROCESS MANAGEMENT SERVICES PVT LTD | Agency Location     | Jaipur       |
| Process Review Month | Jun'25                                       | Process Review Date | 27-06-2025   |

|        |   |         |
|--------|---|---------|
| SR. NO | Parameter Name  | Remarks |
| 1      | All Tele-Callers Cellphones Are Prohibited On Floor. (Tele-calling Agency)(Mention the reason with product name (Cards/Retail/MSME) in remarks if UNSATISFACTORY) | test    |