

MasterCard Prepaid Management Services Limited
Access House, Cygnet Road
Hampton, Peterborough PE7 8FJ
United Kingdom
fax 01733 861333
www.mastercard.com

Date: 27th January 2016
Our Ref: SR/HR/AF
Direct Line: 01733 861290

Strictly Private & Confidential

**Swetha Ravindra
23 Central Court
North Street
Peterborough
PE1 2RN**

Dear Swetha,

I am delighted to confirm our offer to you for the temporary position of Application and Card Program Test Analyst in our Programme Management department which is part of MasterCard Prepaid Management Services Limited. Your start date will be 16th February 2016. You will be based at Access House, Cygnet Road, Hampton, Peterborough, PE7 8FJ.

Your First Day & Induction

Please report to reception at 09:30 on your first day of employment and ask for me. You will be notified of your individual induction schedule on your first day.

You should also receive an email, prior to your start date, from the People Services team within MasterCard (the email will come from: People_Services@mastercard.com) outlining some useful information about the wider business in MasterCard. We will put this in to context for you in your Induction session which will give a more localised view of our company and answer any questions you may have.

Employment Screening

As part of our screening process we are required to check your eligibility to work within the UK and your identity. You must therefore provide **before your first day**, the following items:

- Proof of right to work in the UK which can take the form of a passport with valid visas if applicable **or** a full birth certificate with proof of your National Insurance number (e.g. the card, P45, P60).
- Proof of address which must be dated within the last 3 months stating your current address which can either be a utility bill (not a mobile phone bill) or an original bank statement.
- Proof of National Insurance Number (e.g. P45, P60 or a payslip). If you cannot provide proof of your National Insurance number you will need to provide an applicable exemption reason as to why this cannot be provided.

You will find the documents that are listed below enclosed in your starter pack. Please ensure you complete and return the documents that are flagged for return:

- New Starter Form (To be returned)
- Starter Checklist (To be returned)
- 2 x Consent Forms (To be returned)
- Life Assurance Expression of Wish form (To be returned)

Please contact Amy Finck, HR Operations on 01733 861290 to arrange an appointment to return your papers and to provide copies of the required documentation.

Failure to provide the required information can result in a delay to your start date or withdrawal of the offer. If your P45 is not immediately available from your previous employer, or if you do not have a P45, please complete and return the enclosed Starter Checklist. Please note that failure to comply with this could result in under/over payment implications of PAYE with the Inland Revenue, for which you will be personally liable.

Probation Period

The first three months of your employment will be a probationary period during which time your suitability for continued employment will be assessed. The Company reserves the right to extend your probationary period for a further three months at its discretion.

When you have read the Statement of Terms and Conditions attached, please sign one copy on the back page under "Acceptance" and return the signed copy to the Human Resources team as soon as possible.

I would like to take this opportunity to welcome you to MasterCard Prepaid Management Services and to wish you every success in your future career with us.

Yours sincerely,

Ben Thorneloe

Platform Implementation Manager

Statement of Terms & Conditions of Employment

This statement gives details of the contract of temporary employment between Swetha Ravindra and Access Prepaid Worldwide Ltd. Access Prepaid Worldwide Ltd is a MasterCard business. The offer of employment is made subject to satisfactory references, credit and criminal record checks, and proof of the right to work in the UK.

1. Your Continuous Service Date:

For the purposes of the Employment Rights Act 1996 your continuous employment is effective from 16th January 2016. Unless otherwise stated, no period of employment with any other employer will count as part of your continuous service. Your temporary contract of employment is effective from the above date and it is anticipated the contract will continue until 16th August 2016 unless it is terminated by you or by the Company with the appropriate notice period in writing. (Please see point 14).

2. Your Job Title and Duties:

Your job title is Application and Card Program Test Analyst. You will be expected to carry out duties appropriate to this appointment, and the Company may make reasonable adjustments to your job description and duties if the needs of the business require it.

3. Salary:

Your salary will be as follows:

£25,000 per annum

Your salary will be payable in arrears on the 28th day of each month.

4. Hours of Work:

Your standard working week is expected to be 36 hours, excluding meal breaks. You are expected to be flexible to vary your working hours to meet the needs of the business.

5. Base Office and Mobility:

You will normally be based at Access House, Cygnet Road, Hampton, Peterborough, PE7 8FJ but may be required to work at any location within daily commuting distance of your home, taking into account availability of transport and length of journey. There may on occasion be the necessity to work away from this location. If this entails travel and/or time away from home, expenses will be reimbursed in accordance with the policy at that time. If a change of residence is necessary, personal circumstances will be taken into account and the conditions of the Company's relocation policy will apply.

6. Holidays

The holiday year runs from 1st April to 31st March. As you are starting your employment part way through the holiday year, your annual leave entitlement will be pro-rated over the number of complete months of service you fulfil within your first year, calculated on the basis of 25 days per annum. For those working part time hours your entitlement will be pro rated accordingly.

All holiday must be approved in advance by your line manager and taken at times convenient to the Company. You are allowed to carry forward a maximum of 5 days annual leave to June of the following holiday year.

Subject to agreement with the Company to the contrary, you should take a minimum of 5 consecutive working days holiday at least once in each holiday year.

In addition you will be entitled to paid leave for all bank and public holidays, which may be taken in accordance with local custom.

On termination of employment, your holiday entitlement or accrued pay will be calculated pro-rata to the number of complete months worked that year. If you have taken more holiday than you are entitled to the cash equivalent will be debited from your final salary.

7. Flexible Working

Although you are contracted to work a 36 hour week, when the needs of the business demand, employees are required to work outside the standard working hours necessary for the proper completion of their duties.

8. Sickness

If you are prevented by illness, accident or other incapacity from properly performing your duties ("sickness absence") you should report this personally to your line manager as soon as possible on the first day of absence, or as required by local sickness reporting procedures.

For absences up to seven consecutive days, immediately following your return to work you must complete a Self-Certification form detailing the reason for your absence.

For absences of more than seven consecutive days, you must provide a medical practitioner's statement on the 8th day, and thereafter to cover your full period of sickness.

Any such contractual sick pay will include any entitlement you may have to SSP.

9. Pensions

The Company offers the opportunity to participate in a nominated pension plan. More details of the contribution structure and benefits payable under the plan, are available from Human Resources. The Company reserves the right to discontinue the plan or modify the level of contributions or benefits provided under the plan at any time.

Your employment will not be contracted out of the State Second Pension by reference to the plan.

If you opt out of the plan or leave the Company, Company contributions will cease from the date you opt out of the plan or the date of you leaving the Company.

10. Training

The Company is committed to the training and development of its employees. You will be required to undertake the training relevant to your role, as directed by your Manager. This may require you to undertake course work outside normal working hours, e.g. self study and occasional travel away from home to attend courses.

11. Dress

You are required to comply with regulations relating to appropriate dress in your place of work. Where dress code guidelines are not specified, you must dress smartly and in a manner appropriate to your role.

12. Smoking

Smoking is not allowed in any of the Company business premises.

13. Employment abroad

If at any time you agree to work outside the United Kingdom for more than one month, details regarding the duration, remuneration and conditions relating to your return to this country will be given to you before your service abroad begins.

14. Termination Notice

During your employment, the Company may terminate your employment by giving not less than 1 week's notice for each complete year of service up to a maximum of 12 weeks. You may terminate your employment by giving not less than 1 month's written notice.

Once notice to terminate your employment has been given by the Company or you pursuant to clause 15 the Company may at its absolute discretion require you not to attend work and/or not to undertake all or any of your duties hereunder during any period of notice, provided that the company shall continue to pay you your salary and provide the contractual benefits under this contract.

15. Discipline and Grievance Procedures:

You shall act in the best interests of the Company and in accordance with the policies, procedures and rules contained within the Human Resources Manual and other policies, procedures and rules issued from time to time. Any breach will result in action being taken in accordance with the Disciplinary Procedure.

If you have a grievance relating to your employment, you have the right to seek redress by following the procedure laid down in the Human Resources Manual.

You must notify the Company immediately if, while in employment you are convicted of any criminal offence (with the exception of motoring offences that are subject only to a fine or penalty points on your licence but including any driving offence that results in the suspension of your driving licence).

16. Monitoring:

You are bound by the company policy which outlines the right of the employer to access emails in appropriate circumstances and any other information stored on company property. Full details of this policy are in the Company's Human Resources Policies.

You should also be aware that as a requirement of certain roles the Company will record telephone calls from time to time to monitor quality. This may also be used for training and to assist with any complaint handling which may be required from time to time.

17. Gifts:

You shall not accept a cash gift of any amount, or any gift or other benefit in kind of more than nominal value, from any person or firm having business relations, or prospective business relations with the Company unless specifically authorised to do so by the Company.

18. Company Property:

You may not, without permission, remove any money, equipment, or other item of value, belonging to the Company from company premises for their own purposes even though it may be your intention to return the same in due course.

You are responsible for the safe keeping of all Company property during your period of employment.

At the end of your employment you must deliver to the Company forthwith all books, equipment, documents, papers, materials, and copies thereof, of the Company or any of its subsidiary and associated companies which may then be in your possession or under your control.

Any breach of confidentiality or security during service, will result in formal disciplinary action and may be treated as gross misconduct.

19. Disclosure of Information:

During your employment you will be privy to information, which is confidential to the Company. It is a condition of your employment that you shall during this employment with the Company or any Group Company, and at all times (without limit) after the termination thereof, howsoever arising, directly or indirectly:-

- (a) not use or exploit for your own purposes or those of any other person, company, business entity or other organisation whatsoever; or
- (b) not disclose to any person, company, business entity or other organisation whatsoever any trade secrets or confidential information relating or belonging to the Company or any Group Company including but not limited to any such information relating to customers, customer lists or requirements, suppliers, terms of trade, price lists or pricing structures, marketing information and plans, Intellectual Property, business plans or dealings, technical data, employees or officers, financial information and plans, designs, formulae, product lines, research activities, any document marked "Confidential", or any information which you have been told is "Confidential" or which you might reasonably expect the Company would regard as "Confidential", or any information which has been given to the Company or any Group Company in confidence by customers, suppliers or other persons.

The Company or any Group Company may from time to time be entrusted with confidential or proprietary information, trade secrets, Intellectual Property of any other person, firm, company, corporation, business entity or other organisation. In such circumstances, you agree to be bound by any contractual undertakings or obligations, which the Company or any Group Company have agreed to impose on its or their employees in respect thereof. You further agree to enter into any confidentiality undertaking that the Company or any Group Company may require you to enter into with any third party in respect thereof.

The obligations contained in this Section 19 shall not apply:-

- (c) to any information or knowledge which may subsequently come into the public domain other than by way of unauthorised disclosure (whether by you or a third party);
- (d) to any of your acts in the proper performance of your duties of employment;
- (e) where such use or disclosure has been properly authorised by the Company or where you are required to disclose that information in accordance with an order of a Court of competent jurisdiction. In this Agreement the expression "Group Company" shall include the Company and any company which shall be a holding company or subsidiary of the Company or any such company within the meaning of the Companies Act 2006. You should not give any interview to, or take part in any discussion or conversation with the press, radio or television bodies regarding any aspect of the Company's business without first contacting Communications Department for advice and approval. Senior Managers have discretion to respond to approaches from local press, radio or television bodies within the guidelines laid down by the business.

20. Outside Interests/Events:

You must not engage in any other employment or business without the consent of the Company, nor have any financial interest in any foreign exchange business without such consent other than through the holding of shares (not exceeding 5% in nominal value) in a public quoted company.

However, nothing herein shall prevent you from using your own skill in any business in which you may be lawfully engaged after the period of your employment has ended.

21. Post-Employment Obligations:

In addition to the issues raised under Disclosure of Information, and Outside Interests, you must not within 3 months of the date of the termination of your employment with the Company directly or indirectly:

- (a) either on your own account or on behalf of anybody else endeavour or try to entice away from the Company any customer or client of the Company with whom you have had dealings on behalf of the Company during the period of 6 months prior to the termination of your employment ; or
- (b) try to entice away from the Company any employee of the Company with whom you had personal contact or dealings in performing your duties as an employee of the Company and/or who reported to you in each case during the period of 6 months prior to the date of the termination of your employment.

22. Deductions

The Company shall be entitled at any time during the Employment, or in any event on termination, howsoever arising, to deduct from any remuneration hereunder any monies due from you to the Company including but not limited to any outstanding loans, advances, relocation expenses, the cost of repairing any damage or loss to the Company's property caused by you (and of receiving the same), excess holiday, and any other monies owed by you to the Company. For the avoidance of doubt, this Clause shall not apply to any benefits or monies which have accrued to you under any pension plan.

23. Notification of Changes:

Any changes made to terms and conditions will be notified to each employee in writing by individual letter or by general notice to all employees.

24. Employment Rights Act 1996:

This Statement of Terms and Conditions of Employment, together with the offer letter attached, and instructions contained in Company manuals and other relevant documentation constitute your terms and conditions of employment which the Company is required to give you under Section 1 of the above Act.

25. Adherence:

It is a term of your employment under this Contract that you comply with the Company's policies, procedures and rules relating to employees as amended from time to time including, without limitation, those set out in the Company's Human Resources Policies. By signing this Contract, you specifically confirm that you have received, read and understood the Company's policies on:

- Information Security
- AML
- Whistleblowing
- Ethical Conduct
- Code of Conduct

These policies have been provided to you, and you further confirm that you agree to comply with these policies, as amended from time to time, at all times during your Employment.

You must also refrain from posting or publishing any image, opinion, comment or fact concerning the Company and/or its customers on any websites, any media publication or social networking or similar site, without the express written permission of your Manager, nor may you post or publish any image, opinion, comment or fact which, when linked with the Company could bring the Company into disrepute. Failure to adhere to this requirement will be treated as a misconduct issue and treated within the Company's disciplinary procedures.

26. Eligibility to Work within the United Kingdom

In order to ensure that we are fully compliant with the immigration legislation and guidance set out by the United Kingdom Borders Agency (UKBA) we will carry out annual checks for those employees who are working in the UK on a visa. You will be reminded by the Human Resources team to bring in your documents but it is the primary responsibility of the employee to provide these documents for review. Where applicable, you hereby consent for MasterCard Prepaid Management Services Limited wide to work with and seek information from UKBA in order to clarify that you are legally entitled to work within the UK. If your personal circumstances change which mean you no longer have the right to work within the UK, you should inform the MasterCard Prepaid Management Services Limited Human Resources team immediately.

**SIGNED for and on behalf of
THE COMPANY**

Ben Thorneloe

Platform Implementation Manager

A C C E P T A N C E

I accept my appointment on the terms and conditions outlined in the accompanying letter, in this document and detailed in notices and all relevant policies, procedures rules and manuals appropriate to my job function and confirm my agreement to the matters set out in clause 22.

Signed:..... Dated:

Please Print Name Here:.....