Badge/Building Access

Description	Facility access and acquiring a badge.
Service URL	N/A
Lead Time	2 Business Days
Training & Support	
SME	

Submit Request for New Associate or Contractor

Request URL	IT ServiceConnect powered by ServiceNow (SNOW)
Request Notes	Onboarding team should have already completed this request prior to your first day.
Configuration Notes	

Step-by-Step Instructions for requesting this tool:

1. Go to **IT ServiceConnect**.
2. Search for and select **Building Access Request.**
3. Enter the recipient and type of badge request. The Manager, Recipient US Domain ID, and Recipient auto populate.
4. Click **Submit Request**.

Building Access Request

Building Access Request

IMPORTANT NOTE: This form has a known issue when added to the cart. Please DO NOT use this form as part of a bundle, or attempt to modify it in any way once it has been added to the cart.
Badges are required for all associates, contractors, visitors and temporary associates in Anthem buildings. The purpose of this form is to create/replace a badge or to add access to an existing badge.

Request Information

* Recipient

Manager

Recipient US Domain ID

AF30520

Recipient Employee Type

* Type of Badge Request

-- None --

Insert the employees ID/name into Recipients field. This will also auto populate their manager name.

Select Type of badge request drop down

-- None --
Add New Access to Existing Badge
Create a Badge
Reactivate Badge after False Expiration/Termination
-- None --

Select create a Badge for New hires then proceed to Badge type and select new badge

* Badge Type

New Badge

-- None --
New Badge
Replacement Badge

Enter the following for the remaining taps

* Is the Non-Associate Authorized to Escort?

No Escort Privileges

- AUTHORIZED TO ESCORT means that you are approved by your manager to escort others throughout the building. - NO ESCORT PRIVILEGES means that you do not have permission to escort visitors. (This selection will be identified on the badge when printed.)

* State

VA

* Building

VA28 - Amerigroup - Norfolk (5800 Northhampton-Concourse)

If the building you are looking for is not found in this list please contact FacilityAccessRequests@anthem.com for assistance.

* Area

VA28 - General Access

* Access Time Assignment

24 Hours (7 Days)

* Access Start Date

Access will be applied on the start date privded below. Please use the current date when submitting this form OR a date that is at least 1 business day prior to a scheduled arrival so there is no impact upon arrival to the site.

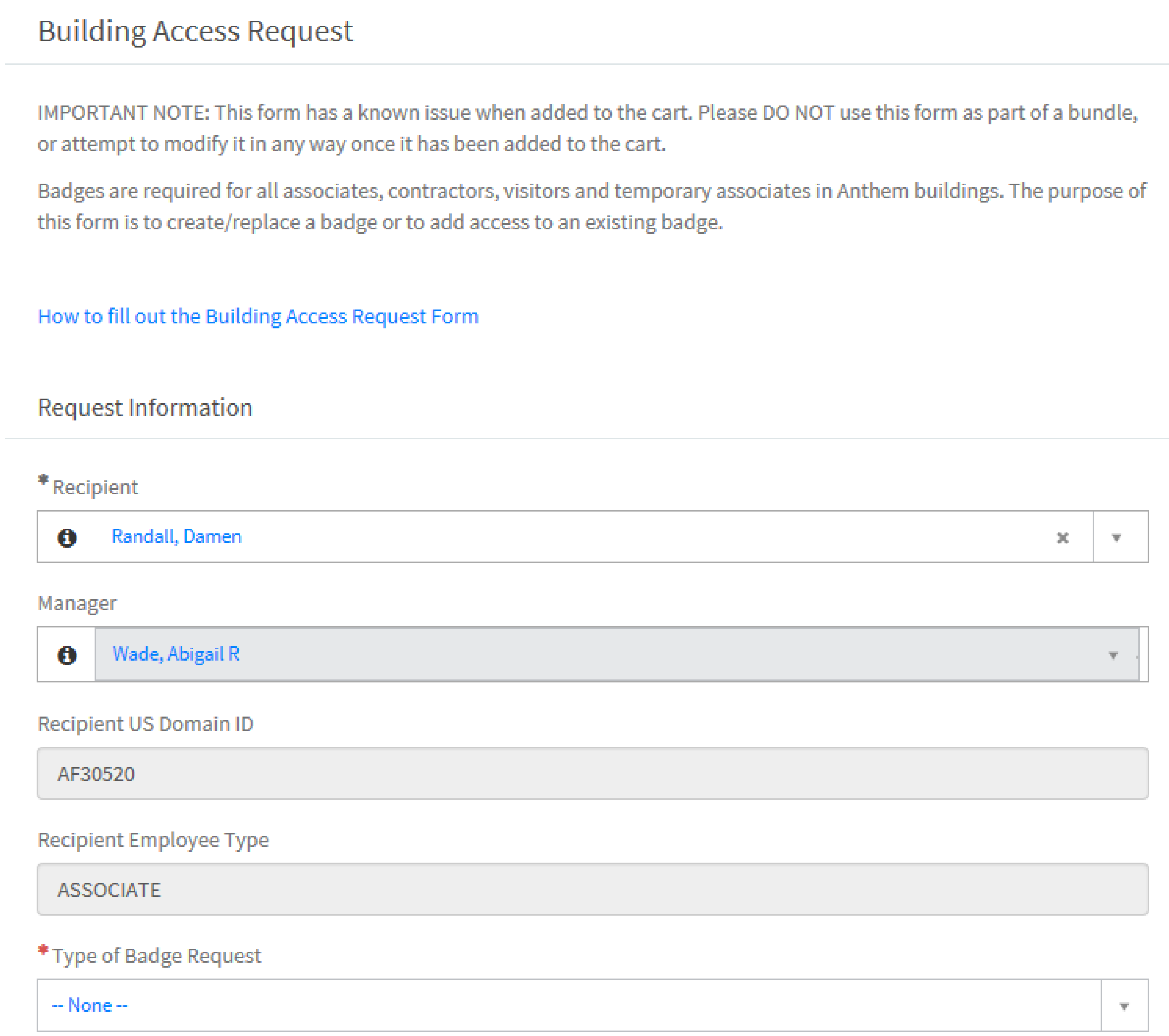
Access End Date

Lastly enter the Start date of the new Hire then Submit ticket.

<u>Building Access Request</u>

1. **Go to IT service connect site**

2. **Search Building Access request**



Building Access Request

IMPORTANT NOTE: This form has a known issue when added to the cart. Please DO NOT use this form as part of a bundle, or attempt to modify it in any way once it has been added to the cart.

Badges are required for all associates, contractors, visitors and temporary associates in Anthem buildings. The purpose of this form is to create/replace a badge or to add access to an existing badge.

How to fill out the Building Access Request Form

Request Information

* Recipient

Randall, Damen

Manager

Wade, Abigail R

Recipient US Domain ID

AF30520

Recipient Employee Type

ASSOCIATE

* Type of Badge Request

-- None --

3. **Fill in recipients info and the manager will automatically populate in the field.**

4. **Select Type of badge request**

* Type of Badge Request

-- None --

-- None --

Add New Access to Existing Badge

Create a Badge

Reactivate Badge after False Expiration/Termination

5. **This section can be used to Create a badge or give Access to specific parts of the building (IE) DMOC room.**
6. **Please replicate this form and add Access start date accordingly.**

* State

VA

* Building

VA28 - Amerigroup - Norfolk (5800 Northhampton-Concourse)

If the building you are looking for is not found in this list please contact FacilityAccessRequests@anthem.com for assistance.

* Area

VA28 - Data Management Operations Center (Restricted)

* Access Time Assignment

24 Hours (7 Days)

* Access Start Date

Access will be applied on the start date privded below. Please use the current date when submitting this form OR a date that is at least 1 business day prior to a scheduled arrival so there is no impact upon arrival to the site.

Access End Date

End date is not required if there is a chance the individual might return to the location selected.

7. **If you are creating a badge select Badge type**

* Badge Type

-- None --

-- None --

New Badge

Replacement Badge

Contractor to Associate

8. Please replicate this form and add Access start date accordingly.

* Badge Type

New Badge

* State

VA

* Building

VA28 - Amerigroup - Norfolk (5800 Northhampton-Concourse)

If the building you are looking for is not found in this list please contact FacilityAccessRequests@anthem.com for assistance.

* Area

VA28 - General Access

* Access Time Assignment

24 Hours (7 Days)

* Access Start Date

Access will be applied on the start date privded below. Please use the current date when submitting this form OR a date that is at least 1 business day prior to a scheduled arrival so there is no impact upon arrival to the site.

Access End Date

End date is not required if there is a chance the individual might return to the location selected.

S No Date Day Holiday/ Festival Status Remarks 1 16-Jan-23 Monday Kanumu Optional Applicable for all locations 2 07-Mar-23 Tuesday Holi Optional Applicable for Hyderabad 3 08-Mar-23 Wednesday Holi Optional Applicable for Gurugram & Bengaluru 4 22-Mar-23 Wednesday Ugadi Optional Applicable for all locations 5 23-Mar-23 Thursday Shaheed Diwas Optional Applicable for all locations 6 30-Mar-23 Thursday Sri Rama navami Optional Applicable for all locations 7 03-Apr-23 Monday Mahaveera Jayanthi Optional Applicable for Bengaluru 8 04-Apr-23 Tuesday Mahaveera Jayanthi Optional Applicable for Hyderabad &Gurugram 9 07-Apr-23 Friday Good Friday Optional Applicable for all locations Dr.BR.Ambedkar Jayanthi Optional Applicable for all locations Jumatul Vida Optional Applicable for all locations Tamil New Year Day Optional Applicable for all locations 11 18-Apr-23 Tuesday Shab - e - Qader Optional Applicable for all locations 12 05-May-23 Friday Buddha Purnima Optional Applicable for all locations 13 22-May-23 Monday Maharana Pratap Jayanti Optional Applicable for all locations 14 20-Jun-23 Tuesday Ratha Yatra Optional Applicable for all locations 15 29-Jun-23 Thursday Bakrid Optional Applicable for all locations 16 17-Jul-23 Monday Bonalu Optional Applicable for all locations 17 31-Jul-23 Monday Shaheed Udham Singh Martyrdom Day Optional Applicable for all locations 18 16-Aug-23 Wednesday Parsi New Year Day Optional Applicable for all locations 19 25-Aug-23 Friday Varamahalakshmi Vrata Optional Applicable for all locations Onam Optional Applicable for all locations Rug-Upakarma Optional Applicable for all locations 21 30-Aug-23 Wednesday Raksha Bandhan Optional Applicable for Gururam & Bengaluru 22 31-Aug-23 Thursday Raksha Bandhan Optional Applicable for Hyderabad 23 06-Sep-23 Wednesday Sri Krishna Janmastami Optional Applicable for Gururam & Bengaluru 24 07-Sep-23 Thursday Sri Krishna Janmastami Optional Applicable for Hyderabad 25 18-Sep-23 Monday Vinayaka Chaturthi Optional Applicable for all locations 26 28-Sep-23 Thursday Eid Miladun Nabi Optional Applicable for all locations 27 23-Oct-23 Monday Mahanavami Optional Applicable for all locations 28 24-Oct-23 Tuesday Vijaya Dasami Optional Applicable for all locations 29 13-Nov-23 Monday Vishwakarma Day Optional Applicable for all locations 30 14-Nov-23 Tuesday Balipadyami, Deepavali Optional Applicable for Bengaluru Kartika Purnima Optional Applicable for all locations Guru Nanak Jayanthi Optional Applicable for all locations 32 28-Nov-23 Tuesday Huttari Festival Optional Applicable for all locations 33 30-Nov-23 Thursday Kanakadasa Jayanthi Optional Applicable for all locations 34 25-Dec-23 Monday Christmas Optional Applicable for all locations 35 26-Jan-23 Thursday Republic Day Mandatory Applicable for all locations 36 01-May-23 Monday May Day Mandatory Applicable for all locations 37 02-Jun-23 Friday Telangana Formation Day Mandatory Applicable only for Hyderabad 38 15-Aug-23 Tuesday Independence Day Mandatory Applicable for all locations 39 02-Oct-23 Monday Gandhi Jayanthi Mandatory Applicable for all locations 40 01-Nov-23 Wednesday Kannada Rajyothsava Mandatory Applicable only for Bengaluru 41 01-Nov-23 Wednesday Haryana Day Mandatory Applicable only for Gurugram 42 01-Jan-23 Sunday New Year Day Weekend Holidays on Weekend 43 14-Jan-23 Saturday Bhogi Weekend Holidays on Weekend 44 15-Jan-23 Sunday Sankranti Weekend Holidays on Weekend Birthday of Hazrath Ali Weekend Holidays on Weekend Guru Ravidas Jayanthi Weekend Holidays on Weekend 46 18-Feb-23 Saturday Mahasivarathri Weekend Holidays on Weekend 47 19-Feb-23 Sunday Shab - e - Meraj Weekend Holidays on Weekend 48 22-Apr-23 Saturday Ramzan Weekend Holidays on Weekend 49 23-Apr-23 Sunday Basava Jayanthi Weekend Holidays on Weekend 50 04-Jun-23 Sunday Sant Kabir Jayanthi Weekend Holidays on Weekend 51 29-Jul-23 Saturday Moharam Weekend Holidays on Weekend 52 23-Sep-23 Saturday Haryana War Heroes Martyrdom Day Weekend Holidays on Weekend 53 14-Oct-23 Saturday Bathukamma, Mahalaya Weekend Holidays on Weekend 54 15-Oct-23 Sunday Maharaja Agrasen Jayanthi Weekend Holidays on Weekend 55 22-Oct-23 Sunday Duragastami Weekend Holidays on Weekend 56 11-Nov-23 Saturday Naraka Chaturdhi Weekend Holidays on

Weekend 57 12-Nov-23 Sunday Deepavali Weekend Holidays on Weekend 58 02-Jan-23 Monday New Years Day Optional US holiday - applicable for all location 59 16-Jan-23 Monday Martin Luther King Jr Day Optional US holiday - applicable for all location 60 26-May-23 Friday 61 29-May-23 Monday 62 19-Jun-23 Monday Juneteenth Optional US holiday - applicable for all location 63 04-Jul-23 Tuesday Independence Day Optional US holiday - applicable for all location 64 04-Sep-23 Monday Labour Day Optional US holiday - applicable for all location 65 23-Nov-23 Thursday Thanksgiving Optional US holiday - applicable for all location 66 24-Nov-23 Friday Day after Thanksgiving Optional US holiday - applicable for all location 67 25-Dec-23 Monday Christmas Day Optional US holiday - applicable for all location US holiday - applicable for all location 31 27-Nov-23 Monday Mandatory & Optional Holiday Calendar - 2023 20 29-Aug-23 Tuesday 14-Apr-23 Friday 10 45 05-Feb-23 Sunday Memorial Day Optional

Title: Transport Policy No.: LPVer1.3 Applicability: All Permanent Associates of Legato Healthcare Technologies LLP Original Effective Date: 01-May-2018 Approver(s): Anilesh Seth, Country Head and Designated Partner, Legato Last Review/Approval Date: 20 – November-2018 Process Owner: Manoj Ladi, Director Finance , Legato Current Version Effective Date: 01-February-2020 Purpose To provide transport facility for commuting to work and back home from designated pick-up and drop points Applicability This policy is applicable to all the associates working in Legato Health Technologies LLP. General Guidelines Legato Health Technologies LLP (Legato) shall provide transport facility to its associates for commuting to work and back home from designated pick-up and drop points. This service will be available Monday to Friday and other approved shifts during weekend, if any. Company will provide transport on Legato's declared holidays or any other holidays based on Business requirements. The associate understands that the transportation provided is a group transportation and no associate will be given exclusive vehicle for this purpose. Legato reserves the right to change, add or remove routes as per its discretion based on sustainability. The transportation provided to the associate is at the sole discretion of Legato and as per terms determined by Legato. In case of any exigencies, where the company vehicle is unable to pick-up, associate is required to reach office on their own. Associate to share the filled transport requisition from (Form A) to the transport team within 2 days of joining for making necessary arrangements. Any change in location during the course of employment, to be submitted to the transport team 48 hrs in advance using the transportation form (Form A). Transport services at Legato are meant only for transporting its associates & authorized personnel. The associate shall not make any personal use under the transportation policy. The routes shall be arranged in such a manner that no women associate will be the first pick-up and last drop in case the shift falls between 08:00 PM to 06:00 AM. Escorts will be provided in case a women associate is travelling between 08:00PM to 06:00AM & is the first pick-up or the last drop. Cost for the transport facilities provided during 12 :00 pm to 6:59 AM) will be borne by the company. In case any associate opts for the transport facility during General Shift (shifts starts between 7:00 AM to 11:59AM) a subsidized cost will be borne by the associates. Any queries or issues related to transport to be raised to as per below mentioned matrix changes made as follows Transport Escalation Matrix - Bangalore Location Level - 1 Level – 2 Level – 3 Transport Helpdesk Manager - Transport Sr. Manager – Facilities Bangalore MTP and RGA Srinivas JP Prabhu Kumar TransportBLR@anthem.com srinivas.jp@legatohealth.com prabhu.kumar@legatohealth.com 96060 07111 +91 91086 63535 Transport Escalation Matrix - Hyderabad Location Level - 1 Level – 2 Level – 3 Transport Helpdesk Asst. Manager - Transport Sr. Manager – Facilities Hyderabad - GAR Chakradhar Velam Prabhu Kumar dl�transportHYD@legatohealth.com chakradhar.velam@anthem.com prabhu.kumar@legatohealth.com

91008 34447 +91008 38885 Self-Schedule in Transport Technology Application Transport users shall schedule the transport request in Transport Technology Application App as per the following time lines. Team Leads in BO teams should schedule the transport details for their team members in Transport Technology Application app as per timelines mentioned below. For all shifts starting from Monday 5.30 PM to Friday 9.30 PM Request Login: 12 hours prior to login time Request Logout: 3 hours prior to logout time For shift starting Saturday 6.00 AM to Monday 5.00 PM All the login and logout to be scheduled before 10 AM on Friday, if Friday is a Holiday the same shall be scheduled on the previous working day. Address Change / Contact Change: The drop point/location (Address) will be as per the associate's HR records In case of any change in address, associate is required to submit the details on HR tool along with valid proof, followed by an email to the transport team to update their records. Depending on the routing efficiency, the transportation services may be facilitated from the new address after 48hrs from the time of the request. Official Travel Local transportation needed by the associates and guest for official travel purpose shall be arranged on case to case basis. Requests for such purpose shall be made by the associate/ manager at least 24 hours before the date and time of travel. Any Adhoc requests should be intimated to the Transportation Team in advance with the proper approvals from the Reporting Manager / Sr. Manager and cost will be attributed to the respective cost location for budgetary purposes. Company transportation will be provided during Company holidays based on business requirement. Associates or the team leads as the case may be shall schedule the same in Transport Technology Application before 10.00AM on the previous working day Associates who intend to proceed on a vacation/travel abroad/ project etc., Shall de-schedule the same in Transport Technology Application app. If the associates do not wish to avail the transport for any reason on permanent basis shall inform the same to Transport in writing with copy to their reporting manager and HRBP. Transport team will not entertain any request which will come through e-mails/e-request or verbally. All the changes, shall be made in the Transport Technology Application app only as per the timelines. Transport Route Planning - Parameters for determining the Routes: Minimum Travel time & optimal utilization of seats is the most important factor for the route planning. Transport team will route associates ensuring that no route has a deviation of more than 5 KMS from the first Pick up point to office or the Last drop point from office Estimated travel time for travel to (or) from office to the designated points is as follows Distance in Kilo Meter (KM) Estimated Travel Time (in Minutes) Up to 20 KM 120 Min 20 to 30 KM 150 Min 30 to 40 KM 180 Min Transport will be given for the location falling within the radius 40 KM within the city limits from the Office location. Check for the updated list of locations covered under transportation from the respective Transportation Supervisor. The types of vehicles to be used on different routes will be determined by the Transport department on the basis of cost, convenience and optimum utilization. Hence the decision of which vehicle needs to be deployed shall be that of the Transport Supervisor and the associate agrees that they shall not determine or interfere in such decision making. Periodic changes in the routes will be made to increase the routing efficiency considering the factors not restricted to new joiners/ Changes in the shift timings/ associate absence/ vacation/ escort requirement/vehicle capacity re-sizing etc. Transport for Specially abled / expecting female & Medical reason associates Door to door pickup & drop will be provided to associates with above criteria, provided the same has been approved with timeline / duration of need by respective Manager & HR Code of Conduct for Associates Smoking and consumption of alcohol is strictly prohibited within the company provided vehicles. If any associate is found ignoring/violating this instruction, the same will be reported immediately to the concerned manager and HR department for further action. The transportation routes will not be changed subject to personal requirements of any individual. Barring emergencies, no associate will force the driver to stop the vehicle enroot anywhere other than the designated points. Under no circumstances should an associate distract the driver or encourage driving over and above the recommended speed limits. No associate is allowed to drive the transport vehicle under any circumstances. The associate agrees that he/she shall at all times wear the safety belt during the travel. The associate agree that he/she shall not talk rudely or confront the drivers and report to the Transport helpdesk in case of any problems/issues. The associate agrees to having received all important telephone numbers for emergency situations (provided to associate as a part of transportation induction) and shall reach out to the designated contacts. The associate shall immediately report all untoward incidents to transport team upon occurrence. Any issues/concerns regarding transport shall be brought to the notice of the transport helpdesk/ transport supervisor immediately The associate agrees to wear his/her Company ID cards while boarding the transport vehicle. The associate agrees not to change the designated routes on his/ her own account, even if there is space in the Vehicle. Associates will not be dropped unless their name appears in the drop sheet; this is required for adhering to the policy and tracking billing. The associates should punch the ID in the driver Transport Technology Application devise as soon as they get in to the cab. They are also required to Punch out after reaching the destination. The associates are not required to punch in the ID on reaching office during log in as the app will automatically close the trip. Female associates are required to confirm their safe arrival at home Via IVR call which they receive after reaching home. All vehicles needs to reach office 15 minutes prior to scheduled login time (i.e. 8.00 AM login, cab arrival time will be 7.45 AM) At the time of drop off, the Vehicles shall commence 15 minutes after the designated shift closure time (i.e. 9.00 PM logout, cab departure time would be 9.15 PM). The associates agree that they shall not interfere in timings of the vehicle. The associate agrees to check the credential of the vehicle in the Transport Technology Application app and only then board vehicle upon confirming identity of authorized driver. Female associates in the night shift need not board the Transportation Vehicle in case of first pick-up or last drop and there is no authorized male escort in the vehicle. Such female associates need to immediately inform the Transportation Supervisor. Further, Female associates need not board Vehicles if there is a change in the driver and shall obtain confirmation from the Transport Supervisor prior to boarding the vehicle. Minimum occupancy of 75% of Vehicle capacity will be maintained during drops. In the event of planned associates not turning up, the Transport supervisor will assist and take a decision to club the routes if required. This change may result in the associate travelling additional hours which the associate understands and agrees to co-operate. Adhoc transportation request during office hours shall be made only after following the approval mechanism and giving at least 4hrs prior notice to the Transportation department. In case of ad-hoc or last minute request received form a female associate, male associate are requested to drop the female employee first even if the route deviation is more than 5 KM radius. In case associates decide not to avail transportation on any particular day, (log in or log out or for the entire day) associates are advised to cancel the schedule in the Transport Technology Application app to avoid being marked as No Show Associates will be charged of INR 400/- per day after 4 no-shows in a month, in case cancellation not done on time on transport application (Transport Technology Application) by the associate. At no point should associates share their contact details with the driver, nor obtain the driver's contact details. Security guards, drivers and other contractual personally will be hired from licensed agencies, with background verifications done. Required checks and controls will be put in place in the cab to monitor unwarranted activities of the drivers. Drivers will be monitored for drunken driving before they leave the office premises. Any female associate leaving office premises at / post 8:00 PM is required to avail company transport. Failure to take company transport between 8:00 PM to 6:00 AM is a non-compliance and will be treated as misconduct and will be lead to disciplinary action. Disclaimer: *Any exception not covered under this policy should go through the HR Head/Director Administration for further approval. FAQ & Guidelines 1. How is the Transport Operations designed? a) App Enabled – with Associate and Cab driver b) Live Tracking – to know the position of the allotted cab c) Login/Logout monitoring through App d) SOS-Emergency Alert e) Fellow passenger boarded notification f) Proximity notification g) No show – App notification h) Trip feedback notification i) Associate & Driver call masking / Call recording k) Safe reach confirmation through App & IVR 2. Will there be changes in type of vehicles based on the number of planned occupants? Yes, based on the number of associates in that particular route, the optimal type of vehicle will be deployed 3. What is the time limit for cancellation in order to avoid 'No Show'? a) 4 hrs. prior to the Login and 2 hrs. prior to the Logout b) If cancellation is done beyond the above time limit, will be considered as 'No show' 4. How far is the pickup point from my home? Since it is point to point pick & drop from 06:00 AM to 08:00 PM, depending on the approach of the pickup location you may select the designated nodal points in the Transport Technology Application app convenient to you 5. Will there be standard travel time or can it get changed whenever new associates get added to the existing route? It depends on the routing of the newly added associates. However, a deviation of 30 mins travel distance are allowed to avoid additional cost towards inducting additional cab due to the single occupant in that route or around the route (about 5 kms radius). We continuously monitor routes, occupancy, travel times and cost to optimize across all the routes 6. Will the associates be provided office transport if the associates request for cab beyond scheduled shift hours? Any such request will be considered as Adhoc and actioned accordingly provided with respective Managers approval & based on availability of Vehicles towards designated location. 7. Is the transport provided for female associates to login / logout office during Odd hours (20:00 hrs to 06:00 hrs) due to business critical needs? Yes, Transport will be provided to all associates as per scheduled timings, however in case of female associate is a 1st pickup / last drop during odd hours an Escort Guard will be deployed in the vehicle. 8. Are associates allowed to bring their kids, friends, pets & family members in cab? Female Employees are allowed to accompany their Kids (below 5 years age) who are in Daycare center within office premises. Friends, pets & Family members are not allowed to use the facility 9. What is the cab waiting time at associate's pickup point? User needs to be present at the Pick-up Point 5 minutes before the scheduled pickup time & no cab will wait for associate for more than 2 minutes after the pickup time communicated to associates, post which vehicle will depart from respective location marking associate as No-Show. 10. What is the buffer time for boarding and departure? For login - Vehicles will report 15 minutes prior to login time (9:00 PM Login, vehicles should report to premises by 08:45 PM) For logout - Vehicles will start departure after 15 minutes buffer from scheduled timing (17:00 hrs logout, 1st vehicle will depart from premises by 17:15 hrs) irrespective if the scheduled associates turn up or not 11. Whom should I contact if I have a query/ feedback? a) Transport Admin team / Transport helpdesk number: Bangalore dl-legatotransport@legatohealth.com - 080 61520141 b) Transport Admin Team / Transport helpdesk Number: Hyderabad dl-transportHYD@legatohealth.com 040 - 68170 141 12. How will associates get notified if their respective vehicle gets changed or pickup/ drop time or points changed? a) Relevant information will be shared via SMS & through Transport Technology Application App prior to the pickup /drop time b) Associates shall check for the details in the Transport Technology Application app in case SMS is not received due to any network issues. 13. Will Transport team allocate some other cab if the associates miss their first cab? No, - Office Transport will leave the point after waiting for 2 minutes and the associates not boarding in time will need to make their own arrangements to reach office and such expenses will not be reimbursed. 14. What is to be done if the vehicle does not turn up on time for the pickup/ drop? a) Associates to call the Transport Helpdesk for immediate assistance. b) At times, due to transport service failure or unexpected challenges, transport team would advise associates to make their own transport arrangements. In such cases associates expenditure would be reimbursed as per the respective location limits against the submitted bills by respective service provider. Associates have to claim the expenses through Chrome River in case the cab is not provided by the transport department 15. What if associates doesn't get notified about their vehicle details in the Transportation Automation Tool due to some network issue? Associates to call the Transport Helpdesk for immediate assistance 16. Will I get bus pass/ Train pass if I do not opt for company transport? We encourage associate to use office transport and no Bus or Train bus pass will be facilitated. However, associate on their own may get the BMTC bus pass, which will not be reimbursed. 17. What is the Transport boundary for opting Company Transport? Transport will be provided to all associates residing not more than 40 Kms 1 way from Office location 18. What is the cutoff timings for Monthly roster submission? Associates / POC needs to schedule their shift details through Mobile App on or before 10.00 AM, Friday for the following week 19. What is the cutoff timings for Adhoc requests? a) Pickup – 12 hours prior to Login time b) Drop – 3 hours prior to Logout time. However, Adhoc requests will be actioned subject to respective Manager's approval & Cab / Seat availability. 20. What is the Transport Usage charges? Uniform rate of Rs 1600/- per month will be charged to all associates availing company provided transport services, except during the below scenarios, the rate can be changed by the management with prior information to the associates a) Rostered for night shifts - shifts starting anytime between 12:00 PM to 6:59 AM b) Partial deduction of Rs 800/- will be deducted if transport facility is availed for less than 10 days in a month. c) For contract associates, 1600 will be deducted irrespective of shift timings. 21. What if personal belongings is Lost in cab: a) Associates are responsible for their Personal belongings, in case of any personal belongings left behind in cabs, the drivers have been instructed to hand over the same to 22. Vehicle met with accident, or involved in some road rage issues, what should be responsibility of the associates a. The associates are requested, not to panic and press the panic button in the Transport Technology Application app b. Employees are requested not to get down from the cab if it is a minor accident c. In case the accident is caused due to negligence of Legato driver: a. do not argue with the driver nor the other party b. Advise driver to stay with the cab and do not leave d. Call the transport or security control room for immediate assistance e. Please specify the exact location and the severity of the accident (so the transport/security team can arrange ambulance service well before) f. Alternate vehicle will be arranged by transport team, g. Reach out to nearby police station in case of extreme cases. 23. If the transport schedule alert not received what shall be done by employees Please call 24/7 transport helpdesk mobile no for feasible options Always check network and refresh app for trip details 24. What if driver deviates from Regular route. a. Immediately trigger the Panic button, Transport / Security team will take necessary action immediately. b. Do not instruct driver to deviate from regular route for personal reasons 25 What of the associates lost any belongings in the transport vehicle? The associates can check with Transport Helpdesk / Security. If lost item is found, the same will be returned by security after due verification. However, safety of personal belongings of associates rests with them and Transport Department is not responsible for any such losses. VERSION HISTORY History Review and/or Approval Date Effective Description of changes Initial Draft 01-May-2018 01-May-2018 New Draft Revision 23-Sep-2018 23-Sep-2018 Added FAQ's Revision 20-Nov-2019 20-Nov-2019 Updated Point 20 in FAQ's Revision 30-Dec-2019 01-Feb-2020 Added point related to non-compliance & no shows.

Title: Grievance Redressal Policy No.: LPVer1.7 Applicability: All Permanent Associates of Legato Healthcare Technologies LLP Original Effective Date: 02 -August-18 Approver(s): Subhashini Sriram - Head HR, Legato Last Review/Approval Date: 11-December-19 Process Owner: Kameshwari Danturti - Sr Manager - HR, Legato Current Version Effective Date: 5-May-2021 Version History Purpose The purpose of this policy is to: • Describe the scope and definition of grievances • Outline the process of reporting grievances • Share general guidelines to follow with an aim to provide a robust grievance redressal system and provide a harmonious and productive environment. Scope This policy is applicable to all fulltime associates of Legato Health Technologies LLP. Policy The policy aims to fulfil the following objectives: 1. To enable all the associates to share or express their concerns 2. To set up a process on resolution of grievances in an impartial and fair manner. 3. To address concerns within a reasonable time frame. Change History Review or Approved Date Effective Date Description of Changes 1 02-Aug-18 02-August-18 Added a paragraph on Malicious or false complaint 2 23-Apr-19 01-May-19 Revised List of Committee Members 3 21-Jun-19 21-June-19 Revised List of Committee Members 4 15-Jul-19 15-July-19 Revised List of Committee Members 5 30-Jul-19 01-August-19 Added a clause of composition of Apex Committee 6 21-Nov-19 21-Nov-19 Revised List of Committee Members 7 11-Dec-19 11-Dec-19 Revised List of Committee Members 8 5-May-21 5-May-21 Deletion of Apex and addition of AR office and process flow diagram Definitions We are aware that there may be times when our associates see a need to file a complaint against unjust treatment, harassment, etc. which impacts their regular work in the workplace. This grievance policy is created to clearly outline the process for these instances to ensure that all our associates are heard with complete confidentiality, and their concerns addressed. The process is known as Grievance Redressal. Examples for Grievances Below is a sample list of such grievances that can be considered as appropriate under this policy, but are not limited to: - • A belief that companies policies, practices, rules, regulations, or procedures have been applied inconsistently • Treatment considered unfair, such as coercion, reprisal, harassment (including sexual harassment), or intimidations; • Alleged discrimination because of unconscious bias, discrimination on the grounds of age, color, ethnicity, disability (including persons infected with HIV or persons with AIDS), marital status, nationality, region, race, religion, gender, sexual orientation, pregnancy, medical condition, national origin, race, gender identity etc. and • Improper or unfair administration of associate benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority. Associate Relations Office: Associate Relations Office (AR Office) is an independent function within HR which reviews workplace concerns raised by associates in an unbiased manner and provides counsel/advice to all stakeholders appropriately. The AR office operates on the principles of trust and fairness where associates can raise concerns with confidence and be assured that these will be treated and resolved with utmost confidentiality and fairness. If you have a concern or question, you should follow the process below: • First discuss it with those in your management chain. • If you are not comfortable with that approach for any reason, or if you believe that no action is taken, you may submit a service request through Engage tool on Pulse page • Your request comes directly to the AR office and will be completely confidential. • Incidents relating to POSH (alleged discrimination or discriminatory harassment based on race, color, religion, sex, gender, age, national origin, sexual orientation, disability, or any other protected characteristic) should immediately be reported through the Engage tool choosing POSH as the option while submitting the grievance. Such complaints may be raised through the grievance redressal process, however they will be addressed by the POSH team. You may raise concerns, in good faith, to AR without fear of retaliation. All the concerns raised with AR team will be kept completely confidential. Legato strictly prohibits any acts of retaliation against associates who raise good faith concerns, or who participate in investigations of concerns. However, associates who knowingly make false or malicious reports against another associate will be subject to corrective action up to and including termination of employment (as consistent with applicable law). If conduct in violation of this policy resumes, or if the associate feels that he or she has been retaliated against for raising a concern, the associate should immediately notify AR. General Guidelines Associate Relations (AR) as a part of the Human Resources department and can help resolve issues related to these and other incidents: • Perceived conflicts with managers or associates including unfair treatment and /or favoritism • Improper administration of a policy or an associate benefit • Problems arising from the application of policies, practices or rules, department work rules or from any condition of employment • Unsafe or unhealthy working conditions • Corrective action /PIP concerns • Incidents of alleged discrimination or discriminatory harassment based on race, color, religion, sex, gender, age, national origin, sexual orientation, disability, or any other protected characteristic. All such incidents should immediately be reported through the tool choosing POSH as option. While such complaints may be raised through the grievance redressal process, POSH team will handle such cases. AR will maintain confidentiality to the extent permissible by law. • Information concerning an associate grievance will be confidential. AR team will investigate the complaint and may discuss it only with those individuals on a "need to know" basis or those who are required to supply necessary background information or advice. • Associates will not be penalized for proper use of the grievance redressal process. However, if an associate raises complaint in bad faith or solely for the purpose of delay, or harassment, or repeatedly raises disputes devoid of merit or in connection with minor disagreements, it will be considered an improper use of the AR office services. • Initiation of a complaint under the grievance resolution policy by an associate does not limit the right of the company to proceed with any disciplinary action that is not in retaliation to the use of the grievance redressal policy. • In addition, associates and mangers are prohibited from retaliating against an associate who properly uses the grievance resolution procedure. • The company may, at its own discretion, refuse to proceed with any grievances if it determines improper under this policy. • Disputes with respect to the terms of employment stated in the employment letter shall be addressed by the grievance resolution procedure. If any such grievances are raised, the conditions of employment as per the employment agreement take precedence over the grievance resolution procedure. Grievance Resolution Procedure A healthy & robust grievance redressal process helps to create mutual respect between the organization & its associates. It facilitates and maintains a positive employee morale through quick resolution of the grievances. As an organization we strive to correct and address grievances in an open and transparent manner. • An appropriate dispute is defined as where an associate has expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other associate. • Associates are encouraged to first approach their manager to discuss and try to resolve any issues they might be experiencing. This often addresses a concern in a simple, open and time- efficient manner. • Manager shall respond to the associate within 5 working days • If there is no response from the manager or the associate is dissatisfied with the response by the manager, associate should report the same to the (Associate Relations) AR office through the Engage tool on Pulse portal to address their grievances. • The AR office will ask all involved parties as needed to share the details of their supporting statements where appropriate. All witness shared will be interviewed and all the interviewed statements would be recorded, signed and dated if the meeting is conducted in person. Alternately the meetings may be recorded or documented over emails during virtual/remote working. • Post enquiry, the AR team will review the findings and decide on the final recommended action basis the findings. • The AR team will meet the respondent and walk him/her through the nature of allegations, the details of findings and inform them of the final decision. • AR team will also meet/talk to other parties (including HR) involved where there is an action recommendation. All such involved parties should update AR office on the closure of actions. Improper use of Grievance Redressal forum through malicious or false complaint You may raise concerns, in good faith, to the Associate Relations (AR) office without fear of retaliation. All the concerns raised with AR team will be kept completely confidential. Legato strictly prohibits any acts of retaliation against associates who raise good faith concerns, or who participate in investigations of concerns. However, associates who knowingly make false or malicious reports against another associate will be subject to corrective action up to and including termination. If during investigation, the AR office determines the following, it is deemed to be inappropriate conduct/misconduct in terms of Company policy. • The allegation was malicious • The complainant has made the complaint knowing it to be false • The complainant has produced any forged or misleading document • Any witness has given false evidence or produced any forged document Action against malicious or false complainants The AR office will recommend that action be taken against the complainant in accordance with the prescribed policies. It is clarified that a mere inability to substantiate a complaint or provide adequate proof will not attract action against a complainant under this provision. Action against false witnesses Where the AR office arrives at a conclusion during the inquiry any witness has given false evidence or produced any forged document, it may recommend necessary action against such witness Appeal In case an associate is not satisfied with the outcome of the AR office, he or she can appeal to the HR Head – Legato India. The HR Head will take the necessary steps to review and investigate the grievance and will then issue a final written decision. Redressal flow chart: FAQ for all associates 1. What does AR mean? AR (Associate Relations) is one of the functions in HR, the team focuses on encouraging healthy relationships, transparent and meaningful conversations and want all associates and managers to feel valued and supported 2. Why should I use engage tool to share my grievance when I can connect with HR over mail? With Legato growing in such a fast pace environment, it is important to streamline our processes to ensure better redressal of grievances. Connecting within teams using a standardized tool and a specialized office for all associate relations requirements ensures faster and more transparent redressal. 3. What is the benefit of using the tool? Service Now has a well-defined workflow with SLA (service level agreements) for each catalog and task. You will get regular updates on your case, thereby facilitating a transparent communication. The tool also provides various reporting functionality. 4. Where can I get the link to access the AR tool? The link to AR tool is 'https://anthem.service-now.com/esc' Alternatively, you can visit the Pulse page under HR and add app 'IND- Legato AR' 5. What are the different service catalogs available in the tool for my support? • Coaching for me • Help resolving a conflict • Help me with a workplace concern 6. Can I get the status on the case submitted by me? You can view the case submitted under the section "My Cases". You can also check the status of the cases and the AR member assigned to your case. 7. Can I cancel the request once submitted? Yes, if you want to cancel the request once submitted, by clicking on the section "My Cases". 8. How can I request help from AR, if I have an urgent issue? All cases are actioned at the earliest, however If you have an urgent issue, please include the word URGENT in the short description. 9. What are the various types of grievances for which I can approach the AR team? Below are a few categories of grievances for which you can approach the AR team. However, we would recommend you talk to your manager on the grievance first before approaching AR team. • Not satisfied with current job role/ process/ technology • Need guidance on managing a difficult situation/ team member/ manager • Personal situation impacting work • Work related challenges • Guidance on career aspirations/ learning options • Assistance in Organization policy

• Dealing with Inter team conflicts • Guidance of soft skill coaching aspects • Conflict with team member working in the same team/project • Conflict with Reporting Supervisor / Manager /Skip manager • Conflict with stakeholder/ trainer/ buddy /colleague and if there is any need of coaching assistance such as counseling, guidance etc. • Harassment/ discrimination/ biasness/ favoritism/ violence/ abuse • Issues with benefits provided by the company (Insurance, Joining Bonus, EAP etc) • Instance of retaliation • Impact due to Organization Communication/ Restructure (Redeployment, business process revamp) *Complaint on observed misbehavior of an associate (FTE) with vendor staff • Organization policies or process 10. What are SLAs for closing my grievance? Every service catalog has an SLA by which every case has to be closed below are the details • Coaching for me - 15 business days • Help resolving a conflict- 15 business days • Help me with a workplace concern - 15 business days 11. Can I raise an employment concern on behalf of someone else? Yes, you can if you witness any wrongdoing/misconduct/inappropriate behavior which impacts any other FTE (full time employee) or vendor staff, please raise a concern in the tool 12. How is confidentiality maintained on my grievance, when reported? Any request raised is kept confidential and discussed with other associates or stake holders on a need-to‑know basis as part of the enquiry process. 13. Am I eligible to raise a grievance while serving notice period? Yes, you can raise a grievance with AR as long as you are employed with us. 14. Can I raise service ticket for the same issue again if it persists in future? Yes, you can raise the service ticket on engage tool for the same issue. 15. Whom should I reach out to if I am not happy with resolution provided by AR team? In case, you are not happy with the resolution, you can reach out to the Head HR – India. 16. Can I raise multiple issues at the same time or separately? Yes, you can raise multiple issues at the same time, if the nature of grievances are separate. 17. Can a contract employee raise a concern against an FTE? Yes, a contract employee can raise a concern against a FTE. However, since they do not have access to Engage tool, we would recommend they raise it with their employer who will work with us for resolution. 18. As a FTE, can I raise a concern against a contract employee when I have a grievance? Yes, an FTE can raise a concern against a contract employee. 19. How can a contract employee raise a concern against another contract employee? Both of them should reach out to their parent organizations to get their concern addressed. 20. Can my issue / concern be resolved without raising service ticket on engage tool? It is advisable to raise a service ticket on engage tool as it will help you in tracking the status of the issue. 21. Do I need to inform my manager before reaching out to AR office? No, it is not required to inform your manager before reaching out to AR office. 22. Will my identity be confidential for the concern / issue I raise with AR? Yes, we will resolve your issue with confidentiality and your identity will not be disclosed until there arises a situation on a need-to-know basis. 23. Will my manager come to know if I raise a concern / issue against them? No one except the complainant and AR team members will be aware of the ticket you raised with AR office. You can stay assured on the confidentiality to that extent. 24. Will my performance ratings or my experience at legato be impacted if raise a concern / issue with AR? No, it won't affect your employment or career growth in any form. 25. Do we have help line number for AR office? We don't have any help line number. But once the ticket is raised, we make sure to establish an initial contact within 48hrs. 26. Can I withdraw my concern / issue during investigation? Yes, you can withdraw. However, we would advise you not to, as the primary goal of AR office primary is to make sure you get appropriate redressal to your concern. 27. Can I raise more than 2 concerns / issues at the same time? Yes you can. Please select the appropriate category for the issues in the AR tool by raising two separate tickets if the categories are different. 28. Can my concern be addressed / resolved regardless of the TAT what AR follows? One member from the AR team (AR consultant) will be dedicated to your issue, when raised and you can expect a timely resolution. We are sensitive to your concern and will help with a resolution at the shortest possible time. 29. Can I see an update on engage tool for the issues I have raised? At regular intervals, AR consultant working on your concern will update the tool with progress and this will be visible to you as it gets updated. 30. Can I talk to AR team member before I raise a concern on tool to understand if my concern / issues fall under scope of AR? You can speak to any member from AR team to discuss and understand the issue you have. If it does not come under the scope of AR, you will be routed to the right person/ department. 31. Can I reach out to AR for any 1*1 discussion for my personal wellbeing? We will advise you to reach out to EAP and use their services as appropriate. 32. Will I get opportunity to justify myself and will I be heard out if someone raises a false complaint on me? Yes, AR team believes in giving fair hearing to both the parties. If the complaint is malicious in any form, disciplinary actions will be taken against the complainant which may lead up to termination of employment ((as consistent with applicable law). 33. Can I reach out to AR directly if I am not comfortable speaking to my HRBP & manager? Yes you can reach out for any particular issue you have for which you are not comfortable talking to your manager or HRBP. 34. Can we raise POSH related concern in AR tool? Yes, you can choose POSH as a category and the case will be routed to POSH team. All sexual harassment cases can also be raised to POSH committee over email. 40. What action will AR team take if one of the witness / investigation committee part of investigation don't maintain confidentiality? After due enquiry, appropriate disciplinary action will be recommended. 41. What will happen if the potential accused comes to know that the complainant has raised the issue against him/ her? AR team members do not discuss on any concerns or grievances raised to ARO. However, we also expect the same level of confidentiality to be maintained by the complainant in not discussing with anyone else.

Aon | Proprietary & Confidential 1 Legato Health Technologies LLP Benefit Manual 2022-23 Prepared By Aon India Insurance Brokers Pvt. Ltd. Registered Office - Unit 102, 1 st Floor, The Estate, #121, Dickenson Road, Bengaluru - 560042 Composite Insurance Broker | IRDAI License No.624 License Validity - 16/10/2020 to 15/10/2023 2 Make the best use of your Benefits Getting Enrolled • Plan Enrollment Procedure & Process for getting your E-Card Making A Claim • Hospitalization Procedure, Claims Check List and Key FAQs Your Plan Details • Plan Information, Benefit Details & General Exclusions 3 Know Your Benefits Group Medical Benefits Confidential Document The information contained here is only a summary of the employee benefit insurance policy documents which are kept by your employer. If there is a conflict in interpretation, then the terms & conditions of the applicable policy document will prevail. The Group Medical policy covers expenses by the insured persons (employee & family members covered) on account of hospitalization due to sickness or accident. The policy covers expenses incurred on room rent, medicines, surgery etc. Expenses for hospitalization are payable only if a 24-hour hospitalization has been taken. Under a scheme such as this the typical expense heads covered are the following: room/boarding expenses as provided by the hospital or nursing home ; nursing expenses ; surgeon, anesthetist , medical practitioner, consultant , specialist fees ; anesthesia, blood, oxygen, operation theater charges, surgical appliance, medicines and drugs.; dialysis, chemotherapy, radiotherapy, and similar expenses. 4 Plan Name Group Medical Plan Policy Holder Legato Health Technologies LLP Period of the Cover Annual Inception Date 25-January-2022 Expiry Date 24-January-2023 Insurer Aditya Birla Health Insurance Co. Ltd. TPA Paramount Health Services & Insurance TPA Pvt. Ltd (New) Floater Sum Insured Limits INR 300,000 per Family (Up to Manager) INR 500,000 per Family (

Sr Manager) INR 800,000 per family (Director and above) Additional Enhanced Sum Insured Policy :Floater Sum Insured INR 300,000 per Family(Policy terms remain same as per base policy) Members Covered • Employee • Spouse • Dependent children (first 2 living dependent children up to 25 yrs of age) • Dependent Parents/Parents-in-law up to 90 years of age. • Employees have option to cover additional parents by paying additional premium INR 4,350 + GST Per parent. Geographical Limits Covered for expenses incurred in India only Mid-Term Enrollment Allowed, only for new joiners, & New dependents - New marriage employee's Spouse & Newborn child within 30 days Age-Limit 01 days to 90 years Your GMC Plan Details 5 Particular Description Special Condition, if any Total Members Covered per Family Employee, spouse, dependent children, Dependent Parents/parents-in-law Additional parents/parents-in-law can be covered by paying an additional premium of INR 4,350 + Tax per parent Employee Yes - Spouse Yes - Child Yes 2 dependent children only Parent Yes - Parent-in-Laws Yes - Sibling No - Other No - Family Definition Is Mid Term Enrollment Allowed? Particular Description Special Condition, if any Mid-Term Enrollment of Existing employees' Dependents(as on plan start date) Not Allowed - Mid-Term Enrollment of New Joinees (New Employees +Their Dependents) Allowed * - Mid-Term Enrollment of New Dependents (Spouse/Children) Allowed * Newly married employees' spouses & newborn children within the policy year subject to 30 days intimation from DOJ / DOB / Date of marriage. No Individual should be covered as dependent of more than one employee Your Plan Details 6 IMPORTANT:- Intimation and Submission Timeframes: Intimation of claim:- TPA must receive Cashless request within 24 hours days from date of Admission. Submission of claim :- TPA must receive the claim documents for all reimbursements within 30 days of discharge from hospital. The above details are only snapshots of the benefits provided under your group medical plan. Please refer Policy document for complete information on Coverage & exclusions. Policy Benefits Standard Hospitalization Covered Pre-existing Diseases Covered First 30-days Waiting Period Waived off First Year Waiting Period Waived off Pre & Post Hospitalization Expenses Covered, 60 days Pre and 90 Days post Ambulance Services INR 2,000 per person per event only in emergency Restriction on Room-Rent • For Employees up to Manager Level : Normal: INR 8,000 per day and Intensive Care Unit (ICU): On Actuals. • Senior Management (above I13 grade, Sr Manager and Above : Single A/c Private per day and Intensive Care Unit (ICU): On Actuals. Deductible & Co pay Nil Co-Pay Domiciliary hospitalization Not covered Diagnostics Expenses Standalone diagnostic not covered Policy Benefits Ayurvedic claims (AYUSH) Covered upto 25% of the SI, subjected to inpatient treatment being undertaken in a Govt registered hospitals or NABH accredited Hospitals only. Day Care Procedures Covered Internal congenital Covered External Congenital Covered, in case of life-threatening situation Dental & Vision Covered only in case of accident (hospitalization) Oral Chemotherapy Covered Home Quarantine for Covid Covered up to 20% of Sum Insured only if tested positive for COVID 19. (Medicine / Investigation / Doctor / Nurse -Consultation / PPE kit). Cochlear implant Covered, cochlear implant with 50% FSI Cataract Covered, INR 30,000 per eye PTCA, Stents & Joint Replacement Covered, cost of implant as per prices decided by National Pharmaceuticals Pricing Authority Cyber knife/Robotic surgery/ Stem cell therapy Covered with 50% co-payment Lasik Surgery to correct eyesight if refractive error of eye is beyond +/-7.5D Your Plan Details 7 Maternity Benefits The maternity benefit is provided under your group medical plan Maximum Benefit INR 75,000 for both Normal and C-Section within Sum Insured Limit Limit Maximum up to 02 instances 9-months waiting period Waived off Pre-Post Natal expenses Covered up to INR 5,000 with in maternity limit only on (OPD & In-patient) New born baby covered from day 1 Covered from day 1 Well Baby expenses Well baby charges covered up to 3,000 within Maternity Limit IMPORTANT : For maternity reimbursements and employees on subsequent maternity leave , please do not wait till you have returned back to office to submit a claim as it will cross the claim submission within 30 days to avoid denial of claim. Please also immediately inform your hr about the new baby coverage as your dependent as A subsequent complication may be A possibility and intimation is mandatory prior to coverage. ▪ Maternity benefits are admissible only if the expenses are incurred in Hospital / Nursing Home as in-patients in India. ▪ Those Insured Persons who already have two or more living children will not be eligible for this benefit. ▪ Expenses incurred in connection with voluntary medical termination of pregnancy during the first 12 weeks from the date of conception are not covered. Infertility Treatment and sterilization are excluded from the policy. Your Plan Details 8 Other Benefit Features Policy Benefit Definition Covered/Not Covered Room Rent • Normal INR 8,000 per day for Level up-to Managers and Single A/c Private per day for levels Sr Managers & above • Intensive Care Unit (ICU): On Actuals • Insured employees are requested to use prudence and proper negotiation with Hospital/ Nursing home in availing the eligible room category. • Please remember, higher the room category higher is the cost of treatment. This may result in faster exhaustion of your total available eligibility • Employee opting for a higher room catergory will have to bear the proportionate increase in cost on all categories / heads Covered Your Plan Details 9 Plan Name Group Medical Plan Policy Holder Legato Health Technologies LLP Period of the Cover Annual Inception Date 25th of January 2022 Expiry Date 24th of January 2023 Insurer Aditya Birla Health Insurance Co. Ltd. TPA Paramount Health Services & Insurance TPA Pvt. Ltd Sum Insured Limits INR 100,000, INR 200,000, INR 300,000, INR 400,000, INR 500,000, INR 700,000; INR 800,000 INR 10,00,000 Members Covered As per the base cover Geographical Limits Covered for expenses incurred in India only Mid-Term Enrollment Allowed, only for new joiners Age-Limit 90 Years Benefits Same as the base cover Your Plan Details - Voluntary Employee Top-up policy 10 Premium Rates – Voluntary Employee Top up policy Independent Voluntary Top up policy premium chart Top up Sum Insured Net Premium (Incl Tax) INR 100,000 INR 7,493 INR 200,000 INR 8,555 INR 300,000 INR 9,263 INR 400,000 INR 10,030 INR 500,000 INR 10,974 INR 700,000 INR 12,626 INR 800,000 INR 15,930 INR 10,00,000 INR 18,526 Additional Multiply work fit for the employee only who are opting for Top-up as per below • Active age score through online HRA • 24*7 access to wellness experts- Doctor on call, counsellor on call, ask a dietician, ask a specialist • Wellness tips • Active day leader board • Access to 6 fitness sessions every month- Yoga, Zumba, Cardio, Strength etc. • Cashback and discount from various lifestyle partners Deduction of premium towards “Top Up” Coverage: The amount towards the premium will be deducted from your next month’s salary. 11 If any Insured Person suffers an Illness or Accident during the Policy Period that requires Insured Person’s hospitalization as an inpatient, then the insurer will reimburse reasonable and customary expenses towards the below mentioned hospitalization under your group medical plan. ▪ Inpatient Treatment ▪ Room rent and boarding expenses ▪ Doctors fees (who needs to be a medical practitioner) ▪ Intensive Care Unit ▪ Nursing expenses, Anesthesia, blood, oxygen, operation theatre charges, surgical appliances, ▪ Medicines, drugs and consumables (Dressing, ordinary splints and plaster casts) ▪ Diagnostic procedures (such as laboratory, x-ray, diagnostic tests) ▪ Costs of prosthetic devices if implanted internally during a surgical procedure ▪ Organ transplantation including the treatment costs of the donor but excluding the costs of the organ The expenses shall be reimbursed provided they are incurred in India and are within the policy period. Expenses will be reimbursed to the covered member depending on the level of cover that he/she is entitled to. Expenses that are of a diagnostic nature only or are incurred from a preventive perspective with no active line of treatment and do not warrant a hospitalization admission are not covered under the plan. Your Plan Details What Is Covered? 12 Group Medical – Pre & Post Hospitalization Expenses Please note that although you are covered for post hospitalization claims for 60 days after discharge, you are expected to file a reimbursement claim with the TPA within 7 days of incurring the expense after compiling 60 days. The pre & post hospitalization expenses are covered under your group medical plan. Pre-hospitalization Expenses If the Insured Person is diagnosed with an Illness which results in his or her Hospitalization and for which the Insurer accepts a claim, the Insurer will reimburse the Insured Person's Pre-hospitalization Expenses for up to 30 days prior to his Hospitalization as long as the 30 day period commences and ends within the Policy Period. Duration Within 30 days before hospitalization Restrictions No restriction Post-hospitalization Expenses If the Insurer accepts a claim above and, immediately following the Insured Person's discharge, he requires further medical treatment directly related to the same condition for which the Insured Person was Hospitalized, the Insurer will reimburse the Insured Person's Post-hospitalization Expenses Duration Within 60 days post discharge Your Plan Details 13 Other Benefit Features Policy Benefit Definition Covered/Not Covered Pre-existing Diseases ▪Any Pre-Existing Condition or related condition for which care, treatment or advice was recommended by or received from a Doctor or which was first manifested prior to the commencement date of the Insured Person's first Health Insurance policy with the Insurer ▪ Covered First 30-days waiting period ▪ Any Illness diagnosed or diagnosable within 30 days of the effective date of the Policy Period if this is the first Health Policy taken by the Policyholder with the Insurer. ▪ Covered First year Waiting Period ▪ During the first year of the operation of the policy the expenses on treatment of diseases such as Cataract, Benign Prostatic Hypertrophy, Hysterectomy for Menorrhegia or Fibromyoma, Hernia, Hydroceie, Congenital Internal Diseases, Fistula in anus, Piles, Sinusitis and related disorders are not payable. If these diseases are pre-existing at the time of proposal they will not be covered even during subsequent period or renewal too ▪Waived off Day Care ▪Day Care Procedure means the course of medical treatment, or a surgical procedure listed in the Schedule which is undertaken under general or local anesthesia in a Hospital by a Doctor in not less than 2 hours and not more than 24 hours. ▪Covered Diagnostic Expenses ▪All diagnostic tests and lab tests as part of hospitalization and pre-post hospitalization including OPD. Diagnostic tests without treatment or not related to treatment are not covered ▪Covered and Only incase of 24-hr hospitalization related to treatment Your Plan Details 14 General Exclusions ▪ Injury or disease directly or indirectly caused by or arising from or attributable to War, Invasion, Act of Foreign Enemy, War like operations (whether war be declared or not) or by nuclear weapons / materials. ▪ Circumcision (unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to any accident), vaccination, inoculation or change of life or cosmetic or of aesthetic treatment of any description, plastic surgery other than as may be necessitated due to an accident or as a part of any illness. ▪ Surgery for correction of eyesight, cost of spectacles, contact lenses, hearing aids etc. ▪ Any dental treatment or surgery which is corrective, cosmetic or of aesthetic procedure, filling of cavity, root canal including wear and tear etc unless arising from disease or injury and which requires hospitalisation for treatment. ▪ Congenital external diseases or defects/anomalies ▪ Convalescence, general debility, "run down" condition or rest cure, congenital external diseases or defects or anomalies, sterility, any fertility, sub-fertility or assisted conception procedure, venereal diseases, intentional self-injury/suicide, all psychiatric and psychosomatic disorders and diseases / accident due to and or use, misuse or abuse of drugs / alcohol or use of intoxicating substances or such abuse or addiction etc. ▪ Any cosmetic or plastic surgery except for correction of injury ▪ Expenses incurred at Hospital or Nursing Home primarily for evaluation / diagnostic purposes which is not followed by active treatment for the ailment during the hospitalised period. ▪ Expenses on vitamins and tonics etc unless forming part of treatment for injury or disease as certified by the attending physician. ▪ Any Treatment arising from or traceable to pregnancy, miscarriage, abortion or complications of any of these including changes in chronic condition as a result of pregnancy except where covered under the maternity section of benefits. Your Plan Details 15 ▪ Doctor's home visit charges, Attendant / Nursing charges during pre and post hospitalisation period. ▪ Treatment which is continued before hospitalization and continued even after discharge for an ailment / disease / injury different from the one for which hospitalization was necessary. ▪ Naturopathy treatment, unproven procedure or treatment, experimental or alternative medicine and related treatment including acupressure, acupuncture, magnetic and such other therapies etc. ▪ Genetical disorders and stem cell implantation / surgery. ▪ External and or durable Medical / Non medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Infusion pump etc., Ambulatory devices i.e. walker , Crutches, Belts ,Collars ,Caps , splints, slings, braces ,Stockings etc of any kind, Diabetic foot wear, Glucometer / Thermometer and similar related items etc and also any medical equipment which is subsequently used at home etc.. ▪ All non medical expenses including Personal comfort and convenience items or services such as telephone, television, Aya / barber or beauty services, diet charges, baby food, cosmetics, napkins , toiletry items etc, guest services and similar incidental expenses or services etc.. ▪ Change of treatment from one pathy to other pathy unless being agreed / allowed and recommended by the consultant under whom the treatment is taken. ▪ Treatment of obesity or condition arising therefrom (including morbid obesity) and any other weight control programme, services or supplies etc.. ▪ Any treatment required arising from Insured's participation in any hazardous activity including but not limited to scuba diving, motor racing, parachuting, hang gliding, rock or mountain climbing etc unless specifically agreed by the Insurance Company. ▪ Any treatment received in convalescent home, convalescent hospital, health hydro, nature care clinic or similar establishments. ▪ Any stay in the hospital for any domestic reason or where no active regular treatment is given by the specialist. ▪ Massages, Steam bathing, Shirodhara and alike treatment under Ayurvedic treatment. General Exclusions Your Plan Details 16 ▪ Any kind of Service charges, Surcharges, Admission fees / Registration charges etc levied by the hospital. ▪ Out patient Diagnostic, Medical or Surgical procedures or treatments, non-prescribed drugs and medical supplies, Hormone replacement therapy, Sex change or treatment which results from or is in any way related to sex change. ▪ Expenses incurred for investigation or treatment irrelevant to the diseases diagnosed during hospitalisation or primary reasons for admission. Private nursing charges, Referral fee to family doctors, Out station consultants / Surgeons fees etc,. ▪ Vitamins and tonics unless used for treatment of injury or disease ▪ Infertility treatment, Intentional self Injury, Outpatient treatment. ▪ Family planning Operations (Vasectomy or tubectomy) etc ▪ Genetical disorders / stem cell implantation / surgery ▪ All expenses arising out of any condition directly or indirectly caused by, or associated with Human T-cell Lymphotropic Virus Type III (HTLD - III) or Lymohadinopathy Associated Virus (LAV) or the Mutants Derivative or Variations Deficiency Syndrome or any Syndrome or condition of similar kind commonly referred to as AIDS, HIV and its complications including sexually transmitted diseases. ▪ External and or durable Medical / Non medical equipment of any kind used for diagnosis and or treatment like Prosthetics etc. ▪ Lasik treatment or any other procedure for correction/enhancement of vision is not covered. ▪ Any device/instrument/machine that does not become part of the human anatomy/body but would contribute/replace the function of an organ is not covered. ▪ Warranted that treatments on trial/experimental basis are not covered under scope of the policy. General Exclusions Your Plan Details 17 The Procedure : What Must You Remember ? • Employees have to provide all the details of dependents in the prescribed format provided in the joining docket for Mediclaim coverage. Dependents once declared cannot be changed during the policy period. • Existing Employees are covered as on date of policy commencement (or date of joining for new employees joining after 25 Jan 2022) along with their eligible dependents as per data provided by HR to

Insurance Company. • No midterm inclusion of dependents would be allowed except in case of spouse due to marriage of a employee and birth of child. • Midterm enrollment of new dependents (Spouse / Children) is allowed for employees within 30 days from Date of Marriage/ Date of Birth. The details need to be updated by you on Family Health Plan (TPA) website. • Eligible Dependent covered under the policy for existing employees can be viewed on the TPA website. Getting Enrolled 18 The Process For E-Cards Visit TPA website https://legato.paramounttpa.com Login to TPA Website Address Enter your User name /Password and click on Log In Click on View Ecard Click on 'To get e-card of your family member' to get a PDF copy Produce this at the time of hospitalization In absence of e-cards, you can present your company ID card too Government recognized photo ID is compulsory along with e-card Getting Enrolled 19 Log on to https://legato.paramounttpa.com 20 2) Update New Password of your choice 1) Update Employee DOB as Old Password 3) Confirm New Password 21 Update & Verify Mobile & Dependent details 2) Click on "Save" button 1) Update o. 3) Edit Dependent 5) Delete Dependent 4) Click to Add Dependent 2) Click on "Save" button 1) Update or Verify Mobile Number 22 Add Dependent details Add Dependent Details & Submit 23 Add / Delete Additional Parents if Required Click to Add Additional Parents Click on don't Want to add additional parents to Delete the Existing Additional Parents 24 Add Additional Parents if Required Update Additional Parent Details 25 Option to Select / Delete Top Up Sum Insured Click "Yes" to OPT or "No" to Delete the Existing Top Up 26 Change / Delete Top Up Sum Insured Option Change / Delete Top Up Sum Insured 27 Screen to Select / Delete Top Up Sum Insured Select Top Up Sum insured or Select "Don't want Top Up as per your requirement 28 Update Nominee Details of GPA/GTL Policy Click to Add GPA Nominees Click to Add GTL Nominees If the GPA & GTL Nominee are Same then Click in the Drop Box 29 Screen to Add Nominee You can add maximum 5 nominees Total Disbursement is equivalent to 100% Add Nominees 30 Nominee Details Reflecting in the below screen 31 Click to Submit (Record will save on final Submission) 1) Click on the drop box 2) Click on Submit 32 Final Authentication before submission Verify the Mobile before submission If the details are Correct then Click on "Yes" otherwise "No" to back page Authenticate & Click on "Yes" to Save the records 33 On Final Submission you will get an acknowledgment mail on your registered Email ID 34 The Hospitalization Procedure You can avail either cashless facility or submit the claim for reimbursement. Definition of Cashless ▪ Cashless hospitalization means the TPA may authorize (upon an Insured person's request) for direct settlement of eligible services and the corresponding charges between a Standard Network / PPN Network Hospital and the TPA. In such case, the TPA will directly settle all eligible amounts with the Network Hospital and the Insured Person may not have to pay any deposits at the commencement of the treatment or bills after the end of treatment to the extent these services are covered under the Policy. Denial of cashless does not mean that the treatment is not covered by the policy. Definition of Reimbursement ▪ In case you choose a non-network hospital, you will have to liaise directly with the hospital for admission. However, you are advised to follow the pre authorization procedure and intimate the TPA about the claim to ensure eligibility for reimbursement of hospitalization expenses from the insurer. ▪ To know about cashless or reimbursement, please visit the desired section mentioned below: Making A Claim 35 Process for Cashless Cashless hospitalization means the Administrator may authorizes upon a Policyholder's request for direct settlement of eligible services and its according charges between a Network Hospital and the Administrator. In such case the Administrator will directly settle all eligible amounts with the Network Hospital and the Insured Person may not have to pay any deposits at the commencement of the treatment or bills after the end of treatment to the extent as these services are covered under the Policy. Making A Claim List of hospitals in the TPA's network eligible for cashless hospitalization Hospital Network List Email ID: legato.phs@paramounttpa.com Click on Website -

https://legato.paramounttpa.com/ (Select Hospital Network) For Intimation: 1800226655 / 18002093377 Select State and City to view the Network Hospital List. For Assistance : Dr Nidhi Ahankari : 8976940936 Ms. Veena Koppikar :8976940935 Contact Call Centre at 24 X 7 Customer Service Centre - 1800226655 36 Group Medical – Cashless Hospitalization Planned Hospitalization Approach hospital 48 hrs. prior to admission, produces TPA card and completes pre-authorization formalities Faxes Pre-Authorization letter to TPA for Approval If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours If the case is Declined, Denial Letter will be issued to hospital (denial of cashless does not mean denial of treatment or claim) Incase additional information is required, TPA will inform the Hospital / Employee Emergency Hospitalization Admission in Hospital Pre-Authorization formalities to be completed within 24 hrs and sent to TPA for Approval If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours If the case is Declined, Denial Letter will be issued (denial of cashless does not mean denial of treatment or claim) Incase additional information is required, TPA will inform the Hospital / Employee Cashless Form 37 Group Medical – Reimbursement Insured visits non network hospital for treatment Takes discharge, pays for treatment Collects all original documents, receipts and investigation reports from Hospital Submits all original Hospital documents along with filled claim form within 21 days from date of discharge to TPA TPA acknowledges receipt of claim documents via email and commences claim process Incase additional information is required, TPA will inform the employee via email with reminders, If documents are not submitted within 30 days, claim may be closed/ declined If claim is payable, payment will be made to employee via NEFT If claim is declined, denial mail will be sent. 38 Claims Document Check List & Attachments Note: Kindly retain photo copies of all the documents. KYC – Government issued Photo ID and Address proof. The above is an indicative list and additional documents can be requested for to process a claim. No. Document Required (All in ORIGINAL) 1 Signed Claim form (KYC form is mandatory for claims above INR 100,000) 2 Main Hospital bills in original (with bill no; signed and stamped by the hospital) with all charges itemized and the original receipts 3 Discharge Card/Summary (original) 4 Attending doctors' bills and receipts and certificate regarding diagnosis (if separate from hospital bill) 5 Original reports or attested copies of Bills and Receipts for Medicines, Investigations along with Doctors prescription in Original and Laboratory 6 Follow-up advice or letter for line of treatment after discharge from hospital, from Doctor. 7 Break up with details of Pharmacy items, Materials, Investigations even though it is there in the main bill 8 In case the hospital is not registered, please get a letter on the Hospital letterhead mentioning the number of beds and availability of doctors and nurses round the clock. 9 In non- network hospitalization, please get the hospital and doctor's registration number in Hospital letterhead and get the same signed and stamped by the hospital. 10 In case of accidents, please note FIR or MLC (medico legal certificate) is mandatory. Making A Claim Claim Form 39 Group Medical – Important FAQs ▪ What are network hospitals? What should I do when I reach the hospital (NETWORK)? These are hospitals where TPA has a tie up for the cashless hospitalization. There are two kinds of network hospitals; PPN Network hospitals where cashless services can be obtained for emergency and planned treatments and Standard (Non PPN) network hospitals where cashless services can be obtained for planned hospitalisation. Once you have reached there, please show your ID card for identification. TPA will also send a letter of credit (on pre-authorization) to the hospital to make sure that they extend credit facility. Please complete the pre-authorization procedure listed earlier. If the pre-authorization is not done, you must collect all reports and discharge card when you get discharged. Please make sure that you sign the hospital bill before leaving the hospital. You can then submit the claim along with all the necessary supporting documents to TPA as a reimbursement . If however, you go to a non network hospital , it is still advisable to fill the preauthorization form (use the copy attached with the Benefits Manual). Please fill the claim form, attach the relevant documents and send it to TPA office for reimbursement. ▪ How can I claim my pre & post hospitalization expenses? The policy covers pre-hospitalization expenses made prior to 60 days of hospitalization and incurred towards the same illness/ disease due to which hospitalization happens. It also covers all medical expenses for up to 60 days post discharge as advised by the Medical Practitioner. All bills with summary have to be sent to TPA as a reimbursement. Making A Claim 40 Things To Remember ▪ Always aim to pre-authorize your benefits with the TPA This will help you in the following ways: • You will be informed in advance regarding your coverage for the treatment and whether it is covered under your medical plan or not . This will help you know in advance if your claim may get rejected at a later stage and you do not end up paying out of pocket. • It will help you ensure that the treatment cost is appropriate and not inflated. as the TPA will be able to cross check costs with the hospital in question. This will also help TPA in planning your hospitalization expenditure such that you do not run out of the cover that you are entitled to. • It will help TPA in registering the impending claim with the insurer ▪ Ensure your dependent list is always updated and claims submitted as per protocols Please ensure that all your dependents are covered and have a valid card at the outset itself as it will not be possible to add dependents at a later stage. Submit your reimbursement claims within timelines from the hospital. Please do not postpone this till later as it may mean that your claim gets rejected due to late submission . Please check that your documents are submitted completely at the first instance itself and originals are submitted wherever requested for . Do note that incomplete submissions will not be considered as exceptions by the insurers and will only delay the process further for you and a delay may lead to the claim getting closed. Please also retain a copy of all claim documents submitted to the insurer Making A Claim 41 ▪ Know that it is possible that benefits under your plan could be reduced v/s your eligible sum insured The following are some common reasons for rejection although these are NOT the only reasons why a claim could be reduced 1. Limits for the specific ailment exceed the reasonable cap on ailments listed in the manual, 2. Claim amount exceeds the permissible limit under the policy for you (denied to the extent of the excess), 3. Some expense items are non payable for e.g. toiletries , food charges for visitors etc. ▪ Know that it is possible that your claim could also be completely rejected under the plan? The following are some common reasons for rejection although these are NOT the only reasons why a claim could be rejected 1. Treatment taken after leaving the organization. (If you have been transferred from one group business to another, please confirm with your HR that you have been included for coverage under your new entity) 2. Treatment that should have been taken on an outpatient basis (unnecessary inpatient admission and / or no active line of treatment.) or where hospitalization has been done primarily from a preventive perspective. Please remember that on occasion your personal doctor may recommend hospital admission for observation purposes however such admissions are not covered under your medical plan 3. Treatment taken is not covered as per policy conditions or excluded, under the policy. Please go through the list of standard exclusions listed earlier. (for e.g. : Ailment is a because of alcohol abuse is a standard exclusion, similarly cosmetic treatments or treatments for external conditions like squint correction etc are not covered) . Hospitalization taken in a hospital which is not covered as per policy conditions (Ex. less than 10 bed hospitals), Admission is before/after the policy period or details of the member are not updated on the insurer’s list of covered members . Additionally in case original documents are not submitted as per the claim submission protocol, Making A Claim Things To Remember 42 Paramount Health Services & Insurance TPA Pvt. Ltd No. 4/2, 1st Floor, Shirdi Krupa Complex, Nagappa Street, Above Bank of India, Sheshadripuram, BANGALORE - 560 020 TPA Address (For Reimbursement Documents): Level Name Mobile Number Email ID 1st point of contact Toll free number 1800226655 -- 1st point of contact Dedicated Legato Toll free number 18002093377 -- SPOC Dr Nidhi Ahankari 8976940936 Legato.phs@paramounttpa.com Escalation 1 Ms. Veena Koppikar 8976940935 veena.koppikar@paramounttpa.com Escalation 2 Ms. Ameeta Pawar 9322798264 ameeta.pawar@paramounttpa.com Escalation 3 Mr. Srihari K.P. 9343728900 srihari.kulkarnI@paramounttpa.com Point of Contacts – Paramount Health Services (TPA) Point of Contacts - AON Level Name Mobile Number Email ID Escalation 4 Mr. Naveen Kumar N 9535652071 naveen.kumar.n2@aon.com Escalation 5 Mr. Om Prakash Kashyap 9243458500 om.kashyap@aon.com 43 Know Your Benefits Group Personal Accident Benefits (GPA) Confidential Document The information contained here is only a summary of the employee benefit insurance policy documents which are kept by your employer. If there is a conflict in interpretation, then the terms & conditions of the applicable policy document will prevail. The Group Personal Accident policy covers expenses by the insured persons (employee covered) on account of death or permanent / temporary, total or partial disability due to an accident. Accidental Permanent Disablement means disablement caused due to an accident which entirely prevents an insured person from attending to any business or occupation of any and every kind and which lasts 12 months and at the expiry of that period is beyond hope of improvement. Accidental Temporary Total Disablement means disablement caused due to an accident which temporarily and totally prevents the Insured Person from attending to the duties of his usual business or occupation and shall be payable during such disablement from the date on which the Insured person first became disabled. Accidental Permanent Partial Disablement is a doctor certified total and continuous loss or impairment of a body part or sensory organ caused due to an accident , to the extent specified in the chart provided by the insurer 44 Plan Name Group Personal Accident Policy Holder Legato Health Technologies LLP Policy period 25th January 2022 – 24th January 2023 Insurer Aditya Birla Health insurance Co. Sum Insured 5 times of CTC Members Covered Employee Age limit 18 – 65 years Geographical Limits Worldwide Schedule of benefits Accidental Death up to 100% of SI Dismemberment (100% SA) Permanent Total Disability (100% SA) Permanent Partial Disability TTD Benefit -1 % of Sum Insured or INR 25,000/- for Level up-to Managers and 1 % of Sum Insured INR 50,000 for level Sr Manager and above or actual weekly salary whichever is lower. Medical extension :covered up to INR 15,000 for accidental Injury on IPD or OPD Ambulance- INR 3,000 Terrorism is covered Your Plan Details 45 Partial Accident Disability Chart Event Percentage of Sum Insured Payable The sight of one eye or the actual loss by physical separation of one entire hand or one entire foot.50% 50% Use of a hand or a foot without physical separation 50% Loss of speech 50% Loss of toes – all 20% Loss of toes great - both phalanges 5% Loss of toes great - one phalanx 2% Loss of toes other than great, if more than one toe lost: each 2% Loss of hearing - both ears 75% Loss of hearing - one ear 30% Loss of four fingers and thumb of one hand 50% Loss of four fingers of one hand 40% 46 Partial Accident Disability Chart Event Percentage of Sum Insured Payable Loss of thumb - both phalanges 25% Loss of thumb – one phalanx 10% Loss of index finger – three phalanges 15% Loss of index finger – two phalanges 10% Loss of index finger - one phalanx 5% Loss of middle finger or ring finger or little finger – three phalanges 10% Loss of middle finger or ring finger or little finger – two phalanges 7% Loss of middle finger or ring finger or little finger - one phalanx 3% Loss of thumb - both phalanges 25% Loss of thumb – one phalanx 10% Loss of index finger – three phalanges 15% 47 Key Exclusions ▪ Suicide, attempted suicide (whether sane or insane) or intentionally self-inflicted Injury or illness, or sexually transmitted conditions, mental or nervous disorder, anxiety, stress or depression, Acquired Immune Deficiency Syndrome (AIDS), Human Immune-deficiency Virus (HIV) infection; or ▪ Being under the influence of drugs, alcohol, or other intoxicants or hallucinogens unless properly prescribed by a Physician and taken as prescribed; or ▪

Participation in an actual or attempted felony, riot, crime, misdemeanor, (excluding traffic violations) or civil commotion; or ▪ Operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft; or Scheduled Aircraft.; or ▪ Self exposure to needless peril (except in an attempt to save human life); ▪ Loss due to child birth or pregnancy. Your Plan Details 48 Group Personal Accident – Claim Procedure Employee / Beneficiary notifies HR, who in turn would intimate Insurer and submit required claims documents within 14 days of the event On obtaining all relevant documents, Insurer begins processing the claims Claim Investigation and Review post submission of all the required documents Is claim approved? On approval, the cheque is sent to the HR, from where it is given to the Employee / Beneficiary On rejection of the claim, Insurer would provide a valid reason for the rejection to HR / Employee / Beneficiary Yes No Making A Claim 49 Document Check List Document Details 1 Completed Claim form 2 Doctor's Report 3 Disability Certificate from the Doctor, if any 4 Investigation/ Lab reports (x-ray etc.) 5 Original Admission / discharge card, if hospitalized 6 Employers Leave Certificate & Details of salary Weekly Benefit / Temporary Disability Claims Disablement Claims Document Details 1 Completed Claim form 2 Doctor's Report 3 Disability Certificate from the Doctor, if any 4 Investigation / Lab reports (x-ray etc.) 5 Original Admission / discharge card, if hospitalized 6 Police Inquest report, wherever applicable This is an indicative list of documents and there may be additional documents required by the insurer. It is mandatory to provide the details for nomination of beneficiary. Making A Claim Typical Documents Needed 50 Know Your Benefits Group Term Life Benefits (GTL) Confidential Document The information contained here is only a summary of the employee benefit insurance policy documents which are kept by your employer. If there is a conflict in interpretation, then the terms & conditions of the applicable policy document will prevail. Group Term Life Insurance Scheme is meant to provide life insurance protection to the employees. The Policy provides for payment of a lump sum to the nominated beneficiary in the unfortunate event of the employee's death due to any cause. Plans may be subject to a Free Cover Limit and requirement for medical tests or these may be waived off as per specific terms relating to your group 51 Your Plan Details Plan Name Group Term Life Policy Holder Legato Health Technologies LLP Policy period 07th February 2022 – 06th February 2023 Insurer Aditya Birla Sun Life Insurance Co. Sum Insured 5 times of CTC Members Covered Employee Age limit 18 – 65 years Schedule of benefits Accidental Death up to 100% of SI Free Cover Limit of INR 50,000,000 52 Claim Procedure & Claim Documents Type of Claim Requirement Death (all causes of death #) Critical Illness And Disability 1. Claim Forms Part I: Application Form for Death Claim (Claimant's Statement) # Part II: Physician's Statement, relevant Hospital records and report from the concerned medical specialist giving nature of disability and illness (for Critical Illness claims). 2. Death Certificate issued by a local government body like Municipal Corporation/Village Panchayat # 3. Medical Cause of Death Certificate issued by attending physician/hospital # 4. Attested True Copies of Indoor case Papers of the hospital(s) 5. Post-mortem Report (Autopsy Report) & Chemical Viscera Report – if performed # 6. The Beneficiary : - Photo ID with DOB with relationship to the insured - Proof of legal title to the claim proceeds (e.g., legal succession papers, assignment deed etc.) 7. Employer's Certificate 8. Leave Records for the past 3 years If Death due to Accident (submit in addition to the above) All Police Reports / First Information & Final Investigation Report Proof of Accident – Panchnama / Inquest Report Newspaper cutting / Photographs of the accident – if available The above is an indicative list of documents, and the insurer reserves the right to ask for additional proofs & documents in support of the claim. Policyholder shall inform the insurance company of any claim within 30 days of the claim event. Making A Claim Private and Confidential | 52 53 Legal Disclaimer About Aon: Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance. The information contained herein, and the statements expressed are of a general nature and are not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information and use sources, we consider reliable, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation. www.aon.com Proprietary & Confidential Thank you

Title: Transport Policy	No.: LPVer1.3
Applicability: All Permanent Associates of Legato Healthcare Technologies LLP	**Original Effective Date:** 01-May-2018
Approver(s): Anilesh Seth, Country Head and Designated Partner, Legato	**Last Review/Approval Date:** 20 – November-2018
Process Owner: Manoj Ladi, Director Finance , Legato	**Current Version Effective Date:** 01-February-2020

Purpose

To provide transport facility for commuting to work and back home from designated pick-up and drop points

Applicability

This policy is applicable to all the associates working in Legato Health Technologies LLP.

General Guidelines

Legato Health Technologies LLP (Legato) shall provide transport facility to its associates for commuting to work and back home from designated pick-up and drop points. This service will be available Monday to Friday and other approved shifts during weekend, if any. Company will provide transport on Legato's declared holidays or any other holidays based on Business requirements.

The associate understands that the transportation provided is a group transportation and no associate will be given exclusive vehicle for this purpose. Legato reserves the right to change, add or remove routes as per its discretion based on sustainability.

The transportation provided to the associate is at the sole discretion of Legato and as per terms determined by Legato. In case of any exigencies, where the company vehicle is unable to pick-up, associate is required to reach office on their own.

Associate to share the filled transport requisition from (Form A) to the transport team within 2 days of joining for making necessary arrangements. Any change in location during the course of employment, to be submitted to the transport team 48 hrs in advance using the transportation form (Form A).

Transport services at Legato are meant only for transporting its associates & authorized personnel. The associate shall not make any personal use under the transportation policy.

The routes shall be arranged in such a manner that no women associate will be the first pick-up and last drop in case the shift falls between 08:00 PM to 06:00 AM.

Legato Health Technologies

Escorts will be provided in case a women associate is travelling between 08:00PM to 06:00AM & is the first pick-up or the last drop.

Cost for the transport facilities provided during 12 :00 pm to 6:59 AM) will be borne by the company.

In case any associate opts for the transport facility during General Shift (shifts starts between 7:00 AM to 11:59AM) a subsidized cost will be borne by the associates.

Any queries or issues related to transport to be raised to as per below mentioned matrix
changes made as follows

Transport Escalation Matrix - Bangalore			
Location	Level - 1	Level – 2	Level – 3
	Transport Helpdesk	Manager - Transport	Sr. Manager – Facilities
Bangalore MTP and RGA		Srinivas JP	Prabhu Kumar
	TransportBLR@anthem.com	srinivas.jp@legatohealth.com	prabhu.kumar@legatohealth.com
	96060 07111	+91 91086 63535	

Transport Escalation Matrix - Hyderabad			
Location	Level - 1	Level – 2	Level – 3
	Transport Helpdesk	Asst. Manager - Transport	Sr. Manager – Facilities
Hyderabad - GAR		Chakradhar Velam	Prabhu Kumar
	dl-transportHYD@legatohealth.com	chakradhar.velam@anthem.com	prabhu.kumar@legatohealth.com
	91008 34447	+91008 38885	

Self-Schedule in Transport Technology Application
Transport users shall schedule the transport request in Transport Technology Application App as per the following time lines.
Team Leads in BO teams should schedule the transport details for their team members in Transport Technology Application app as per timelines mentioned below.

For all shifts starting from Monday 5.30 PM to Friday 9.30 PM
Request Login: 12 hours prior to login time
Request Logout: 3 hours prior to logout time

For shift starting Saturday 6.00 AM to Monday 5.00 PM
All the login and logout to be scheduled before 10 AM on Friday, if Friday is a Holiday the same shall be scheduled on the previous working day.

Address Change / Contact Change:
The drop point/location (Address) will be as per the associate's HR records

In case of any change in address, associate is required to submit the details on HR tool along with valid proof, followed by an email to the transport team to update their records. Depending on the routing efficiency, the transportation services may be facilitated from the new address after 48hrs from the time of the request.

Official Travel
Local transportation needed by the associates and guest for official travel purpose shall be arranged on case to case basis. Requests for such purpose shall be made by the associate/ manager at least 24 hours before the date and time of travel.

Any Adhoc requests should be intimated to the Transportation Team in advance with the proper approvals from the Reporting Manager / Sr. Manager and cost will be attributed to the respective cost location for budgetary purposes.

Company transportation will be provided during Company holidays based on business requirement.

Associates or the team leads as the case may be shall schedule the same in Transport Technology Application before 10.00AM on the previous working day

Associates who intend to proceed on a vacation/travel abroad/ project etc., Shall de-schedule the same in Transport Technology Application app.

If the associates do not wish to avail the transport for any reason on permanent basis shall inform the same to Transport in writing with copy to their reporting manager and HRBP.

Transport team will not entertain any request which will come through e-mails/e-request or verbally. All the changes, shall be made in the Transport Technology Application app only as per the timelines.

Transport Route Planning - Parameters for determining the Routes:

Minimum Travel time & optimal utilization of seats is the most important factor for the route planning.

Transport team will route associates ensuring that no route has a deviation of more than 5 KMS from the first Pick up point to office or the Last drop point from office

Estimated travel time for travel to (or) from office to the designated points is as follows

Distance in Kilo Meter (KM)	Estimated Travel Time (in Minutes)
Up to 20 KM	120 Min
20 to 30 KM	150 Min
30 to 40 KM	180 Min

Transport will be given for the location falling within the radius 40 KM within the city limits from the Office location. Check for the updated list of locations covered under transportation from the respective Transportation Supervisor.

The types of vehicles to be used on different routes will be determined by the Transport department on the basis of cost, convenience and optimum utilization. Hence the decision of which vehicle needs to be deployed shall be that of the Transport Supervisor and the associate agrees that they shall not determine or interfere in such decision making.

Periodic changes in the routes will be made to increase the routing efficiency considering the factors not restricted to new joiners/ Changes in the shift timings/ associate absence/ vacation/ escort requirement/vehicle capacity re-sizing etc.

Transport for Specially abled / expecting female & Medical reason associates

Door to door pickup & drop will be provided to associates with above criteria, provided the same has been approved with timeline / duration of need by respective Manager & HR

Code of Conduct for Associates

Smoking and consumption of alcohol is strictly prohibited within the company provided vehicles. If any associate is found ignoring/violating this instruction, the same will be reported immediately to the concerned manager and HR department for further action.

The transportation routes will not be changed subject to personal requirements of any individual. Barring emergencies, no associate will force the driver to stop the vehicle enroot anywhere other than the designated points.

Under no circumstances should an associate distract the driver or encourage driving over and above the recommended speed limits. No associate is allowed to drive the transport vehicle under any circumstances.

The associate agrees that he/she shall at all times wear the safety belt during the travel.

The associate agree that he/she shall not talk rudely or confront the drivers and report to the Transport helpdesk in case of any problems/issues.

The associate agrees to having received all important telephone numbers for emergency situations (provided to associate as a part of transportation induction) and shall reach out to the designated contacts.

The associate shall immediately report all untoward incidents to transport team upon occurrence.

Any issues/concerns regarding transport shall be brought to the notice of the transport helpdesk/ transport supervisor immediately

The associate agrees to wear his/her Company ID cards while boarding the transport vehicle.

The associate agrees not to change the designated routes on his/ her own account, even if there is space in the Vehicle. Associates will not be dropped unless their name appears in the drop sheet; this is required for adhering to the policy and tracking billing.

The associates should punch the ID in the driver Transport Technology Application devise as soon as they get in to the cab. They are also required to Punch out after reaching the destination. The associates are not required to punch in the ID on reaching office during log in as the app will automatically close the trip.

Female associates are required to confirm their safe arrival at home Via IVR call which they receive after reaching home.

All vehicles needs to reach office 15 minutes prior to scheduled login time (i.e. 8.00 AM login, cab arrival time will be 7.45 AM)

At the time of drop off, the Vehicles shall commence 15 minutes after the designated shift closure time (i.e. 9.00 PM logout, cab departure time would be 9.15 PM). The associates agree that they shall not interfere in timings of the vehicle.

The associate agrees to check the credential of the vehicle in the Transport Technology Application app and only then board vehicle upon confirming identity of authorized driver.

Female associates in the night shift need not board the Transportation Vehicle in case of first pick-up or last drop and there is no authorized male escort in the vehicle. Such female associates need to immediately inform the Transportation Supervisor. Further, Female associates need not board Vehicles if there is a change in the driver and shall obtain confirmation from the Transport Supervisor prior to boarding the vehicle.

Minimum occupancy of 75% of Vehicle capacity will be maintained during drops. In the event of planned associates not turning up, the Transport supervisor will assist and take a decision to club the routes if required. This change may result in the associate travelling additional hours which the associate understands and agrees to co-operate.

Adhoc transportation request during office hours shall be made only after following the approval mechanism and giving at least 4hrs prior notice to the Transportation department.

In case of ad-hoc or last minute request received form a female associate, male associate are requested to drop the female employee first even if the route deviation is more than 5 KM radius.

In case associates decide not to avail transportation on any particular day, (log in or log out or for the entire day) associates are advised to cancel the schedule in the Transport Technology Application app to avoid being marked as No Show

Associates will be charged of INR 400/- per day after 4 no-shows in a month, in case cancellation not done on time on transport application (Transport Technology Application) by the associate.

At no point should associates share their contact details with the driver, nor obtain the driver’s contact details.

Security guards, drivers and other contractual personally will be hired from licensed agencies, with background verifications done.

Required checks and controls will be put in place in the cab to monitor unwarranted activities of the drivers.

Drivers will be monitored for drunken driving before they leave the office premises.

Any female associate leaving office premises at / post 8:00 PM is required to avail company transport. Failure to take company transport between 8:00 PM to 6:00 AM is a non-compliance and will be treated as misconduct and will be lead to disciplinary action.

Disclaimer: *Any exception not covered under this policy should go through the HR Head/Director Administration for further approval.

FAQ & Guidelines

1. How is the Transport Operations designed?
   a) App Enabled – with Associate and Cab driver
   b) Live Tracking – to know the position of the allotted cab
   c) Login/Logout monitoring through App
   d) SOS-Emergency Alert
   e) Fellow passenger boarded notification
   f) Proximity notification
   g) No show – App notification
   h) Trip feedback notification
   i) Associate & Driver call masking / Call recording
   k) Safe reach confirmation through App & IVR

2. Will there be changes in type of vehicles based on the number of planned occupants?
   Yes, based on the number of associates in that particular route, the optimal type of vehicle will be deployed

3. What is the time limit for cancellation in order to avoid 'No Show'?
   a) 4 hrs. prior to the Login and 2 hrs. prior to the Logout
   b) If cancellation is done beyond the above time limit, will be considered as 'No show'

4. How far is the pickup point from my home?
   Since it is point to point pick & drop from 06:00 AM to 08:00 PM, depending on the approach of the pickup location you may select the designated nodal points in the Transport Technology Application app convenient to you
5. Will there be standard travel time or can it get changed whenever new associates get added to the existing route?
   It depends on the routing of the newly added associates. However, a deviation of 30 mins travel distance are allowed to avoid additional cost towards inducting additional cab due to the single occupant in that route or around the route (about 5 kms radius). We continuously monitor routes, occupancy, travel times and cost to optimize across all the routes
6. Will the associates be provided office transport if the associates request for cab beyond scheduled shift hours?
   Any such request will be considered as Adhoc and actioned accordingly provided with respective Managers approval & based on availability of Vehicles towards designated location.

7. Is the transport provided for female associates to login / logout office during Odd hours (20:00 hrs to 06:00 hrs) due to business critical needs?

Yes, Transport will be provided to all associates as per scheduled timings, however in case of female associate is a 1st pickup / last drop during odd hours an Escort Guard will be deployed in the vehicle.

8. Are associates allowed to bring their kids, friends, pets & family members in cab?
   Female Employees are allowed to accompany their Kids (below 5 years age) who are in Daycare center within office premises. Friends, pets & Family members are not allowed to use the facility

9. What is the cab waiting time at associate's pickup point?
   User needs to be present at the Pick-up Point 5 minutes before the scheduled pickup time & no cab will wait for associate for more than 2 minutes after the pickup time communicated to associates, post which vehicle will depart from respective location marking associate as No-Show.

10. What is the buffer time for boarding and departure?
    For login - Vehicles will report 15 minutes prior to login time (9:00 PM Login, vehicles should report to premises by 08:45 PM)
    For logout - Vehicles will start departure after 15 minutes buffer from scheduled timing (17:00 hrs logout, 1st vehicle will depart from premises by 17:15 hrs) irrespective if the scheduled associates turn up or not

11. Whom should I contact if I have a query/ feedback?
    a) Transport Admin team / Transport helpdesk number: Bangalore
    dl-legatotransport@legatohealth.com - 080 61520141
    b) Transport Admin Team / Transport helpdesk Number: Hyderabad
    dl-transportHYD@legatohealth.com 040 - 68170 141

12. How will associates get notified if their respective vehicle gets changed or pickup/ drop time or points changed?
    a) Relevant information will be shared via SMS & through Transport Technology Application App prior to the pickup /drop time
    b) Associates shall check for the details in the Transport Technology Application app in case SMS is not received due to any network issues.

13. Will Transport team allocate some other cab if the associates miss their first cab?
    No, - Office Transport will leave the point after waiting for 2 minutes and the associates not boarding in time will need to make their own arrangements to reach office and such expenses will not be reimbursed.

14. What is to be done if the vehicle does not turn up on time for the pickup/ drop?
    a) Associates to call the Transport Helpdesk for immediate assistance.
    b) At times, due to transport service failure or unexpected challenges, transport team would advise associates to make their own transport arrangements. In such cases associates expenditure would be reimbursed as per the respective location limits against the submitted bills by respective service provider.
    Associates have to claim the expenses through Chrome River in case the cab is not provided by the transport department

15. What if associates doesn't get notified about their vehicle details in the Transportation Automation Tool due to some network issue?
    Associates to call the Transport Helpdesk for immediate assistance

16. Will I get bus pass/ Train pass if I do not opt for company transport?

We encourage associate to use office transport and no Bus or Train bus pass will be facilitated. However, associate on their own may get the BMTC bus pass, which will not be reimbursed.

17. What is the Transport boundary for opting Company Transport?

Transport will be provided to all associates residing not more than 40 Kms 1 way from Office location

18. What is the cutoff timings for Monthly roster submission?

Associates / POC needs to schedule their shift details through Mobile App on or before 10.00 AM, Friday for the following week

19. What is the cutoff timings for Adhoc requests?

a) Pickup – 12 hours prior to Login time
b) Drop – 3 hours prior to Logout time.
However, Adhoc requests will be actioned subject to respective Manager's approval & Cab / Seat availability.

20. What is the Transport Usage charges?

Uniform rate of Rs 1600/- per month will be charged to all associates availing company provided transport services, except during the below scenarios, the rate can be changed by the management with prior information to the associates

a) Rostered for night shifts - shifts starting anytime between 12:00 PM to 6:59 AM
b) Partial deduction of Rs 800/- will be deducted if transport facility is availed for less than 10 days in a month.
c) For contract associates, 1600 will be deducted irrespective of shift timings.

21. What if personal belongings is Lost in cab:

a) Associates are responsible for their Personal belongings, in case of any personal belongings left behind in cabs, the drivers have been instructed to hand over the same to

22. Vehicle met with accident, or involved in some road rage issues, what should be responsibility of the associates

a. The associates are requested, not to panic and press the panic button in the Transport Technology Application app
b. Employees are requested not to get down from the cab if it is a minor accident
c. In case the accident is caused due to negligence of Legato driver:
    a. do not argue with the driver nor the other party
    b. Advise driver to stay with the cab and do not leave
d. Call the transport or security control room for immediate assistance
e. Please specify the exact location and the severity of the accident (so the transport/security team can arrange ambulance service well before)
f. Alternate vehicle will be arranged by transport team,
g. Reach out to nearby police station in case of extreme cases.

23. If the transport schedule alert not received what shall be done by employees

Please call 24/7 transport helpdesk mobile no for feasible options-
Always check network and refresh app for trip details

24. What if driver deviates from Regular route.

a. Immediately trigger the Panic button, Transport / Security team will take necessary action immediately.
b. Do not instruct driver to deviate from regular route for personal reasons

25 What of the associates lost any belongings in the transport vehicle?

The associates can check with Transport Helpdesk / Security. If lost item is found, the same will be returned by security after due verification. However, safety of personal belongings of associates rests with them and Transport Department is not responsible for any such losses.

VERSION HISTORY

History	Review and/or Approval Date	Effective	Description of changes
Initial Draft	01-May-2018	01-May-2018	New Draft
Revision	23-Sep-2018	23-Sep-2018	Added FAQ’s
Revision	20-Nov-2019	20-Nov-2019	Updated Point 20 in FAQ’s
Revision	30-Dec-2019	01-Feb-2020	Added point related to non-compliance & no shows.

Title: Grievance Redressal Policy	**No.:** LPVer1.7
Applicability: All Permanent Associates of Legato Healthcare Technologies LLP	**Original Effective Date:** 02 -August-18
Approver(s): Subhashini Sriram - Head HR, Legato	**Last Review/Approval Date:** 11-December-19
Process Owner: Kameshwari Danturti - Sr Manager - HR, Legato	**Current Version Effective Date:** 5-May-2021

Version History

Change History	Review or Approved Date	Effective Date	Description of Changes
1	02-Aug-18	02-August-18	Added a paragraph on Malicious or false complaint
2	23-Apr-19	01-May-19	Revised List of Committee Members
3	21-Jun-19	21-June-19	Revised List of Committee Members
4	15-Jul-19	15-July-19	Revised List of Committee Members
5	30-Jul-19	01-August-19	Added a clause of composition of Apex Committee
6	21-Nov-19	21-Nov-19	Revised List of Committee Members
7	11-Dec-19	11-Dec-19	Revised List of Committee Members
8	5-May-21	5-May-21	Deletion of Apex and addition of AR office and process flow diagram

Purpose

The purpose of this policy is to:

- Describe the scope and definition of grievances
- Outline the process of reporting grievances
- Share general guidelines to follow with an aim to provide a robust grievance redressal system and provide a harmonious and productive environment.

Scope

This policy is applicable to all fulltime associates of Legato Health Technologies LLP.

Policy

The policy aims to fulfil the following objectives:

1. To enable all the associates to share or express their concerns
2. To set up a process on resolution of grievances in an impartial and fair manner.
3. To address concerns within a reasonable time frame.

Definitions

We are aware that there may be times when our associates see a need to file a complaint against unjust treatment, harassment, etc. which impacts their regular work in the workplace.

This grievance policy is created to clearly outline the process for these instances to ensure that all our associates are heard with **complete confidentiality,** and their concerns addressed.

The process is known as Grievance Redressal.

Examples for Grievances

Below is a sample list of such grievances that can be considered as appropriate under this policy, but are not limited to: -

- A belief that companies policies, practices, rules, regulations, or procedures have been applied inconsistently
- Treatment considered unfair~~,~~ such as coercion, reprisal, harassment (including sexual harassment), or intimidations;
- Alleged discrimination because of unconscious bias, discrimination on the grounds of age, color, ethnicity, disability (including persons infected with HIV or persons with AIDS), marital status, nationality, region, race, religion, gender, sexual orientation, pregnancy, medical condition, national origin, race, gender identity etc. and
- Improper or unfair administration of associate benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority.

Associate Relations Office:

Associate Relations Office (AR Office) is an independent function within HR which reviews workplace concerns raised by associates in an unbiased manner and provides counsel/advice to all stakeholders appropriately. The AR office operates on the principles of trust and fairness where associates can raise concerns with confidence and be assured that these will be treated and resolved with utmost confidentiality and fairness.

If you have a concern or question, you should follow the process below:

- First discuss it with those in your management chain.
- If you are not comfortable with that approach for any reason, or if you believe that no action is taken, you may submit a service request through Engage tool on Pulse page
- Your request comes directly to the AR office and will be completely confidential.
- Incidents relating to POSH (alleged discrimination or discriminatory harassment based on race, color, religion, sex, gender, age, national origin, sexual orientation, disability, or any other protected characteristic) should immediately be reported through the Engage tool choosing POSH as the option while submitting the grievance. Such complaints may be raised through the grievance redressal process, however they will be addressed by the POSH team.

You may raise concerns, in good faith, to AR without fear of retaliation. All the concerns raised with AR team will be kept completely confidential. Legato strictly prohibits any acts of retaliation against associates who raise good faith concerns, or who participate in investigations of concerns.

However, associates who knowingly make false or malicious reports against another associate will be subject to corrective action up to and including termination of employment (as consistent with applicable law).

If conduct in violation of this policy resumes, or if the associate feels that he or she has been retaliated against for raising a concern, the associate should immediately notify AR.

General Guidelines

Associate Relations (AR) as a part of the Human Resources department and can help resolve issues related to these and other incidents:

- Perceived conflicts with managers or associates including unfair treatment and /or favoritism
- Improper administration of a policy or an associate benefit
- Problems arising from the application of policies, practices or rules, department work rules or from any condition of employment
- Unsafe or unhealthy working conditions
- Corrective action /PIP concerns
- Incidents of alleged discrimination or discriminatory harassment based on race, color, religion, sex, gender, age, national origin, sexual orientation, disability, or any other protected characteristic. All such incidents should immediately be reported through the tool choosing POSH as option. While such complaints may be raised through the grievance redressal process, POSH team will handle such cases. AR will maintain confidentiality to the extent permissible by law.
- Information concerning an associate grievance will be confidential. AR team will investigate the complaint and may discuss it only with those individuals on a "need to know" basis or those who are required to supply necessary background information or advice.
- Associates will not be penalized for proper use of the grievance redressal process. However, if an associate raises complaint in bad faith or solely for the purpose of delay, or harassment, or repeatedly raises disputes devoid of merit or in connection with minor disagreements, it will be considered an improper use of the AR office services.
- Initiation of a complaint under the grievance resolution policy by an associate does not limit the right of the company to proceed with any disciplinary action that is not in retaliation to the use of the grievance redressal policy.
- In addition, associates and mangers are prohibited from retaliating against an associate who properly uses the grievance resolution procedure.
- The company may, at its own discretion, refuse to proceed with any grievances if it determines improper under this policy.
- Disputes with respect to the terms of employment stated in the employment letter shall be addressed by the grievance resolution procedure. If any such grievances are raised, the conditions of employment as per the employment agreement take precedence over the grievance resolution procedure.

Grievance Resolution Procedure

A healthy & robust grievance redressal process helps to create mutual respect between the organization & its associates. It facilitates and maintains a positive employee morale through quick resolution of the grievances. As an organization we strive to correct and address grievances in an open and transparent manner.

- An appropriate dispute is defined as where an associate has expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other associate.
- Associates are encouraged to first approach their manager to discuss and try to resolve any issues they might be experiencing. This often addresses a concern in a simple, open and time- efficient manner.
- Manager shall respond to the associate within 5 working days
- If there is no response from the manager or the associate is dissatisfied with the response by the manager, associate should report the same to the (Associate Relations) AR office through the Engage tool on Pulse portal to address their grievances.
- The AR office will ask all involved parties as needed to share the details of their supporting statements where appropriate. All witness shared will be interviewed and all the interviewed statements would be recorded, signed and dated if the meeting is conducted in person. Alternately the meetings may be recorded or documented over emails during virtual/remote working.
- Post enquiry, the AR team will review the findings and decide on the final recommended action basis the findings.
- The AR team will meet the respondent and walk him/her through the nature of allegations, the details of findings and inform them of the final decision.
- AR team will also meet/talk to other parties (including HR) involved where there is an action recommendation. All such involved parties should update AR office on the closure of actions.

Improper use of Grievance Redressal forum through malicious or false complaint

You may raise concerns, in good faith, to the Associate Relations (AR) office without fear of retaliation. All the concerns raised with AR team will be kept completely confidential. Legato strictly prohibits any acts of retaliation against associates who raise good faith concerns, or who participate in investigations of concerns.

However, associates who knowingly make false or malicious reports against another associate will be subject to corrective action up to and including termination.

If during investigation, the AR office determines the following, it is deemed to be inappropriate conduct/misconduct in terms of Company policy.

- The allegation was malicious
- The complainant has made the complaint knowing it to be false
- The complainant has produced any forged or misleading document
- Any witness has given false evidence or produced any forged document

Action against malicious or false complainants

The AR office will recommend that action be taken against the complainant in accordance with the prescribed policies. It is clarified that a mere inability to substantiate a complaint or provide adequate proof will not attract action against a complainant under this provision.

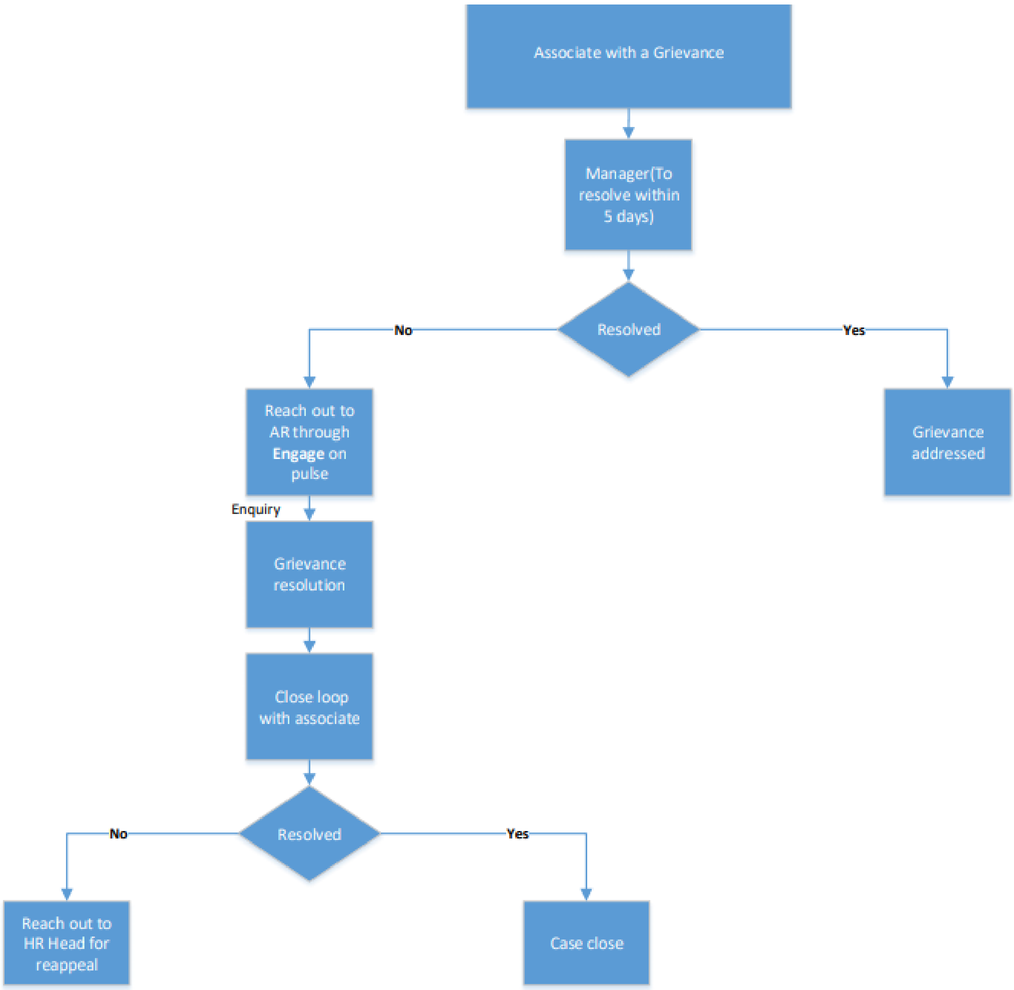
Action against false witnesses

Where the AR office arrives at a conclusion during the inquiry any witness has given false evidence or produced any forged document, it may recommend necessary action against such witness

Appeal

In case an associate is not satisfied with the outcome of the AR office, he or she can appeal to the HR Head – Legato India. The HR Head will take the necessary steps to review and investigate the grievance and will then issue a final written decision.

Redressal flow chart:



FAQ for all associates

1. What does AR mean?

AR (Associate Relations) is one of the functions in HR, the team focuses on encouraging healthy relationships, transparent and meaningful conversations and want all associates and managers to feel valued and supported

2. Why should I use engage tool to share my grievance when I can connect with HR over mail?

With Legato growing in such a fast pace environment, it is important to streamline our processes to ensure better redressal of grievances. Connecting within teams using a standardized tool and a specialized office for all associate relations requirements ensures faster and more transparent redressal.

3. What is the benefit of using the tool?

Service Now has a well-defined workflow with SLA (service level agreements) for each catalog and task. You will get regular updates on your case, thereby facilitating a transparent communication. The tool also provides various reporting functionality.

4. Where can I get the link to access the AR tool?

The link to AR tool is 'https://anthem.service-now.com/esc'

Alternatively, you can visit the Pulse page under HR and add app 'IND- Legato AR'

5. What are the different service catalogs available in the tool for my support?

• Coaching for me

• Help resolving a conflict

• Help me with a workplace concern

6. Can I get the status on the case submitted by me?

You can view the case submitted under the section "My Cases". You can also check the status of the cases and the AR member assigned to your case.

7. Can I cancel the request once submitted?

Yes, if you want to cancel the request once submitted, by clicking on the section "My Cases".

8. How can I request help from AR, if I have an urgent issue?

All cases are actioned at the earliest, however If you have an urgent issue, please include the word URGENT in the short description.

9. What are the various types of grievances for which I can approach the AR team?

Below are a few categories of grievances for which you can approach the AR team. However, we would recommend you talk to your manager on the grievance first before approaching AR team.

• Not satisfied with current job role/ process/ technology

• Need guidance on managing a difficult situation/ team member/ manager

• Personal situation impacting work
• Work related challenges
• Guidance on career aspirations/ learning options
• Assistance in Organization policy
• Dealing with Inter team conflicts
• Guidance of soft skill coaching aspects
• Conflict with team member working in the same team/project
• Conflict with Reporting Supervisor / Manager /Skip manager
• Conflict with stakeholder/ trainer/ buddy /colleague and if there is any need of coaching assistance such as counseling, guidance etc.
• Harassment/ discrimination/ biasness/ favoritism/ violence/ abuse
• Issues with benefits provided by the company (Insurance, Joining Bonus, EAP etc)
• Instance of retaliation
• Impact due to Organization Communication/ Restructure (Redeployment, business process revamp)
*Complaint on observed misbehavior of an associate (FTE) with vendor staff
• Organization policies or process

10. What are SLAs for closing my grievance?

Every service catalog has an SLA by which every case has to be closed below are the details

• Coaching for me - 15 business days
• Help resolving a conflict- 15 business days
• Help me with a workplace concern - 15 business days

11. Can I raise an employment concern on behalf of someone else?

Yes, you can if you witness any wrongdoing/misconduct/inappropriate behavior which impacts any other FTE (full time employee) or vendor staff, please raise a concern in the tool

12. How is confidentiality maintained on my grievance, when reported?

Any request raised is kept confidential and discussed with other associates or stake holders on a need-to-know basis as part of the enquiry process.

13. Am I eligible to raise a grievance while serving notice period?

Yes, you can raise a grievance with AR as long as you are employed with us.

14. Can I raise service ticket for the same issue again if it persists in future?

Yes, you can raise the service ticket on engage tool for the same issue.

15. Whom should I reach out to if I am not happy with resolution provided by AR team?

In case, you are not happy with the resolution, you can reach out to the Head HR – India.

16. Can I raise multiple issues at the same time or separately?

Yes, you can raise multiple issues at the same time, if the nature of grievances are separate.

17. Can a contract employee raise a concern against an FTE?

Yes, a contract employee can raise a concern against a FTE. However, since they do not have access to Engage tool, we would recommend they raise it with their employer who will work with us for resolution.

18. As a FTE, can I raise a concern against a contract employee when I have a grievance?

Yes, an FTE can raise a concern against a contract employee.

19. How can a contract employee raise a concern against another contract employee?

Both of them should reach out to their parent organizations to get their concern addressed.

20. Can my issue / concern be resolved without raising service ticket on engage tool?

It is advisable to raise a service ticket on engage tool as it will help you in tracking the status of the issue.

21. Do I need to inform my manager before reaching out to AR office?

No, it is not required to inform your manager before reaching out to AR office.

22. Will my identity be confidential for the concern / issue I raise with AR?

Yes, we will resolve your issue with confidentiality and your identity will not be disclosed until there arises a situation on a need-to-know basis.

23. Will my manager come to know if I raise a concern / issue against them?

No one except the complainant and AR team members will be aware of the ticket you raised with AR office. You can stay assured on the confidentiality to that extent.

24. Will my performance ratings or my experience at legato be impacted if raise a concern / issue with AR?

No, it won't affect your employment or career growth in any form.

25. Do we have help line number for AR office?

We don't have any help line number. But once the ticket is raised, we make sure to establish an initial contact within 48hrs.

26. Can I withdraw my concern / issue during investigation?

Yes, you can withdraw. However, we would advise you not to, as the primary goal of AR office primary is to make sure you get appropriate redressal to your concern.

27. Can I raise more than 2 concerns / issues at the same time?

Yes you can. Please select the appropriate category for the issues in the AR tool by raising two separate tickets if the categories are different.

28. Can my concern be addressed / resolved regardless of the TAT what AR follows?

One member from the AR team (AR consultant) will be dedicated to your issue, when raised and you can expect a timely resolution. We are sensitive to your concern and will help with a resolution at the shortest possible time.

29. Can I see an update on engage tool for the issues I have raised?

At regular intervals, AR consultant working on your concern will update the tool with progress and this will be visible to you as it gets updated.

30. Can I talk to AR team member before I raise a concern on tool to understand if my concern / issues fall under scope of AR?

You can speak to any member from AR team to discuss and understand the issue you have. If it does not come under the scope of AR, you will be routed to the right person/ department.

31. Can I reach out to AR for any 1*1 discussion for my personal wellbeing?

We will advise you to reach out to EAP and use their services as appropriate.

32. Will I get opportunity to justify myself and will I be heard out if someone raises a false complaint on me?

Yes, AR team believes in giving fair hearing to both the parties. If the complaint is malicious in any form, disciplinary actions will be taken against the complainant which may lead up to termination of employment ((as consistent with applicable law).

33. Can I reach out to AR directly if I am not comfortable speaking to my HRBP & manager?

Yes you can reach out for any particular issue you have for which you are not comfortable talking to your manager or HRBP.

34. Can we raise POSH related concern in AR tool?

Yes, you can choose POSH as a category and the case will be routed to POSH team. All sexual harassment cases can also be raised to POSH committee over email.

40. What action will AR team take if one of the witness / investigation committee part of investigation don't maintain confidentiality?

After due enquiry, appropriate disciplinary action will be recommended.

41. What will happen if the potential accused comes to know that the complainant has raised the issue against him/ her?

AR team members do not discuss on any concerns or grievances raised to ARO. However, we also expect the same level of confidentiality to be maintained by the complainant in not discussing with anyone else.

Mandatory & Optional Holiday Calendar - 2023					
S No	**Date**	**Day**	**Holiday/ Festival**	**Status**	**Remarks**
1	16-Jan-23	Monday	Kanumu	Optional	Applicable for all locations
2	07-Mar-23	Tuesday	Holi	Optional	Applicable for Hyderabad
3	08-Mar-23	Wednesday	Holi	Optional	Applicable for Gurugram & Bengaluru
4	22-Mar-23	Wednesday	Ugadi	Optional	Applicable for all locations
5	23-Mar-23	Thursday	Shaheed Diwas	Optional	Applicable for all locations
6	30-Mar-23	Thursday	Sri Rama navami	Optional	Applicable for all locations
7	03-Apr-23	Monday	Mahaveera Jayanthi	Optional	Applicable for Bengaluru
8	04-Apr-23	Tuesday	Mahaveera Jayanthi	Optional	Applicable for Hyderabad &Gurugram
9	07-Apr-23	Friday	Good Friday	Optional	Applicable for all locations
10	14-Apr-23	Friday	Dr.BR.Ambedkar Jayanthi	Optional	Applicable for all locations
			Jumatul Vida	Optional	Applicable for all locations
			Tamil New Year Day	Optional	Applicable for all locations
11	18-Apr-23	Tuesday	Shab - e - Qader	Optional	Applicable for all locations
12	05-May-23	Friday	Buddha Purnima	Optional	Applicable for all locations
13	22-May-23	Monday	Maharana Pratap Jayanti	Optional	Applicable for all locations
14	20-Jun-23	Tuesday	Ratha Yatra	Optional	Applicable for all locations
15	29-Jun-23	Thursday	Bakrid	Optional	Applicable for all locations
16	17-Jul-23	Monday	Bonalu	Optional	Applicable for all locations
17	31-Jul-23	Monday	Shaheed Udham Singh Martyrdom Day	Optional	Applicable for all locations
18	16-Aug-23	Wednesday	Parsi New Year Day	Optional	Applicable for all locations
19	25-Aug-23	Friday	Varamahalakshmi Vrata	Optional	Applicable for all locations
20	29-Aug-23	Tuesday	Onam	Optional	Applicable for all locations
			Rug-Upakarma	Optional	Applicable for all locations
21	30-Aug-23	Wednesday	Raksha Bandhan	Optional	Applicable for Gururam & Bengaluru
22	31-Aug-23	Thursday	Raksha Bandhan	Optional	Applicable for Hyderabad
23	06-Sep-23	Wednesday	Sri Krishna Janmastami	Optional	Applicable for Gururam & Bengaluru
24	07-Sep-23	Thursday	Sri Krishna Janmastami	Optional	Applicable for Hyderabad
25	18-Sep-23	Monday	Vinayaka Chaturthi	Optional	Applicable for all locations
26	28-Sep-23	Thursday	Eid Miladun Nabi	Optional	Applicable for all locations
27	23-Oct-23	Monday	Mahanavami	Optional	Applicable for all locations
28	24-Oct-23	Tuesday	Vijaya Dasami	Optional	Applicable for all locations
29	13-Nov-23	Monday	Vishwakarma Day	Optional	Applicable for all locations
30	14-Nov-23	Tuesday	Balipadyami, Deepavali	Optional	Applicable for Bengaluru
31	27-Nov-23	Monday	Kartika Purnima	Optional	Applicable for all locations
			Guru Nanak Jayanthi	Optional	Applicable for all locations
32	28-Nov-23	Tuesday	Huttari Festival	Optional	Applicable for all locations
33	30-Nov-23	Thursday	Kanakadasa Jayanthi	Optional	Applicable for all locations
34	25-Dec-23	Monday	Christmas	Optional	Applicable for all locations
35	26-Jan-23	Thursday	Republic Day	Mandatory	Applicable for all locations
36	01-May-23	Monday	May Day	Mandatory	Applicable for all locations
37	02-Jun-23	Friday	Telangana Formation Day	Mandatory	Applicable only for Hyderabad
38	15-Aug-23	Tuesday	Independence Day	Mandatory	Applicable for all locations
39	02-Oct-23	Monday	Gandhi Jayanthi	Mandatory	Applicable for all locations
40	01-Nov-23	Wednesday	Kannada Rajyothsava	Mandatory	Applicable only for Bengaluru
41	01-Nov-23	Wednesday	Haryana Day	Mandatory	Applicable only for Gurugram
42	01-Jan-23	Sunday	New Year Day	Weekend	Holidays on Weekend
43	14-Jan-23	Saturday	Bhogi	Weekend	Holidays on Weekend
44	15-Jan-23	Sunday	Sankranti	Weekend	Holidays on Weekend
45	05-Feb-23	Sunday	Birthday of Hazrath Ali	Weekend	Holidays on Weekend
			Guru Ravidas Jayanthi	Weekend	Holidays on Weekend
46	18-Feb-23	Saturday	Mahasivarathri	Weekend	Holidays on Weekend
47	19-Feb-23	Sunday	Shab - e - Meraj	Weekend	Holidays on Weekend
48	22-Apr-23	Saturday	Ramzan	Weekend	Holidays on Weekend
49	23-Apr-23	Sunday	Basava Jayanthi	Weekend	Holidays on Weekend
50	04-Jun-23	Sunday	Sant Kabir Jayanthi	Weekend	Holidays on Weekend
51	29-Jul-23	Saturday	Moharam	Weekend	Holidays on Weekend
52	23-Sep-23	Saturday	Haryana War Heroes Martyrdom Day	Weekend	Holidays on Weekend
53	14-Oct-23	Saturday	Bathukamma, Mahalaya	Weekend	Holidays on Weekend
54	15-Oct-23	Sunday	Maharaja Agrasen Jayanthi	Weekend	Holidays on Weekend
55	22-Oct-23	Sunday	Duragastami	Weekend	Holidays on Weekend
56	11-Nov-23	Saturday	Naraka Chaturdhi	Weekend	Holidays on Weekend
57	12-Nov-23	Sunday	Deepavali	Weekend	Holidays on Weekend
58	02-Jan-23	Monday	New Years Day	Optional	US holiday - applicable for all location
59	16-Jan-23	Monday	Martin Luther King Jr Day	Optional	US holiday - applicable for all location
60	26-May-23	Friday			
61	29-May-23	Monday	Memorial Day	Optional	US holiday - applicable for all location
62	19-Jun-23	Monday	Juneteenth	Optional	US holiday - applicable for all location
63	04-Jul-23	Tuesday	Independence Day	Optional	US holiday - applicable for all location
64	04-Sep-23	Monday	Labour Day	Optional	US holiday - applicable for all location
65	23-Nov-23	Thursday	Thanksgiving	Optional	US holiday - applicable for all location
66	24-Nov-23	Friday	Day after Thanksgiving	Optional	US holiday - applicable for all location
67	25-Dec-23	Monday	Christmas Day	Optional	US holiday - applicable for all location

Legato Health Technologies LLP

Benefit Manual 2022-23

Prepared By
Aon India Insurance Brokers Pvt. Ltd.
Registered Office - Unit 102, 1st Floor, The Estate, #121, Dickenson Road, Bengaluru - 560042
Composite Insurance Broker | IRDAI License No.624
License Validity - 16/10/2020 to 15/10/2023

Make the best use of your Benefits

Your Plan Details

- Plan Information, Benefit Details & General Exclusions

Getting Enrolled

- Plan Enrollment Procedure & Process for getting your E-Card

Making A Claim

- Hospitalization Procedure, Claims Check List and Key FAQs

Group Medical Benefits

Know Your Benefits

The Group Medical policy covers expenses by the insured persons (employee & family members covered) on account of hospitalization due to sickness or accident. The policy covers expenses incurred on room rent, medicines, surgery etc. Expenses for hospitalization are payable only if a 24-hour hospitalization has been taken. Under a scheme such as this the typical expense heads covered are the following: room/boarding expenses as provided by the hospital or nursing home ; nursing expenses ; surgeon, anesthetist , medical practitioner, consultant , specialist fees ; anesthesia, blood, oxygen, operation theater charges, surgical appliance, medicines and drugs.; dialysis, chemotherapy, radiotherapy, and similar expenses.

Your GMC Plan Details

Plan Name	Group Medical Plan
Policy Holder	Legato Health Technologies LLP
Period of the Cover	Annual
Inception Date	25-January-2022
Expiry Date	24-January-2023
Insurer	Aditya Birla Health Insurance Co. Ltd.
TPA	Paramount Health Services & Insurance TPA Pvt. Ltd (New)
Floater Sum Insured Limits	INR 300,000 per Family (Up to Manager) INR 500,000 per Family (Sr Manager) INR 800,000 per family (Director and above) Additional Enhanced Sum Insured Policy :Floater Sum Insured INR 300,000 per Family(Policy terms remain same as per base policy)
Members Covered	• Employee • Spouse • Dependent children (first 2 living dependent children up to 25 yrs of age) • Dependent Parents/Parents-in-law up to 90 years of age. • Employees have option to cover additional parents by paying additional premium **INR 4,350 + GST Per parent.**
Geographical Limits	Covered for expenses incurred in India only
Mid-Term Enrollment	Allowed, only for new joiners, & New dependents - New marriage employee's Spouse & Newborn child within 30 days
Age-Limit	01 days to 90 years

Your Plan Details

Family Definition

Particular	Description	Special Condition, if any
Total Members Covered per Family	Employee, spouse, dependent children, Dependent Parents/parents-in-law	Additional parents/parents-in-law can be covered by paying an additional premium of INR 4,350 + Tax per parent
Employee	Yes	-
Spouse	Yes	-
Child	Yes	2 dependent children only
Parent	Yes	-
Parent-in-Laws	Yes	-
Sibling	No	-
Other	No	-

Is Mid Term Enrollment Allowed?

Particular	Description	Special Condition, if any
Mid-Term Enrollment of Existing employees' Dependents(as on plan start date)	Not Allowed	-
Mid-Term Enrollment of New Joinees (New Employees +Their Dependents)	Allowed *	-
Mid-Term Enrollment of New Dependents (Spouse/Children)	Allowed *	Newly married employees' spouses & newborn children within the policy year subject to 30 days intimation from DOJ / DOB / Date of marriage.

No Individual should be covered as dependent of more than one employee

Your Plan Details

Policy Benefits	
Standard Hospitalization	Covered
Pre-existing Diseases	Covered
First 30-days Waiting Period	Waived off
First Year Waiting Period	Waived off
Pre & Post Hospitalization Expenses	Covered, 60 days Pre and 90 Days post
Ambulance Services	INR 2,000 per person per event only in emergency
Restriction on Room-Rent	• For Employees up to Manager Level : Normal: INR 8,000 per day and Intensive Care Unit (ICU): On Actuals. • Senior Management (above I13 grade, Sr Manager and Above : Single A/c Private per day and Intensive Care Unit (ICU): On Actuals.
Deductible & Co pay	Nil Co-Pay
Domiciliary hospitalization	Not covered
Diagnostics Expenses	Standalone diagnostic not covered

Policy Benefits	
Ayurvedic claims (AYUSH)	Covered upto 25% of the SI, subjected to inpatient treatment being undertaken in a Govt registered hospitals or NABH accredited Hospitals only.
Day Care Procedures	Covered
Internal congenital	Covered
External Congenital	Covered, in case of life-threatening situation
Dental & Vision	Covered only in case of accident (hospitalization)
Oral Chemotherapy	Covered
Home Quarantine for Covid	Covered up to 20% of Sum Insured only if tested positive for COVID 19. (Medicine / Investigation / Doctor / Nurse -Consultation / PPE kit).
Cochlear implant	Covered, cochlear implant with 50% FSI
Cataract	Covered, INR 30,000 per eye
PTCA, Stents & Joint Replacement	Covered, cost of implant as per prices decided by National Pharmaceuticals Pricing Authority
Cyber knife/Robotic surgery/ Stem cell therapy	Covered with 50% co-payment
Lasik Surgery to correct eyesight	if refractive error of eye is beyond +/-7.5D

IMPORTANT:- Intimation and Submission Timeframes:
Intimation of claim:- TPA must receive Cashless request within 24 hours days from date of Admission.
Submission of claim :- TPA must receive the claim documents for all reimbursements within 30 days of discharge from hospital.
The above details are only snapshots of the benefits provided under your group medical plan. Please refer Policy document for complete information on Coverage & exclusions.

Your Plan Details

Maternity Benefits

- Maternity benefits are admissible only if the expenses are incurred in Hospital / Nursing Home as in-patients in India.
- Those Insured Persons who already have two or more living children will not be eligible for this benefit.
- Expenses incurred in connection with voluntary medical termination of pregnancy during the first 12 weeks from the date of conception are not covered. Infertility Treatment and sterilization are excluded from the policy.

The maternity benefit is provided under your group medical plan	
Maximum Benefit	INR 75,000 for both Normal and C-Section within Sum Insured Limit
Limit	Maximum up to 02 instances
9-months waiting period	Waived off
Pre-Post Natal expenses	Covered up to INR 5,000 with in maternity limit only on (OPD & In-patient)
New born baby covered from day 1	Covered from day 1
Well Baby expenses	Well baby charges covered up to 3,000 within Maternity Limit

IMPORTANT :
For maternity reimbursements and employees on subsequent maternity leave , please do not wait till you have returned back to office to submit a claim as it will cross the claim submission within 30 days to avoid denial of claim. Please also immediately inform your hr about the new baby coverage as your dependent as A subsequent complication may be A possibility and intimation is mandatory prior to coverage.

Your Plan Details

Other Benefit Features

Policy Benefit	Definition	Covered/Not Covered
Room Rent	• Normal INR 8,000 per day for Level up-to Managers and Single A/c Private per day for levels Sr Managers & above • Intensive Care Unit (ICU): On Actuals • Insured employees are requested to use prudence and proper negotiation with Hospital/ Nursing home in availing the eligible room category. • Please remember, higher the room category higher is the cost of treatment. This may result in faster exhaustion of your total available eligibility • Employee opting for a higher room catergory will have to bear the proportionate increase in cost on all categories / heads	Covered

Your Plan Details - Voluntary Employee Top-up policy

Plan Name	Group Medical Plan
Policy Holder	Legato Health Technologies LLP
Period of the Cover	Annual
Inception Date	25th of January 2022
Expiry Date	24th of January 2023
Insurer	Aditya Birla Health Insurance Co. Ltd.
TPA	Paramount Health Services & Insurance TPA Pvt. Ltd
Sum Insured Limits	INR 100,000, INR 200,000, INR 300,000, INR 400,000, INR 500,000, INR 700,000; INR 800,000 INR 10,00,000
Members Covered	As per the base cover
Geographical Limits	Covered for expenses incurred in India only
Mid-Term Enrollment	Allowed, only for new joiners
Age-Limit	90 Years
Benefits	Same as the base cover

Premium Rates – Voluntary Employee Top up policy

Independent Voluntary Top up policy premium chart	
Top up Sum Insured	**Net Premium (Incl Tax)**
INR 100,000	INR 7,493
INR 200,000	INR 8,555
INR 300,000	INR 9,263
INR 400,000	INR 10,030
INR 500,000	INR 10,974
INR 700,000	INR 12,626
INR 800,000	INR 15,930
INR 10,00,000	INR 18,526

Additional Multiply work fit for the employee only who are opting for Top-up as per below

- Active age score through online HRA
- 24*7 access to wellness experts- Doctor on call, counsellor on call, ask a dietician, ask a specialist
- Wellness tips
- Active day leader board
- Access to 6 fitness sessions every month- Yoga, Zumba, Cardio, Strength etc.
- Cashback and discount from various lifestyle partners

Deduction of premium towards "Top Up" Coverage: The amount towards the premium will be deducted from your next month's salary.

Your Plan Details

What Is Covered?

If any Insured Person suffers an Illness or Accident during the Policy Period that requires Insured Person's hospitalization as an inpatient, then the insurer will reimburse reasonable and customary expenses towards the below mentioned hospitalization under your group medical plan.

- Inpatient Treatment
- Room rent and boarding expenses
- Doctors fees (who needs to be a medical practitioner)
- Intensive Care Unit
- Nursing expenses, Anesthesia, blood, oxygen, operation theatre charges, surgical appliances,
- Medicines, drugs and consumables (Dressing, ordinary splints and plaster casts)
- Diagnostic procedures (such as laboratory, x-ray, diagnostic tests)
- Costs of prosthetic devices if implanted internally during a surgical procedure
- Organ transplantation including the treatment costs of the donor but excluding the costs of the organ

The expenses shall be reimbursed provided they are incurred in India and are within the policy period. Expenses will be reimbursed to the covered member depending on the level of cover that he/she is entitled to. Expenses that are of a diagnostic nature only or are incurred from a preventive perspective with no active line of treatment and do not warrant a hospitalization admission are not covered under the plan.

Your Plan Details

Group Medical – Pre & Post Hospitalization Expenses

The pre & post hospitalization expenses are covered under your group medical plan.	
Pre-hospitalization Expenses	If the Insured Person is diagnosed with an Illness which results in his or her Hospitalization and for which the Insurer accepts a claim, the Insurer will reimburse the Insured Person's Pre-hospitalization Expenses for up to 30 days prior to his Hospitalization as long as the 30 day period commences and ends within the Policy Period.
Duration	Within 30 days before hospitalization
Restrictions	No restriction
Post-hospitalization Expenses	If the Insurer accepts a claim above and, immediately following the Insured Person's discharge, he requires further medical treatment directly related to the same condition for which the Insured Person was Hospitalized, the Insurer will reimburse the Insured Person's Post-hospitalization Expenses
Duration	Within 60 days post discharge

Please note that although you are covered for post hospitalization claims for 60 days after discharge, you are expected to file a reimbursement claim with the TPA within 7 days of incurring the expense after compiling 60 days.

Your Plan Details

Other Benefit Features

Policy Benefit	Definition	Covered/Not Covered
Pre-existing Diseases	▪Any Pre-Existing Condition or related condition for which care, treatment or advice was recommended by or received from a Doctor or which was first manifested prior to the commencement date of the Insured Person's first Health Insurance policy with the Insurer	▪ Covered
First 30-days waiting period	▪ Any Illness diagnosed or diagnosable within 30 days of the effective date of the Policy Period if this is the first Health Policy taken by the Policyholder with the Insurer.	▪ Covered
First year Waiting Period	▪ During the first year of the operation of the policy the expenses on treatment of diseases such as Cataract, Benign Prostatic Hypertrophy, Hysterectomy for Menorrhegia or Fibromyoma, Hernia, Hydroceie, Congenital Internal Diseases, Fistula in anus, Piles, Sinusitis and related disorders are not payable. If these diseases are pre- existing at the time of proposal they will not be covered even during subsequent period or renewal too	▪Waived off
Day Care	▪Day Care Procedure means the course of medical treatment, or a surgical procedure listed in the Schedule which is undertaken under general or local anesthesia in a Hospital by a Doctor in not less than 2 hours and not more than 24 hours.	▪Covered
Diagnostic Expenses	▪All diagnostic tests and lab tests as part of hospitalization and pre-post hospitalization including OPD. Diagnostic tests without treatment or not related to treatment are not covered	▪Covered and Only incase of 24-hr hospitalization related to treatment

Your Plan Details

General Exclusions

- Injury or disease directly or indirectly caused by or arising from or attributable to War, Invasion, Act of Foreign Enemy, War like operations (whether war be declared or not) or by nuclear weapons / materials.
- Circumcision (unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to any accident), vaccination, inoculation or change of life or cosmetic or of aesthetic treatment of any description, plastic surgery other than as may be necessitated due to an accident or as a part of any illness.
- Surgery for correction of eyesight, cost of spectacles, contact lenses, hearing aids etc.
- Any dental treatment or surgery which is corrective, cosmetic or of aesthetic procedure, filling of cavity, root canal including wear and tear etc unless arising from disease or injury and which requires hospitalisation for treatment.
- Congenital external diseases or defects/anomalies
- Convalescence, general debility, "run down" condition or rest cure, congenital external diseases or defects or anomalies, sterility, any fertility, sub-fertility or assisted conception procedure, venereal diseases, intentional self-injury/suicide, all psychiatric and psychosomatic disorders and diseases / accident due to and or use, misuse or abuse of drugs / alcohol or use of intoxicating substances or such abuse or addiction etc.
- Any cosmetic or plastic surgery except for correction of injury
- Expenses incurred at Hospital or Nursing Home primarily for evaluation / diagnostic purposes which is not followed by active treatment for the ailment during the hospitalised period.
- Expenses on vitamins and tonics etc unless forming part of treatment for injury or disease as certified by the attending physician.
- Any Treatment arising from or traceable to pregnancy, miscarriage, abortion or complications of any of these including changes in chronic condition as a result of pregnancy except where covered under the maternity section of benefits.

Your Plan Details

General Exclusions

- Doctor’s home visit charges, Attendant / Nursing charges during pre and post hospitalisation period.
- Treatment which is continued before hospitalization and continued even after discharge for an ailment / disease / injury different from the one for which hospitalization was necessary.
- Naturopathy treatment, unproven procedure or treatment, experimental or alternative medicine and related treatment including acupressure, acupuncture, magnetic and such other therapies etc.
- Genetical disorders and stem cell implantation / surgery.
- External and or durable Medical / Non medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Infusion pump etc., Ambulatory devices i.e. walker , Crutches, Belts ,Collars ,Caps , splints, slings, braces ,Stockings etc of any kind, Diabetic foot wear, Glucometer / Thermometer and similar related items etc and also any medical equipment which is subsequently used at home etc..
- All non medical expenses including Personal comfort and convenience items or services such as telephone, television, Aya / barber or beauty services, diet charges, baby food, cosmetics, napkins , toiletry items etc, guest services and similar incidental expenses or services etc..
- Change of treatment from one pathy to other pathy unless being agreed / allowed and recommended by the consultant under whom the treatment is taken.
- Treatment of obesity or condition arising therefrom (including morbid obesity) and any other weight control programme, services or supplies etc..
- Any treatment required arising from Insured’s participation in any hazardous activity including but not limited to scuba diving, motor racing, parachuting, hang gliding, rock or mountain climbing etc unless specifically agreed by the Insurance Company.
- Any treatment received in convalescent home, convalescent hospital, health hydro, nature care clinic or similar establishments.
- Any stay in the hospital for any domestic reason or where no active regular treatment is given by the specialist.
- Massages, Steam bathing, Shirodhara and alike treatment under Ayurvedic treatment.

Your Plan Details

General Exclusions

- Any kind of Service charges, Surcharges, Admission fees / Registration charges etc levied by the hospital.
- Out patient Diagnostic, Medical or Surgical procedures or treatments, non-prescribed drugs and medical supplies, Hormone replacement therapy, Sex change or treatment which results from or is in any way related to sex change.
- Expenses incurred for investigation or treatment irrelevant to the diseases diagnosed during hospitalisation or primary reasons for admission. Private nursing charges, Referral fee to family doctors, Out station consultants / Surgeons fees etc,.
- Vitamins and tonics unless used for treatment of injury or disease
- Infertility treatment, Intentional self Injury, Outpatient treatment.
- Family planning Operations (Vasectomy or tubectomy) etc
- Genetical disorders / stem cell implantation / surgery
- All expenses arising out of any condition directly or indirectly caused by, or associated with Human T-cell Lymphotropic Virus Type III (HTLD - III) or Lymohadinopathy Associated Virus (LAV) or the Mutants Derivative or Variations Deficiency Syndrome or any Syndrome or condition of similar kind commonly referred to as AIDS, HIV and its complications including sexually transmitted diseases.
- External and or durable Medical / Non medical equipment of any kind used for diagnosis and or treatment like Prosthetics etc.
- Lasik treatment or any other procedure for correction/enhancement of vision is not covered.
- Any device/instrument/machine that does not become part of the human anatomy/body but would contribute/replace the function of an organ is not covered.
- Warranted that treatments on trial/experimental basis are not covered under scope of the policy.

Getting Enrolled

The Procedure : What Must You Remember ?

- Employees have to provide all the details of dependents in the prescribed format provided in the joining docket for Mediclaim coverage. Dependents once declared cannot be changed during the policy period.
- Existing Employees are covered as on date of policy commencement (or date of joining for new employees joining after 25 Jan 2022) along with their eligible dependents as per data provided by HR to Insurance Company.
- No midterm inclusion of dependents would be allowed except in case of spouse due to marriage of a employee and birth of child.
- Midterm enrollment of new dependents (Spouse / Children) is allowed for employees within 30 days from Date of Marriage/ Date of Birth. The details need to be updated by you on Family Health Plan (TPA) website.
- Eligible Dependent covered under the policy for existing employees can be viewed on the TPA website.

Getting Enrolled

The Process For E-Cards

Visit TPA website
https://legato.paramounttpa.com

→ Login to TPA Website Address

→ Enter your User name /Password and click on Log In

→ Click on View Ecard

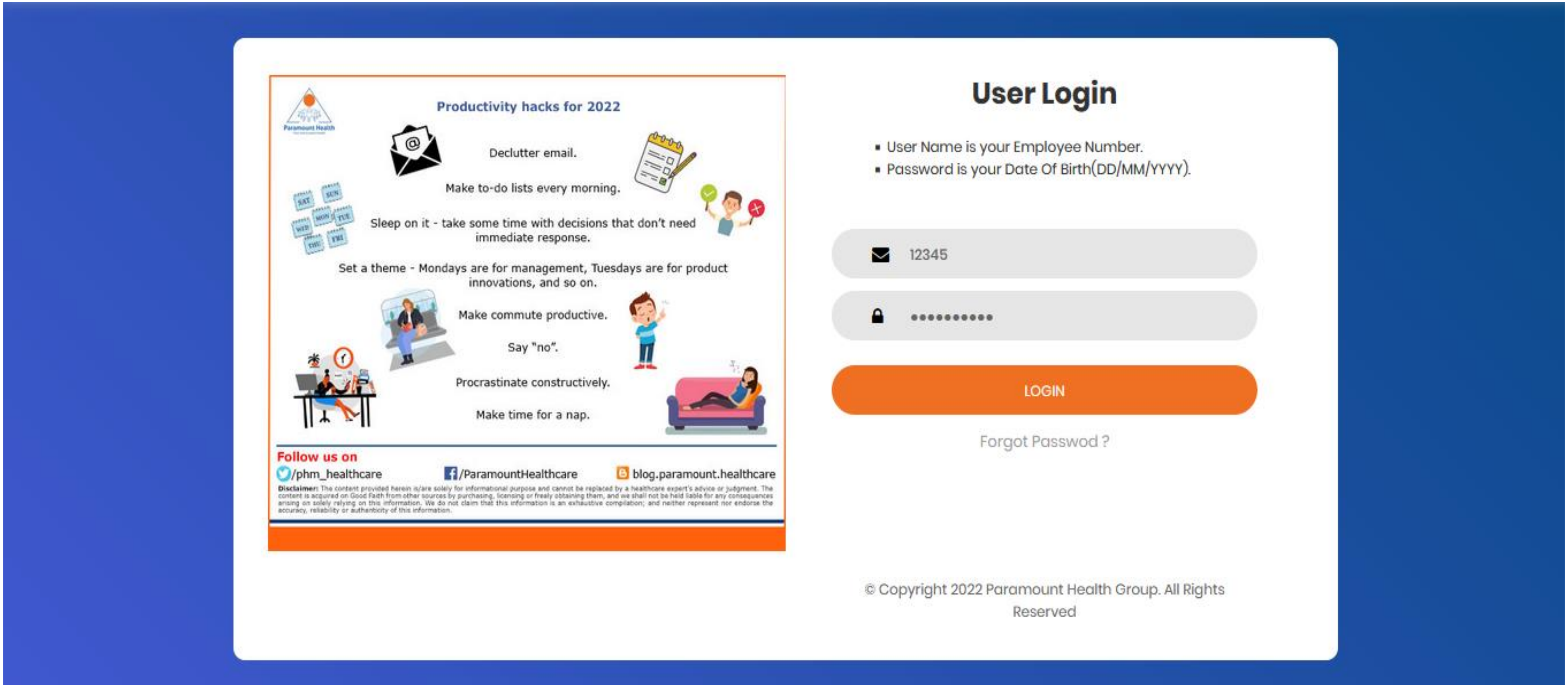
→ Click on ‘**To get e-card of your family member**’ to get a PDF copy

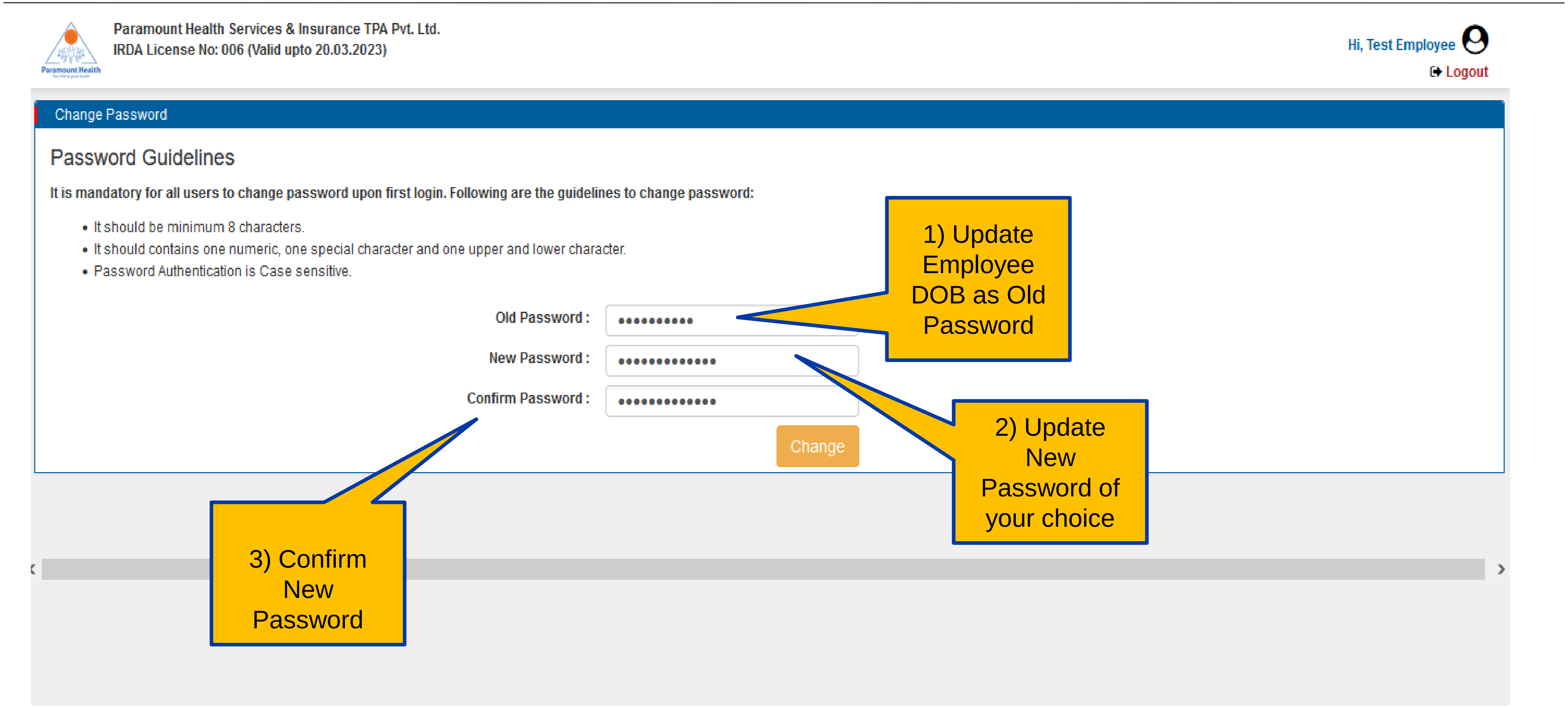
→ Produce this at the time of hospitalization

→ In absence of e-cards, you can present your company ID card too

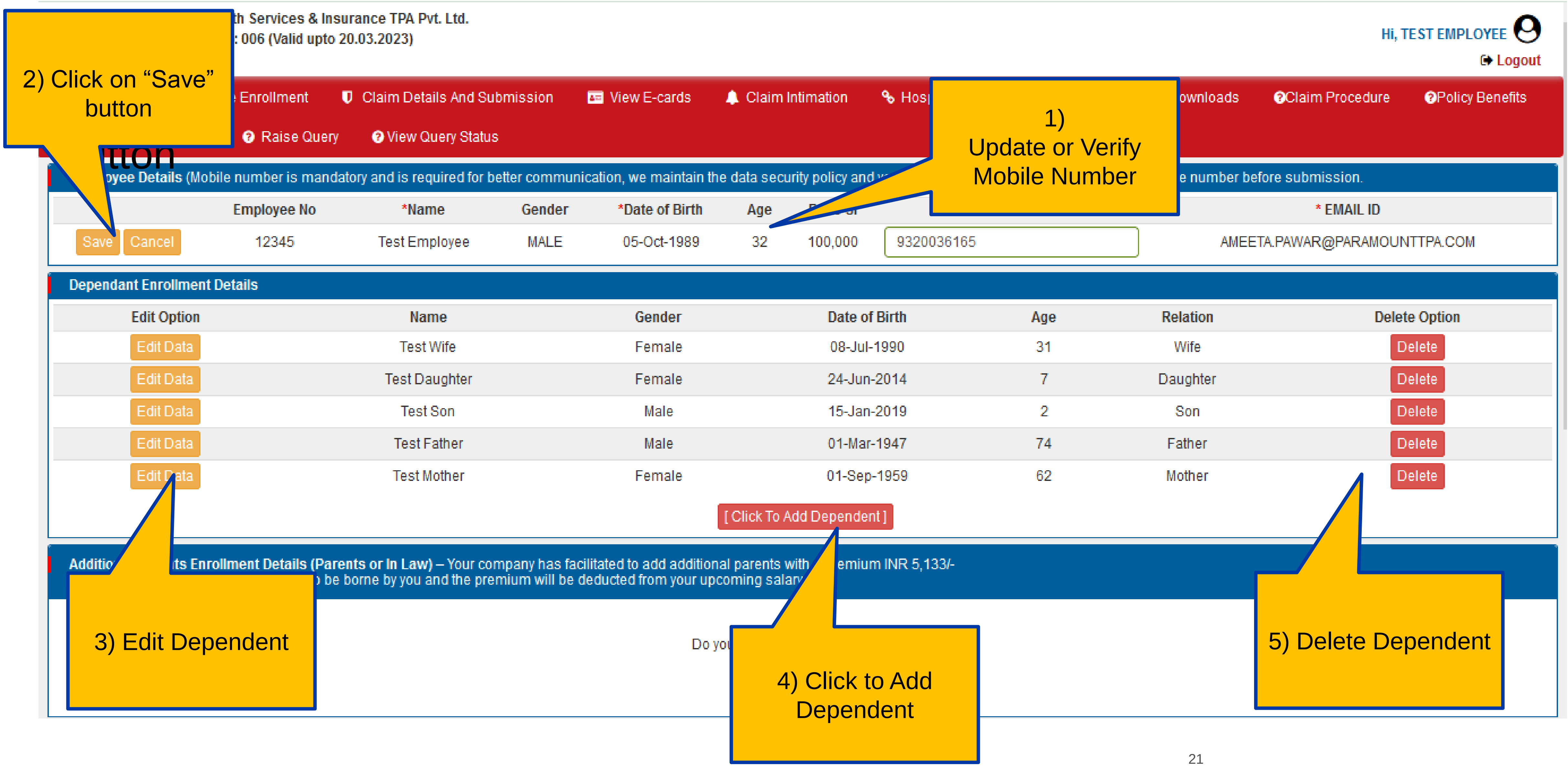
→ Government recognized photo ID is compulsory along with e-card

Log on to https://legato.paramounttpa.com

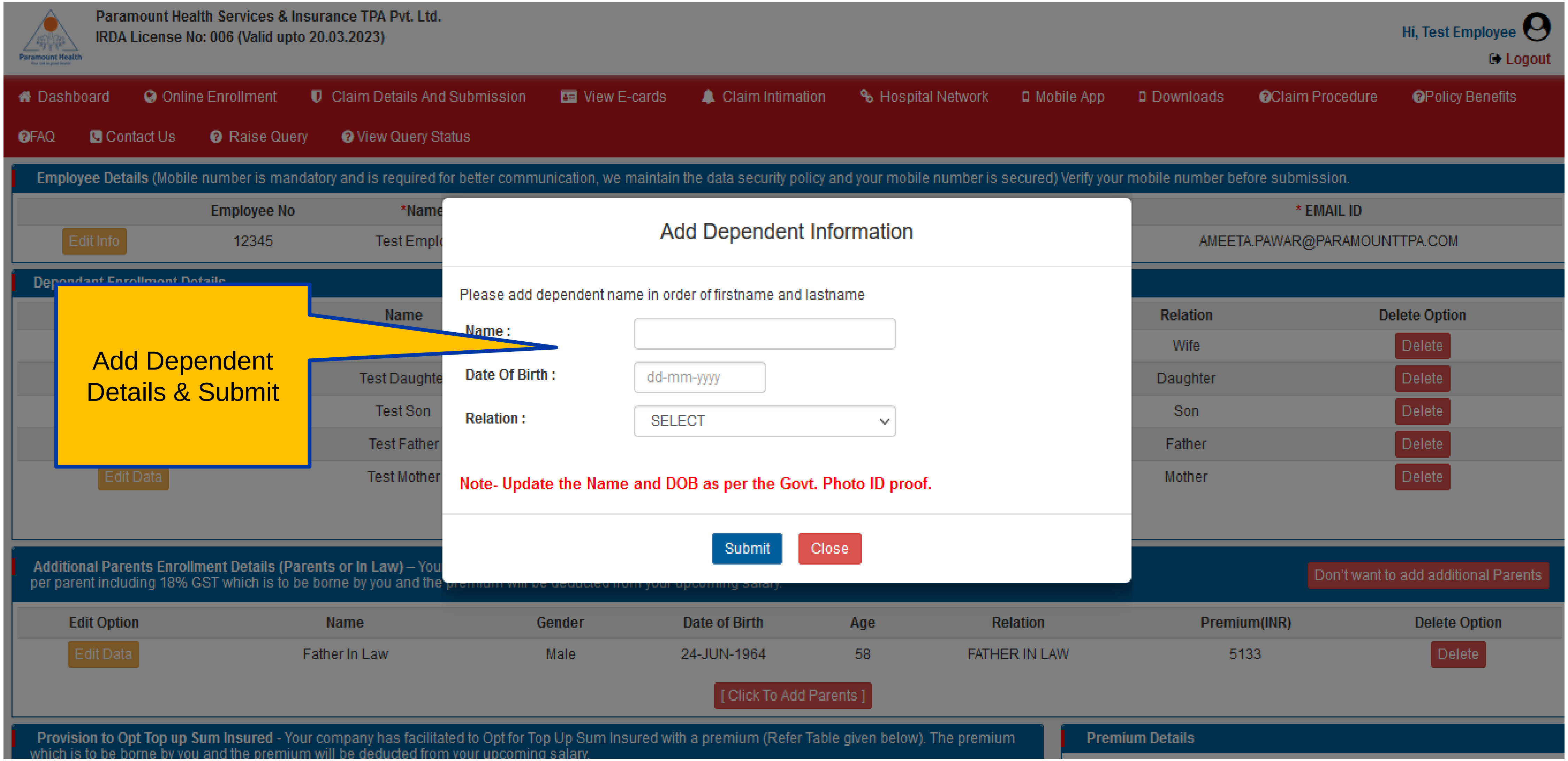



Paramount Health
Paramount Health Services & Insurance TPA Pvt. Ltd.
IRDA License No: 006 (Valid upto 20.03.2023)
Hi, Test Employee
Logout
Change Password
Password Guidelines
It is mandatory for all users to change password upon first login. Following are the guidelines to change password:
It should be minimum 8 characters.
It should contains one numeric, one special character and one upper and lower character.
Password Authentication is Case sensitive.
Old Password :
New Password :
Confirm Password :
Change
1) Update Employee DOB as Old Password
2) Update New Password of your choice
3) Confirm New Password

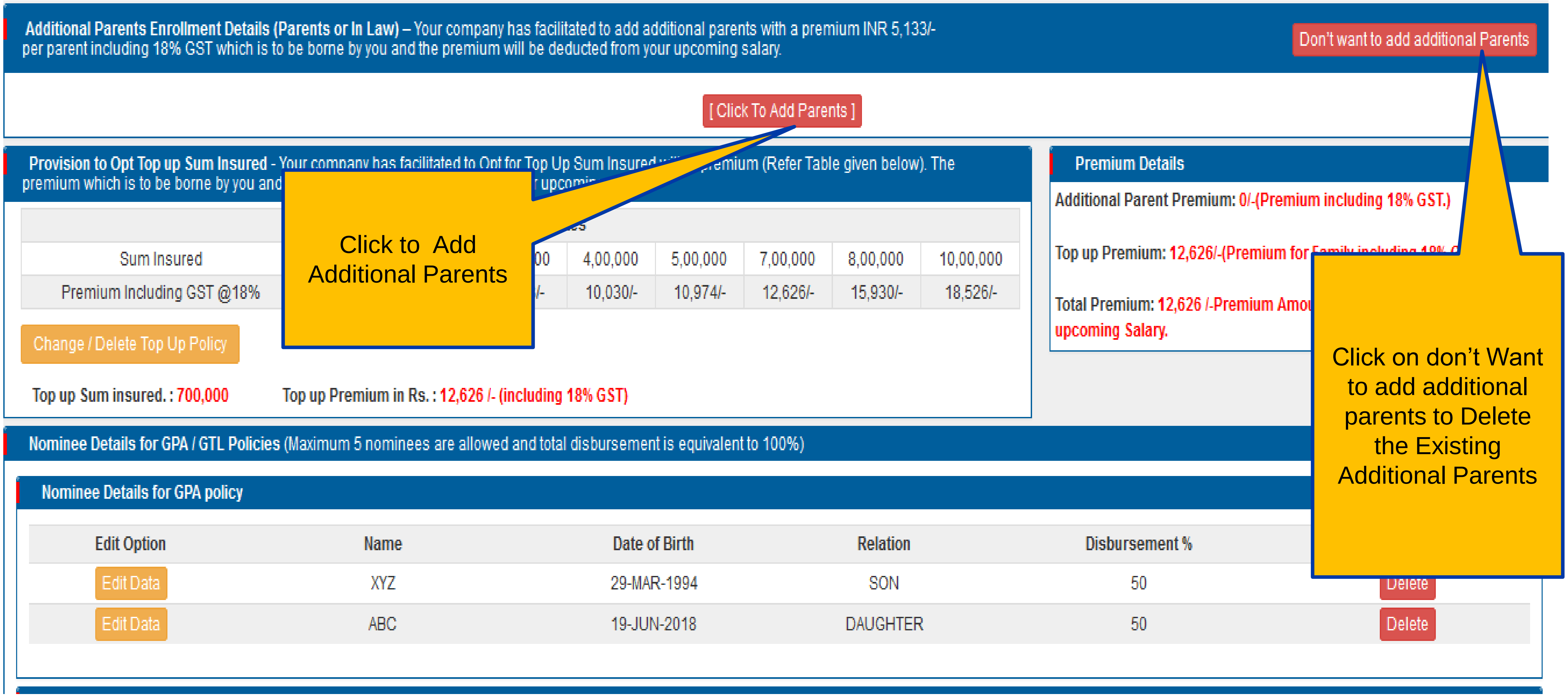
Update & Verify Mobile & Dependent details



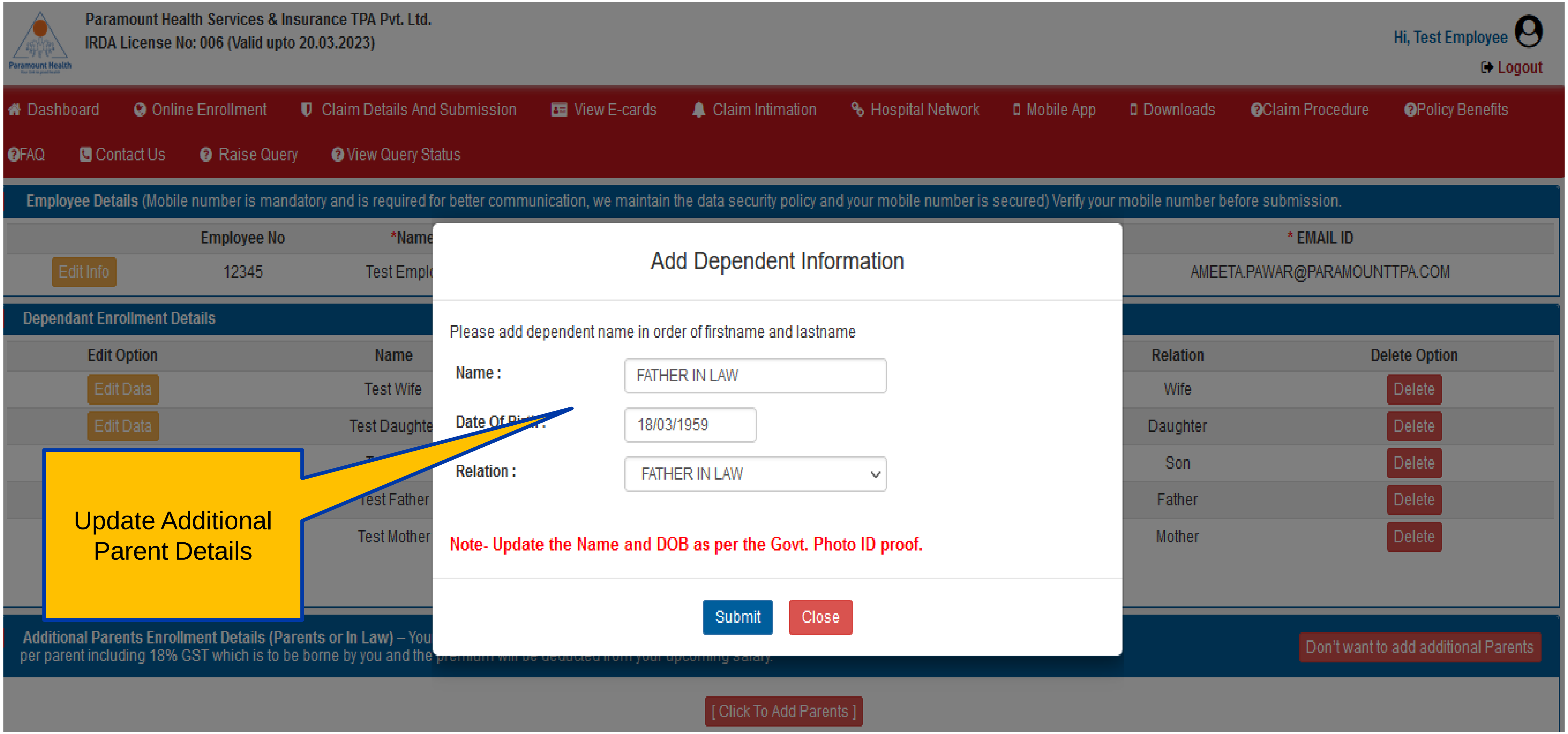
Add Dependent details



Add / Delete Additional Parents if Required



Add Additional Parents if Required



Option to Select / Delete Top Up Sum Insured

Provision to Opt Top up Sum Insured - Your company has facilitated to Opt for Top Up Sum Insured with a premium (Refer Table given below). The premium which is to be borne by you and the premium will be deducted from your upcoming salary.

Top-Up Policy Rates								
Sum Insured	1,00,000	2,00,000	3,00,000	4,00,000	5,00,000	7,00,000	8,00,000	10,00,000
Premium Including GST @18%	7,493/-	8,555/-	9,263/-	10,030/-	10,974/-	12,626/-	15,930/-	18,526/-

Do you want topup policy ? Yes No

Top up Sum insured: 700,000 Top up Premium in Rs. : 12,626 /- (including 18% GST)

Premium Details

Additional Parent Premium: 5,133/-(Premium including 18% GST.)

Top up Premium: 12,626/-(Premium for Family including 18% GST.)

Total Premium: 17,759 /-Premium Amount will be deducted from your upcoming Salary.

Nominee Details for GPA / G… ies (… l disbursement is equivalent to 100%)

Click "Yes" to OPT or "No" to Delete the Existing Top Up

Nominee Details for GPA policy

Edit Option		Date of Birth	Relation	Disbursement %	Delete Option
Edit Data		29-MAR-1994	SON	50	Delete
Edit Data		19-JUN-2018	DAUGHTER	50	Delete

Nominee Details for GTL policy

☐ Nominee details are same as GPA policies

Edit Option	Name	Date of Birth	Relation	Disbursement %	Delete Option

Change / Delete Top Up Sum Insured Option

Provision to Opt Top up Sum Insured - Your company has facilitated to Opt for Top Up Sum Insured with a premium (Refer Table given below). The premium which is to be borne by you and the premium will be deducted from your upcoming salary.

Top-Up Policy Rates								
Sum Insured	1,00,000	2,00,000	3,00,000	4,00,000	5,00,000	7,00,000	8,00,000	10,00,000
Premium Including GST @18%	7,493/-	8,555/-	9,263/-	10,030/-	10,974/-	12,626/-	15,930/-	18,526/-

Change / Delete Top Up Policy

Top up Sum insured. : 400,000 … up Premium in Rs. : 10,030 /- (including 18% GST)

Change / Delete Top Up Sum Insured

Premium Details

Additional Parent Premium: 5,133/-(Premium including 18% GST.)

Top up Premium: 10,030/-(Premium for Family including 18% GST.)

Total Premium: 15,163 /-Premium Amount will be deducted from your upcoming Salary.

Nominee Details for GPA / GTL Policies (Maximu… is equivalent to 100%)

Nominee Details for GPA policy

[Click To GPA Nominee]

Nominee Details for GTL policy

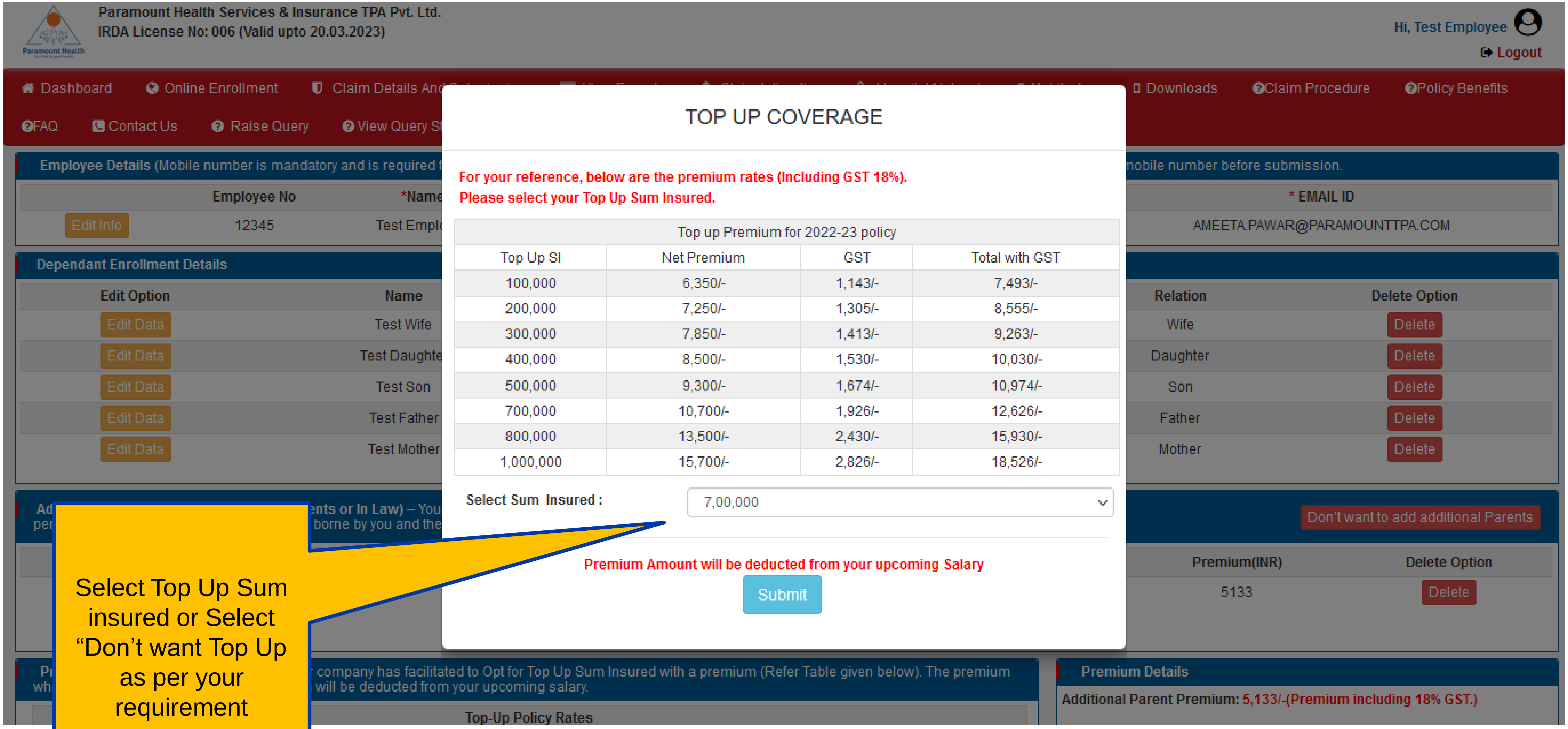
☐ Nominee details are same as GPA policies

[Click To GTL Nominee]

☐ I hereby confirm that all the information provided above is true & correct. You can deduct the premium if I have opted for additional Parents /Top up Coverage's.

Submit

Screen to Select / Delete Top Up Sum Insured



Top Up SI	Net Premium	GST	Total with GST
100,000	6,350/-	1,143/-	7,493/-
200,000	7,250/-	1,305/-	8,555/-
300,000	7,850/-	1,413/-	9,263/-
400,000	8,500/-	1,530/-	10,030/-
500,000	9,300/-	1,674/-	10,974/-
700,000	10,700/-	1,926/-	12,626/-
800,000	13,500/-	2,430/-	15,930/-
1,000,000	15,700/-	2,826/-	18,526/-

Select Top Up Sum insured or Select "Don't want Top Up as per your requirement

Update Nominee Details of GPA/GTL Policy

Provision to Opt Top up Sum Insured - Your company has facilitated to Opt for Top Up Sum Insured with a premium (Refer Table given below). The premium which is to be borne by you and the premium will be deducted from your upcoming salary.

Top-Up Policy Rates

Sum Insured	1,00,000	2,00,000	3,00,000	4,00,000	5,00,000	7,00,000	8,00,000	10,00,000
Premium Including GST @18%	7,493/-	8,555/-	9,263/-	10,030/-	10,974/-	12,626/-	15,930/-	18,526/-

Change / Delete Top Up Policy

Top up Sum insured. : 400,000 Top up Premium in Rs. : 10,030 /- (including 18% GST)

Premium Details

Additional Parent Premium: 5,133/-(Premium including 18% GST.)

Top up Premium: 10,030/-(Premium for Family including 18% GST.)

Total Premium: 15,163 /-Premium Amount will be deducted from your upcoming Salary.

Nominee Details for GPA / GTL Policies (Maximum 5 nominees are allowed and total disbursement is equivalent to 100%)

Nominee Details for GPA policy

[Click To GPA Nominee]

Click to Add GPA Nominees

Nominee Details for GTL policy

☐ Nominee details are same as GPA policies

If the GPA & GTL Nominee are Same then Click in the Drop Box

[Click To GTL Nominee]

Click to Add GTL Nominees

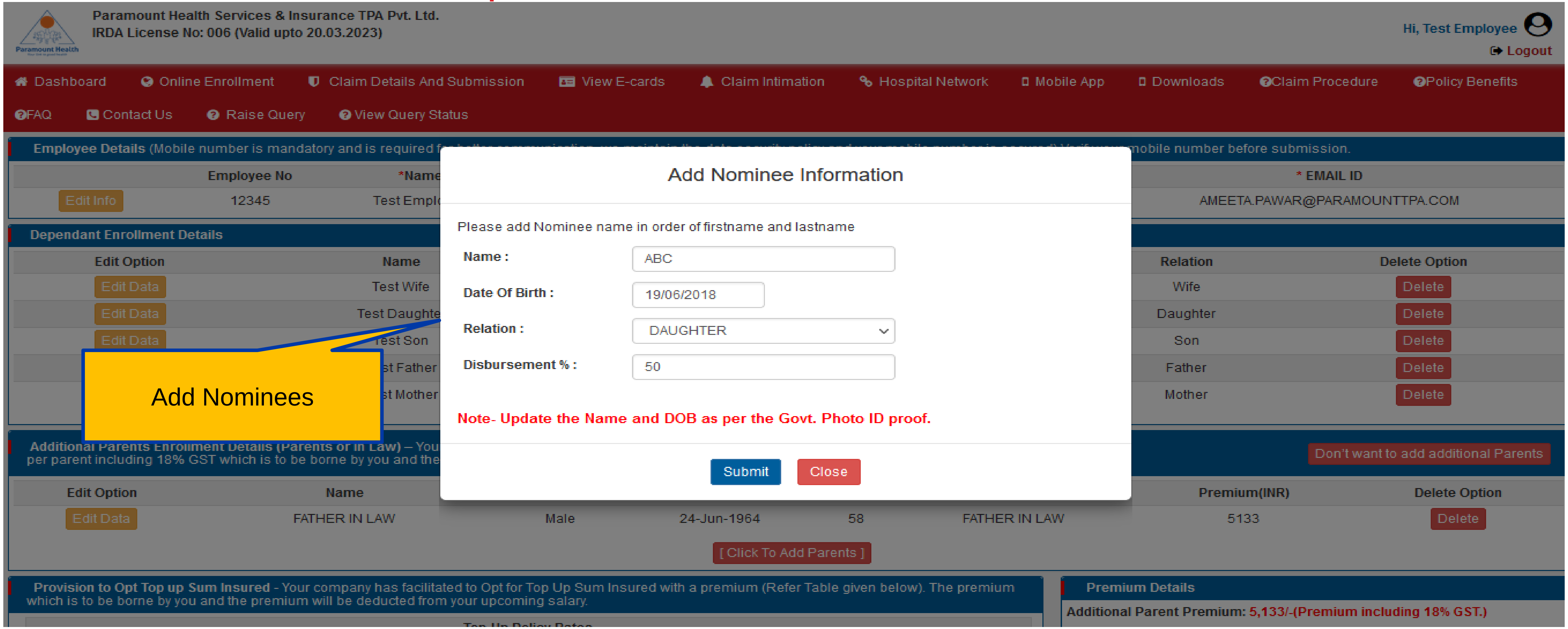
☐ I hereby ... ve is true & correct. You can deduct the premium if I hav ... ge's.

Submit

Screen to Add Nominee

You can add maximum 5 nominees

Total Disbursement is equivalent to 100%



Nominee Details Reflecting in the below screen

Nominee Details for GPA / GTL Policies (Maximum 5 nominees are allowed and total disbursement is equivalent to 100%)

Nominee Details for GPA policy

Edit Option	Name	Date of Birth	Relation	Disbursement %	Delete Option
Edit Data	xyz	29-Mar-1994	SON	50	Delete
Edit Data	ABC	19-Jun-2018	DAUGHTER	50	Delete

Nominee Details for GTL policy

☑ Nominee details are same as GPA policies

Edit Option	Name	Date of Birth	Relation	Disbursement %	Delete Option
Edit Data	xyz	29-Mar-1994	SON	50	Delete
Edit Data	ABC	19-Jun-2018	DAUGHTER	50	Delete

☐ I hereby confirm that all the information provided above is true & correct. You can deduct the premium if I have opted for additional Parents /Top up Coverage's.

Submit

Click to Submit (Record will save on final Submission)

Provision to Opt Top up Sum Insured - Your company has facilitated to Opt for Top Up Sum Insured with a premium (Refer Table given below). The premium which is to be borne by you and the premium will be deducted from your upcoming salary.

Top-Up Policy Rates								
Sum Insured	1,00,000	2,00,000	3,00,000	4,00,000	5,00,000	7,00,000	8,00,000	10,00,000
Premium Including GST @18%	7,493/-	8,555/-	9,263/-	10,030/-	10,974/-	12,626/-	15,930/-	18,526/-

Do you want topup policy ? Yes No

Top up Sum insured. : 700,000 Top up Premium in Rs. : 12,626 /- (including 18% GST)

Premium Details

Additional Parent Premium: 5,133/-(Premium including 18% GST.)

Top up Premium: 12,626/-(Premium for Family including 18% GST.)

Total Premium: 17,759 /-Premium Amount will be deducted from your upcoming Salary.

Nominee Details for GPA / GTL Policies (Maximum 5 nominees are allowed and total disbursement is equivalent to 100%)

Nominee Details for GPA policy

Edit Option	Name	Date of Birth	Relation	Disbursement %	Delete Option
Edit Data	XYZ	29-MAR-1994	SON	50	Delete
Edit Data	ABC	19-JUN-2018	DAUGHTER	50	Delete

Nominee Details for GTL policy

☐ Nominee details are same as GPA policies

Edit Option	Name	Date of Birth	Relation	Disbursement %	Delete Option
Edit Data	XYZ	29-MAR-1994	SON	50	Delete
Edit Data	ABC	19-JUN-2018	DAUGHTER	50	Delete

☐ I hereby confirm that all the information provided above is true & correct. You can deduct the premium if I have opted for additional Parents /Top up Coverage's.

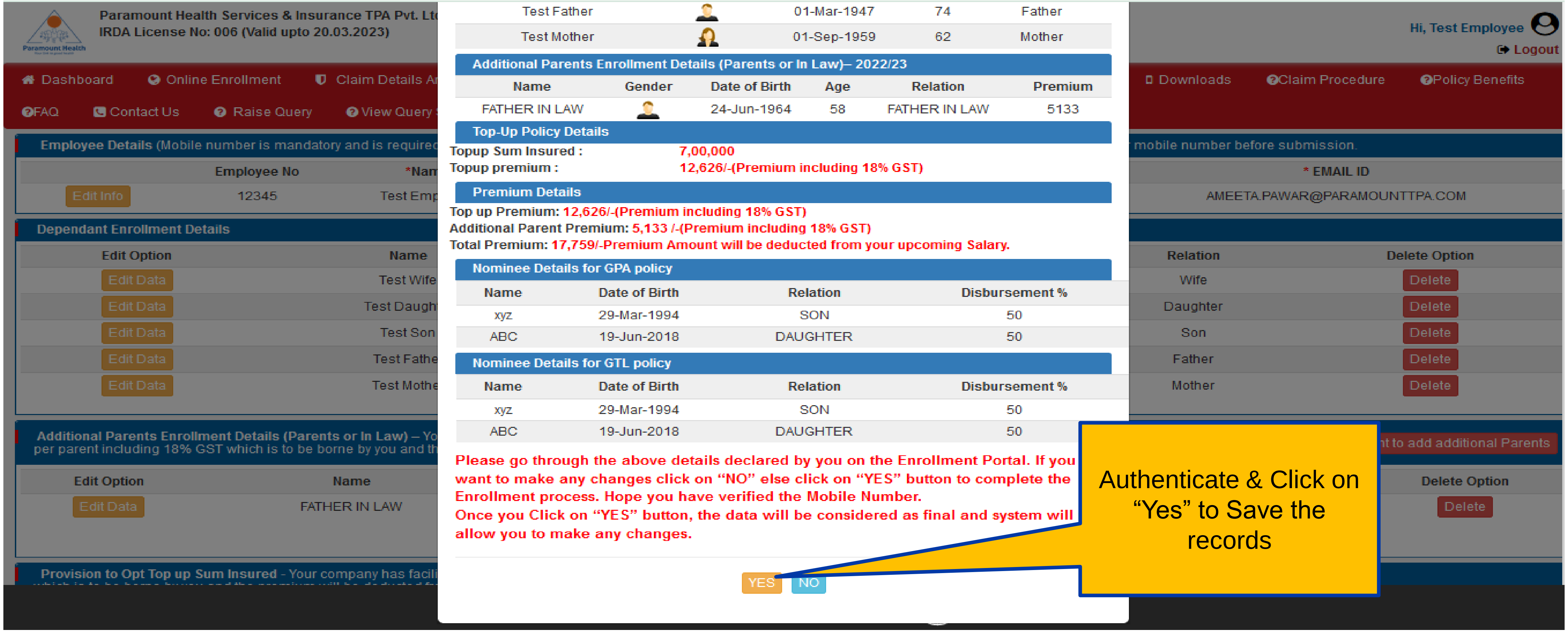
Submit

1) Click on the drop box

2) Click on Submit

Final Authentication before submission

Verify the Mobile before submission
If the details are Correct then Click on “Yes” otherwise “No” to back page



Test Father		01-Mar-1947	74	Father
Test Mother		01-Sep-1959	62	Mother

Additional Parents Enrollment Details (Parents or In Law)– 2022/23

Name	Gender	Date of Birth	Age	Relation	Premium
FATHER IN LAW		24-Jun-1964	58	FATHER IN LAW	5133

Top-Up Policy Details

Topup Sum Insured : 7,00,000
Topup premium : 12,626/-(Premium including 18% GST)

Premium Details

Top up Premium: 12,626/-(Premium including 18% GST)
Additional Parent Premium: 5,133 /-(Premium including 18% GST)
Total Premium: 17,759/-Premium Amount will be deducted from your upcoming Salary.

Nominee Details for GPA policy

Name	Date of Birth	Relation	Disbursement %
xyz	29-Mar-1994	SON	50
ABC	19-Jun-2018	DAUGHTER	50

Nominee Details for GTL policy

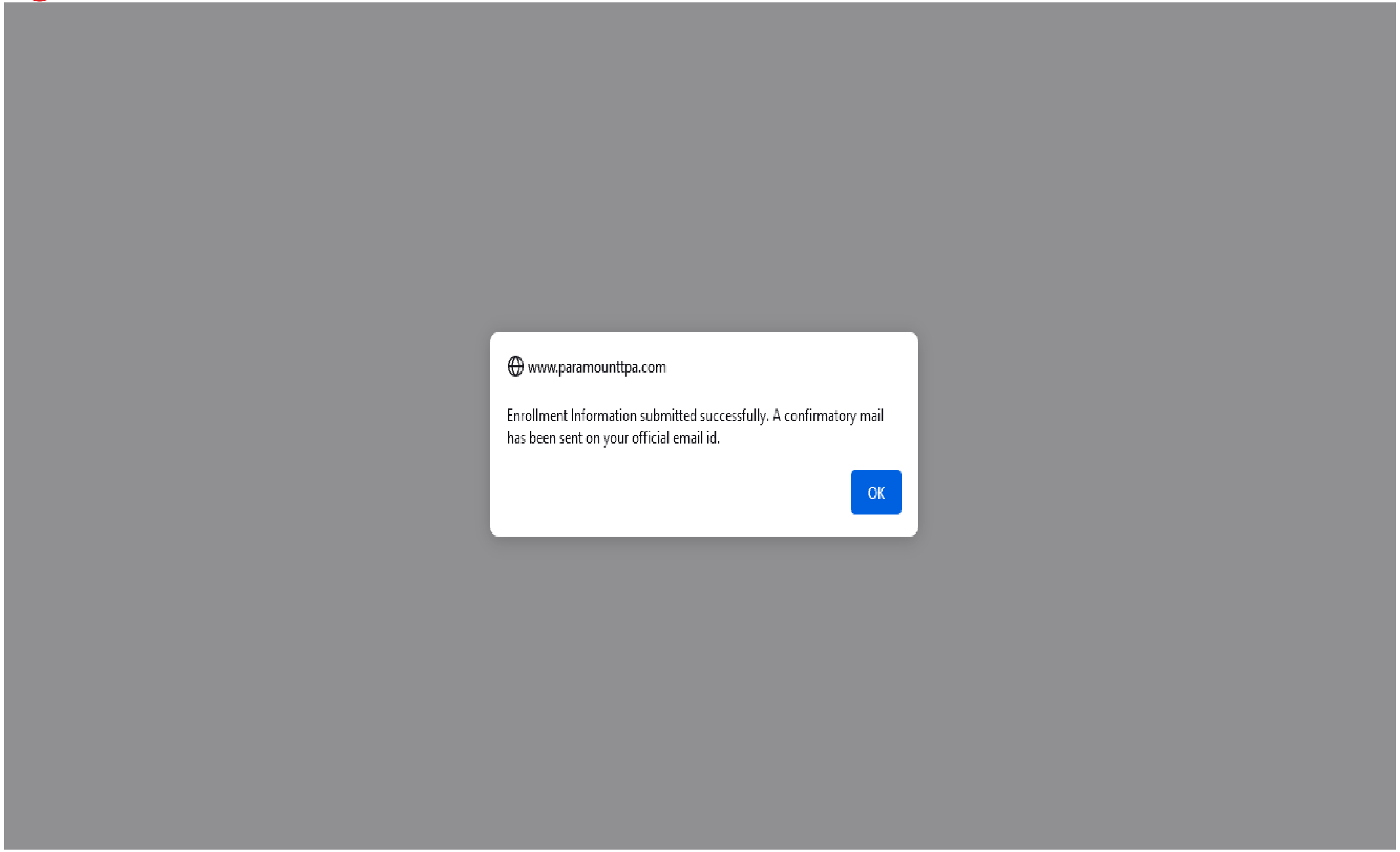
Name	Date of Birth	Relation	Disbursement %
xyz	29-Mar-1994	SON	50
ABC	19-Jun-2018	DAUGHTER	50

Please go through the above details declared by you on the Enrollment Portal. If you want to make any changes click on “NO” else click on “YES” button to complete the Enrollment process. Hope you have verified the Mobile Number.
Once you Click on “YES” button, the data will be considered as final and system will allow you to make any changes.

YES NO

Authenticate & Click on “Yes” to Save the records

On Final Submission you will get an acknowledgment mail on your registered Email ID



Making A Claim

The Hospitalization Procedure

You can avail either cashless facility or submit the claim for reimbursement.

Definition of Cashless

- Cashless hospitalization means the TPA may authorize (upon an Insured person's request) for direct settlement of eligible services and the corresponding charges between a Standard Network / PPN Network Hospital and the TPA. In such case, the TPA will directly settle all eligible amounts with the Network Hospital and the Insured Person may not have to pay any deposits at the commencement of the treatment or bills after the end of treatment to the extent these services are covered under the Policy. Denial of cashless does not mean that the treatment is not covered by the policy.

Definition of Reimbursement

- In case you choose a non-network hospital, you will have to liaise directly with the hospital for admission. However, you are advised to follow the pre authorization procedure and intimate the TPA about the claim to ensure eligibility for reimbursement of hospitalization expenses from the insurer.
- To know about cashless or reimbursement, please visit the desired section mentioned below:

Making A Claim

Process for Cashless

Cashless hospitalization means the Administrator may authorizes upon a Policyholder's request for direct settlement of eligible services and its according charges between a Network Hospital and the Administrator. In such case the Administrator will directly settle all eligible amounts with the Network Hospital and the Insured Person may not have to pay any deposits at the commencement of the treatment or bills after the end of treatment to the extent as these services are covered under the Policy.

List of hospitals in the TPA's network eligible for cashless hospitalization	
Hospital Network List	**Email ID:** legato.phs@paramounttpa.com
Click on Website - https://legato.paramounttpa.com/ (Select Hospital Network)	For Intimation: 1800226655 / 18002093377
Select State and City to view the Network Hospital List.	For Assistance : Dr Nidhi Ahankari : 8976940936 Ms. Veena Koppikar :8976940935
Contact Call Centre at 24 X 7 Customer Service Centre -	1800226655

Group Medical – Cashless Hospitalization

Planned Hospitalization

- Approach hospital 48 hrs. prior to admission, produces TPA card and completes pre-authorization formalities
- Faxes Pre-Authorization letter to TPA for Approval
- If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours
- If the case is Declined, Denial Letter will be issued to hospital

  (*denial of cashless does not mean denial of treatment or claim*)
- Incase additional information is required, TPA will inform the Hospital / Employee

Emergency Hospitalization

- Admission in Hospital
- Pre-Authorization formalities to be completed within 24 hrs and sent to TPA for Approval
- If all the documents are in order, TPA will issue authorization letter to hospital within 3 hours
- If the case is Declined, Denial Letter will be issued

  (*denial of cashless does not mean denial of treatment or claim*)
- Incase additional information is required, TPA will inform the Hospital / Employee

Cashless Form

Group Medical – Reimbursement

Insured visits non network hospital for treatment

→ Takes discharge, pays for treatment

→ Collects all original documents, receipts and investigation reports from Hospital

→ Submits all original Hospital documents along with filled claim form within 21 days from date of discharge to TPA

→ TPA acknowledges receipt of claim documents via email and commences claim process

→ Incase additional information is required, TPA will inform the employee via email with reminders, If documents are not submitted within 30 days, claim may be closed/ declined

→ If claim is payable, payment will be made to employee via NEFT

→ If claim is declined, denial mail will be sent.

Making A Claim

Claims Document Check List & Attachments

No.	Document Required (All in ORIGINAL)
1	Signed Claim form (KYC form is mandatory for claims above INR 100,000)
2	Main Hospital bills in original (with bill no; signed and stamped by the hospital) with all charges itemized and the original receipts
3	Discharge Card/Summary (original)
4	Attending doctors' bills and receipts and certificate regarding diagnosis (if separate from hospital bill)
5	Original reports or attested copies of Bills and Receipts for Medicines, Investigations along with Doctors prescription in Original and Laboratory
6	Follow-up advice or letter for line of treatment after discharge from hospital, from Doctor.
7	Break up with details of Pharmacy items, Materials, Investigations even though it is there in the main bill
8	In case the hospital is not registered, please get a letter on the Hospital letterhead mentioning the number of beds and availability of doctors and nurses round the clock.
9	In non- network hospitalization, please get the hospital and doctor's registration number in Hospital letterhead and get the same signed and stamped by the hospital.
10	In case of accidents, please note **FIR** or **MLC** (medico legal certificate) is mandatory.

PDF

Claim Form

Note: Kindly retain photo copies of all the documents. KYC – Government issued Photo ID and Address proof. The above is an indicative list and additional documents can be requested for to process a claim.

Making A Claim

Group Medical – Important FAQs

- **What are network hospitals? What should I do when I reach the hospital (NETWORK)?**

These are hospitals where TPA has a tie up for the cashless hospitalization. There are two kinds of network hospitals; PPN Network hospitals where cashless services can be obtained for emergency and planned treatments and Standard (Non PPN) network hospitals where cashless services can be obtained for planned hospitalisation.

Once you have reached there, please show your ID card for identification. TPA will also send a letter of credit (on pre-authorization) to the hospital to make sure that they extend credit facility. Please complete the pre-authorization procedure listed earlier. If the pre-authorization is not done, you must collect all reports and discharge card when you get discharged. Please make sure that you sign the hospital bill before leaving the hospital. You can then submit the claim along with all the necessary supporting documents to TPA as a reimbursement . If however, you go to a non network hospital , it is still advisable to fill the preauthorization form (use the copy attached with the Benefits Manual). Please fill the claim form, attach the relevant documents and send it to TPA office for reimbursement.

- **How can I claim my pre & post hospitalization expenses?**

The policy covers pre-hospitalization expenses made prior to 60 days of hospitalization and incurred towards the same illness/ disease due to which hospitalization happens. It also covers all medical expenses for up to 60 days post discharge as advised by the Medical Practitioner. All bills with summary have to be sent to TPA as a reimbursement.

Making A Claim

Things To Remember

- **Always aim to pre-authorize your benefits with the TPA**

This will help you in the following ways:

- You will be informed in advance regarding your coverage for the treatment and whether it is covered under your medical plan or not . This will help you know in advance if your claim may get rejected at a later stage and you do not end up paying out of pocket.
- It will help you ensure that the treatment cost is appropriate and not inflated. as the TPA will be able to cross check costs with the hospital in question. This will also help TPA in planning your hospitalization expenditure such that you do not run out of the cover that you are entitled to.
- It will help TPA in registering the impending claim with the insurer

- **Ensure your dependent list is always updated and claims submitted as per protocols**

Please ensure that all your dependents are covered and have a valid card at the outset itself as it will not be possible to add dependents at a later stage. Submit your reimbursement claims within timelines from the hospital. Please do not postpone this till later as it may mean that your claim gets rejected due to late submission .

Please check that your documents are submitted completely at the first instance itself and originals are submitted wherever requested for . Do note that incomplete submissions will not be considered as exceptions by the insurers and will only delay the process further for you and a delay may lead to the claim getting closed. Please also retain a copy of all claim documents submitted to the insurer

Making A Claim

Things To Remember

- **Know that it is possible that benefits under your plan could be reduced v/s your eligible sum insured**

The following are some common reasons for rejection although these are NOT the only reasons why a claim could be reduced

1. Limits for the specific ailment exceed the reasonable cap on ailments listed in the manual,
2. Claim amount exceeds the permissible limit under the policy for you (denied to the extent of the excess),
3. Some expense items are non payable for e.g. toiletries , food charges for visitors etc.

- **Know that it is possible that your claim could also be completely rejected under the plan?**

The following are some common reasons for rejection although these are NOT the only reasons why a claim could be rejected

1. Treatment taken after leaving the organization. (If you have been transferred from one group business to another, please confirm with your HR that you have been included for coverage under your new entity)
2. Treatment that should have been taken on an outpatient basis (unnecessary inpatient admission and / or no active line of treatment.) or where hospitalization has been done primarily from a preventive perspective. Please remember that on occasion your personal doctor may recommend hospital admission for observation purposes however such admissions are not covered under your medical plan
3. Treatment taken is not covered as per policy conditions or excluded, under the policy. Please go through the list of standard exclusions listed earlier. (for e.g. : Ailment is a because of alcohol abuse is a standard exclusion, similarly cosmetic treatments or treatments for external conditions like squint correction etc are not covered) . Hospitalization taken in a hospital which is not covered as per policy conditions (Ex. less than 10 bed hospitals), Admission is before/after the policy period or details of the member are not updated on the insurer’s list of covered members . Additionally in case original documents are not submitted as per the claim submission protocol,

Point of Contacts – Paramount Health Services (TPA)

Level	Name	Mobile Number	Email ID
1st point of contact	Toll free number	1800226655	--
1st point of contact	**Dedicated Legato Toll free number**	**18002093377**	--
SPOC	Dr Nidhi Ahankari	8976940936	Legato.phs@paramounttpa.com
Escalation 1	Ms. Veena Koppikar	8976940935	veena.koppikar@paramounttpa.com
Escalation 2	Ms. Ameeta Pawar	9322798264	ameeta.pawar@paramounttpa.com
Escalation 3	Mr. Srihari K.P.	9343728900	srihari.kulkarnI@paramounttpa.com

Point of Contacts - AON

Level	Name	Mobile Number	Email ID
Escalation 4	Mr. Naveen Kumar N	9535652071	naveen.kumar.n2@aon.com
Escalation 5	Mr. Om Prakash Kashyap	9243458500	om.kashyap@aon.com

TPA Address (For Reimbursement Documents):

Paramount Health Services & Insurance TPA Pvt. Ltd
No. 4/2, 1st Floor, Shirdi Krupa Complex, Nagappa Street, Above Bank of India,
Sheshadripuram, BANGALORE - 560 020

Group Personal Accident Benefits (GPA)

Know Your Benefits

The Group Personal Accident policy covers expenses by the insured persons (employee covered) on account of death or permanent / temporary, total or partial disability due to an accident. Accidental Permanent Disablement means disablement caused due to an accident which entirely prevents an insured person from attending to any business or occupation of any and every kind and which lasts 12 months and at the expiry of that period is beyond hope of improvement. Accidental Temporary Total Disablement means disablement caused due to an accident which temporarily and totally prevents the Insured Person from attending to the duties of his usual business or occupation and shall be payable during such disablement from the date on which the Insured person first became disabled. Accidental Permanent Partial Disablement is a doctor certified total and continuous loss or impairment of a body part or sensory organ caused due to an accident , to the extent specified in the chart provided by the insurer

Your Plan Details

Plan Name	Group Personal Accident
Policy Holder	Legato Health Technologies LLP
Policy period	25th January 2022 – 24th January 2023
Insurer	Aditya Birla Health insurance Co.
Sum Insured	5 times of CTC
Members Covered	Employee
Age limit	18 – 65 years
Geographical Limits	Worldwide
Schedule of benefits	Accidental Death up to 100% of SI Dismemberment (100% SA) Permanent Total Disability (100% SA) Permanent Partial Disability TTD Benefit -1 % of Sum Insured or INR 25,000/- for Level up-to Managers and 1 % of Sum Insured INR 50,000 for level Sr Manager and above or actual weekly salary whichever is lower. Medical extension :covered up to INR 15,000 for accidental Injury on IPD or OPD Ambulance- INR 3,000 Terrorism is covered

Partial Accident Disability Chart

Event	Percentage of Sum Insured Payable
The sight of one eye or the actual loss by physical separation of one entire hand or one entire foot.50%	50%
Use of a hand or a foot without physical separation	50%
Loss of speech	50%
Loss of toes – all	20%
Loss of toes great - both phalanges	5%
Loss of toes great - one phalanx	2%
Loss of toes other than great, if more than one toe lost: each	2%
Loss of hearing - both ears	75%
Loss of hearing - one ear	30%
Loss of four fingers and thumb of one hand	50%
Loss of four fingers of one hand	40%

Partial Accident Disability Chart

Event	Percentage of Sum Insured Payable
Loss of thumb - both phalanges	25%
Loss of thumb – one phalanx	10%
Loss of index finger – three phalanges	15%
Loss of index finger – two phalanges	10%
Loss of index finger - one phalanx	5%
Loss of middle finger or ring finger or little finger – three phalanges	10%
Loss of middle finger or ring finger or little finger – two phalanges	7%
Loss of middle finger or ring finger or little finger - one phalanx	3%
Loss of thumb - both phalanges	25%
Loss of thumb – one phalanx	10%
Loss of index finger – three phalanges	15%

Your Plan Details

Key Exclusions

- Suicide, attempted suicide (whether sane or insane) or intentionally self-inflicted Injury or illness, or sexually transmitted conditions, mental or nervous disorder, anxiety, stress or depression, Acquired Immune Deficiency Syndrome (AIDS), Human Immune-deficiency Virus (HIV) infection; or

- Being under the influence of drugs, alcohol, or other intoxicants or hallucinogens unless properly prescribed by a Physician and taken as prescribed; or

- Participation in an actual or attempted felony, riot, crime, misdemeanor, (excluding traffic violations) or civil commotion; or

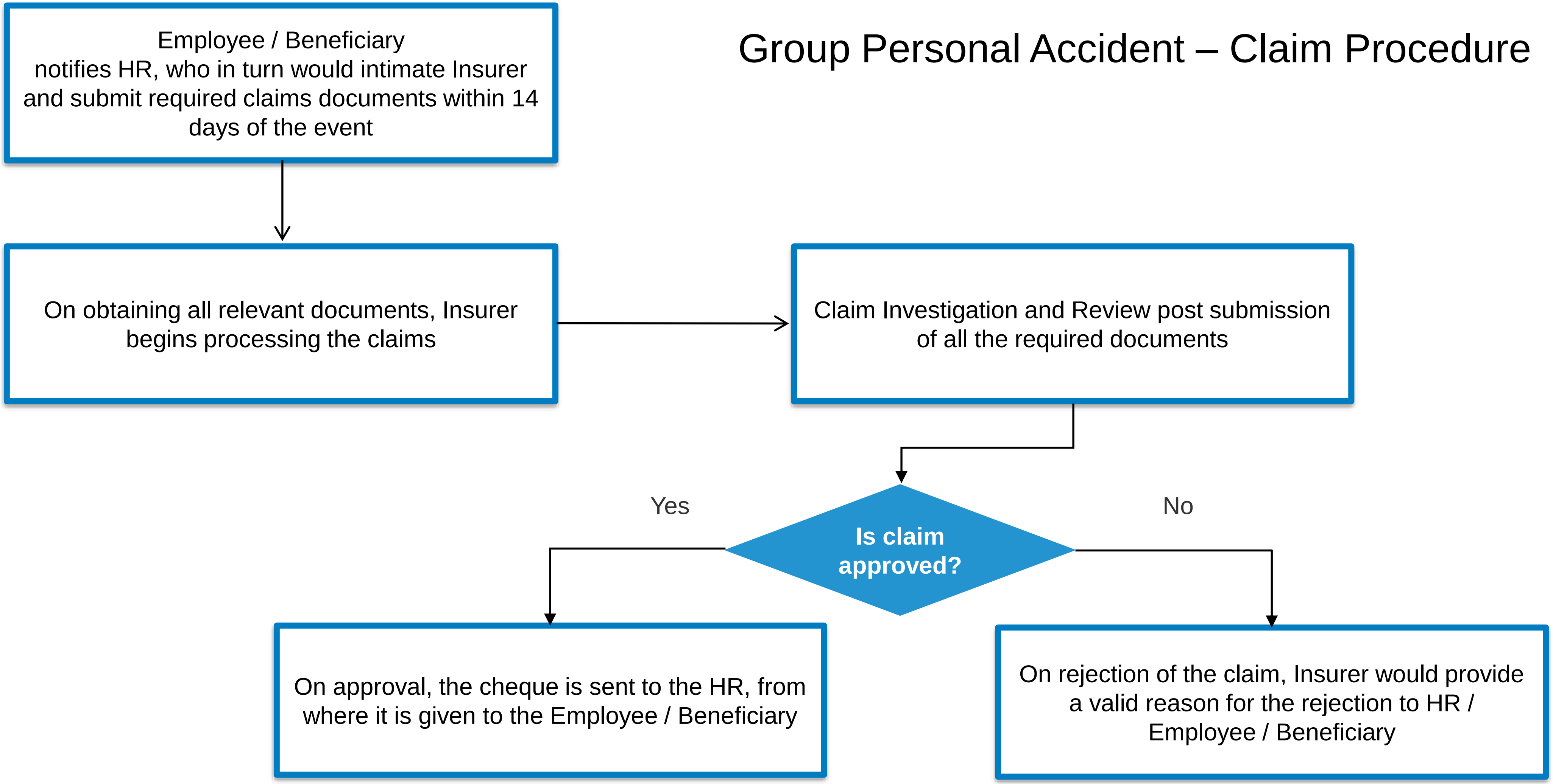
- Operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft; or Scheduled Aircraft.; or

- Self exposure to needless peril (except in an attempt to save human life);

- Loss due to child birth or pregnancy.

Making A Claim

Group Personal Accident – Claim Procedure



Making A Claim

Typical Documents Needed

Document Check List

Weekly Benefit / Temporary Disability Claims

	Document Details
1	Completed Claim form
2	Doctor's Report
3	Disability Certificate from the Doctor, if any
4	Investigation/ Lab reports (x-ray etc.)
5	Original Admission / discharge card, if hospitalized
6	Employers Leave Certificate & Details of salary

Disablement Claims

	Document Details
1	Completed Claim form
2	Doctor's Report
3	Disability Certificate from the Doctor, if any
4	Investigation / Lab reports (x-ray etc.)
5	Original Admission / discharge card, if hospitalized
6	Police Inquest report, wherever applicable

This is an indicative list of documents and there may be additional documents required by the insurer. It is mandatory to provide the details for nomination of beneficiary.

Group Term Life Benefits (GTL)

Know Your Benefits

Group Term Life Insurance Scheme is meant to provide life insurance protection to the employees. The Policy provides for payment of a lump sum to the nominated beneficiary in the unfortunate event of the employee’s death due to any cause. Plans may be subject to a Free Cover Limit and requirement for medical tests or these may be waived off as per specific terms relating to your group

Your Plan Details

Plan Name	Group Term Life
Policy Holder	Legato Health Technologies LLP
Policy period	07th February 2022 – 06th February 2023
Insurer	Aditya Birla Sun Life Insurance Co.
Sum Insured	5 times of CTC
Members Covered	Employee
Age limit	18 – 65 years
Schedule of benefits	Accidental Death up to 100% of SI Free Cover Limit of INR 50,000,000

Making A Claim

Claim Procedure & Claim Documents

Type of Claim	Requirement
Death (all causes of death #) Critical Illness And Disability	1. Claim Forms Part I: Application Form for Death Claim (Claimant's Statement) # Part II: Physician's Statement, relevant Hospital records and report from the concerned medical specialist giving nature of disability and illness (for Critical Illness claims).
	2. Death Certificate issued by a local government body like Municipal Corporation/Village Panchayat #
	3. Medical Cause of Death Certificate issued by attending physician/hospital #
	4. Attested True Copies of Indoor case Papers of the hospital(s)
	5. Post-mortem Report (Autopsy Report) & Chemical Viscera Report – if performed #
	6. The Beneficiary : - Photo ID with DOB with relationship to the insured - Proof of legal title to the claim proceeds (e.g., legal succession papers, assignment deed etc.)
	7. Employer's Certificate
	8. Leave Records for the past 3 years
If Death due to Accident (submit in addition to the above)	All Police Reports / First Information & Final Investigation Report
	Proof of Accident – Panchnama / Inquest Report
	Newspaper cutting / Photographs of the accident – if available

The above is an indicative list of documents, and the insurer reserves the right to ask for additional proofs & documents in support of the claim. Policyholder shall inform the insurance company of any claim within 30 days of the claim event.

Legal Disclaimer


Thank you

InSync Frequently Asked Questions (FAQs)

Article metadata.
This article was updated• 3mo ago3 months ago
This article has 711 views.• 711 Views

This Knowledge Article answers the frequently asked questions about InSync.

Table of Contents

1. **Unable to login to InSync, getting profile not active alert message while login**

Please create a service now ticket with proper description **Click here** and provide the information as given in the screenshot below

Please select appropriate "Activity/Request Type" according to your request.

· Data Change – For updating any details wrongly entered

· Issue – If you find any issues in performing an activity which you usually do

· Questions/Inquiries – To know any existing functionality in the tool that you are not aware of

· Request for Service – Any Ad-Hoc requests like reports or any functionality that you are not able to perform through the tool

· Configuration – Add yourself or your team's Distribution List to an existing scheduled report

· Other – Any of the type other than the above options.

When you select the option Other, please specify the type in the next field.

2. **How to Change Supervisor / Deactivate associate profile in InSync tool?**

This is an automated task and associate need not to do anything.

Our InSync system is integrated with Avatar/PeopleSoft system. **Our automation job will take care of this within 3-7 days.**

Please make sure the supervisor details/associate profile status is updated in Avatar/Peoplesoft system.

For more information on this please reach out to ResourceManagementGroup@legatohealth.com

3. **Update associate's BCP daily entry in Bulk**

This can be done only by Managers and allowed for the options Except below:

· *In Office*

· *Working remotely*

Follow the below steps

a. Login to InSync tool à "My Dashboard "

b. Click on Emp Status (Clock icon)

c. Click on the Add User Activity button à Enter all mandatory fields and click the submit button.

4. **How to avoid getting LMS reminder alert from InSync if an associate is not available for a long period of time.**

a. Login to InSync tool à "My Dashboard "

b. Click on domain ID under the Domain ID column.

c. Change the productive status, provide leave start and end date except for below status.

I. Productive

II. Abscond

d. Fill in all mandatory information and click **Submit**

5. **Unable to find dependents details for vaccination drive or vaccine declaration**

Do not worry, if you joined Legato recently, please enroll yourself and your dependents details in insurance portal. We will update your dependents information based on HR Ops team confirmation.

If you need more information about Insurance portal/enrollment process, please check with HR Ops team or click **ASK HR**

6. **Are you getting vaccination declaration alert while daily entry submission?**

Follow the below steps to verify your vaccination declaration status.

1. Verify you have declared dose1 and dose2 details separately.
2. Select missing dose number from dropdown, enter all mandatory inputs, select checkboxes, and click on Save if you wish to keep your request in draft status or click Submit button to submit details.

7. **Explain how to raise an Asset related request**

a. Click IT Request menu.

b. Click the Create IT Request button

c. Give valid reason for all IT Request Type and support document if mandatory

8. **Is your Asset Related IT request approved by your manager but no progress in status!**

Please check with IT Ops team for more updates **Click here** to send mail to IT Ops team

InSync tool only enables the associates to raise request and get it approved by Manager. Once the request is approved it goes to the IT Ops Team queue followed by the facility team and InSync team will not have any control over it

9. **Unable to change your location in Office access Request?**

· If your request status is still pending from your manager approval, please inform your manager to reject your request and create a new Office access Request.

· If your request is already approved by your manager create service now request, **Click here**

10. **Are you still getting alert to declare your vaccination details even after declaring your dose2 vaccination details while submitting your InSync daily entry?**

Self-vaccination declaration of both dose details (Dose1 and Dose2) is mandatory. Please select the missing dose number and submit the details. (Please check your vaccine declaration page to know missing dose information).

Note: Dose1 and Dose2 vaccination details should be declared separately to make your name listed for transportation along with your approved RTO request.

11. **Unable to find your associates "Office Access Request" for approval?**

Only future date requests will be displayed. Any request for the current date will be auto expired.

Note: Team leads will not have access to view/approve their associates "Office Access Request", these requests can be approved by ADM and above.

Please communicate with your manager to get your request approval before you plan to visit the office.

12. **Unable to login to InSync application, getting "Unauthorized user" error message?**

· InSync application can be accessible by Legato fulltime associates and contractors who are using Legato assets.

· If you are a 'GIC' associate or using Legato assets and still getting the same error. Please create a service now ticket with proper description **Click here.**

13. **Are you not able to find the relocation request date in the calendar?**

· Relocation date is enabled for every first day of future months. Select the first day of the month and create a request.

14. **Are you facing an issue in accessing InSync portal / Not able to land to InSync login page?**

- Please check your VPN / Global protect connectivity. If you are facing an issue in VPN / Global protect connectivity, check with IT Enterprise Service Desk.
- If your VPN / Global connectivity is good and not able to access InSync portal, please wait for some time and try to access again before reaching support team.
- Please create a service now ticket with proper description **Click here** in case you didn't get resolution from above 2 steps.

15. **For any Legato transportation related queries contact below team**

Note: Please don't copy InSync DL as there is no task to be done by InSync support team

Legato Transport Team	
Transport - BLR	dl-TransportBLR@anthem.com
Transport - RGA	DL-TransportRGA@legatohealth.com
Transport - HYD	dl-transportHYD@legatohealth.com
Transport - GUR	dl-transportGUR@legato.com

16. **For any Legato facility related queries contact below team?**
Note: Please don't copy InSync DL as there is no task to be done by InSync support team

Legato Facility Team	
Facility - BLR	dl-legatofacilitiesblr@anthem.com
Facility - HYD	DL- LegatoFacilitiesHYD@anthem.com
Facility - GUR	DL-FacilitiesGUR@legato.com

Look for more articles about this topic or other topics.

Click the categories on the Associate IT Knowledge Base.

Report a content error

Need more help? Contact the **IT Enterprise Service Desk**, in **IT ServiceConnect** using **REPORT Submit and Track Issues**, or press **CHAT** from the **IT ServiceConnect** home page, or by phone at 888-268-4368.

JIRA - Logging Work and Time Tracking

Sub-task Hours and Story Point Estimates

Why do teams need hours if they have story point estimates?

This is a question that comes up a lot and there are various reasons why this is done:

Before you start your sprint planning, you should know your total team capacity. As you task out each story and put the hours in the original estimate field, you can then look at your total planned capacity vs. what your actual team capacity is. If you find the total original estimates is over your available hours, you may need to rethink how much work you are bringing into the sprint.
The sub-tasks tell the team how it will achieve the what of a story. When the team collaborates together and puts down the specific tasks and hours, there will be a much clearer understanding by everyone on the team of how much work there is to do. This will also encourage self-managing teams to look for the next available task in the queue that needs to be done. The intent is for the Scrum team to work as a single unit, anyone on the team can do any of the tasks on the list.
When a team is in the initial stages of Scrum, it is often best to use all the techniques stated in the Scrum Guide so that there is a solid foundation and understanding of the framework. A new Scrum team will see their progress on the sprint burndown with hours rather than with story points because often a new Scrum team won't complete their stories early in the sprint. Once a team matures, they find that some of the rules they followed as a young team are not as helpful as they were. Maybe they are now completing stories in the first few days of the sprint and having mini-demos to show their progress. They may find that switching their burndown to story points is effective and less work then capturing all of the hours.

Example Story Pointing Reference Guide

Level of Effort	Complexity	Story Points
Small	Low	1
Small	Medium	2
Small	High	5
Medium	Low	2
Medium	Medium	3
Medium	High	5
Large	Low	5
Large	Medium	8
Large	High	13

Logging Work and Time Tracking Options in JIRA

The following points explain how to use Jira's logging work and time tracking options and what values these options can accept.

- **Logging Work options**
  - **Time Spent** - the amount of time logged working on the issue so far or while performing this Jira operation.
  - **Date Started** - the date and time when you started this unit of work.
  - **Remaining Estimate** - the amount of time anticipated to resolve the issue after completing this unit of work. You can adjust this value using the following options:
    - **Adjust Automatically** - adjusts the **Remaining Estimate** value by subtracting the amount of work logged in the **Time Spent** field from the Remaining Estimate's current value.
    - **Leave Estimate Unset** - does not specify any time estimates for the issue. This option is displayed only if no time estimates have been specified on the issue.
    - **Use Existing Estimate of ...** - does not adjust the **Remaining Estimate** value, leaving its current value 'as is'.
    - **Set to ...** - adjust the **Remaining Estimate** value to the amount of time you specify in this field.
    - **Reduce by ...** - adjusts the **Remaining Estimate** value by subtracting the amount of time you specify in this field.
- If the **Work Description** text box is not available when logging work, then any text entered into the **Comment** text box **will** be copied across to the **Work Description**.

- **Time Tracking options**
    - **Original Estimate** - the amount of time you originally believe is required to resolve the issue.
    - **Remaining Estimate** - the amount of time you believe is required to resolve the issue in its current state.

  Note that in the single edit, if you leave one of the estimate fields empty, it automatically assumes the value specified in the other field. For example, if you specify the **Original Estimate** to be 4h, and leave the **Remaining Estimate** field empty, then it will be automatically populated with the value of 4h. The values can be changed whenever needed. In bulk edit, this behavior is only there if you select to change both fields. This rule does not apply to the **Legacy Mode**, where you can only update the **Original Estimate** until you start logging work.
- **Field Values**
    - You can specify a time unit after a time value 'X', such as Xw, Xd, Xh or Xm, to represent weeks (w), days (d), hours (h) and minutes (m), respectively.
    - If you do not specify a time unit, minute will be assumed.
    - Your current conversion rates are 1w = 5d and 1d = 8h.

When To Use a Story, Task, or Defect

Per the April 2022 SDLC Newsletter

We often hear from teams that they are unsure of when to use a **Story**, **Task** or **Defect**. We also see misuse of these issues in the dashboards used for SDLC adherence, which results in issues incorrectly showing as being out of compliance, as well as increased defect leakage. This article aims to simplify determining when to use each issue type.

Story

Use a **Story** when:

- Work needed to deliver an **Epic** requires software development and will be released to production
- An issue arises during development, testing or in production and there is no known requirement defining the expected behavior
    - Avoid creating defects for requirements errors, as this problem is solved by refining an existing **Story** or creation of a new **Story**

Task

Use a **Task** when:

- Work needed to deliver an Epic does not require software development and will not be released to production
- An issue arises during development, testing or in production and you are unsure if there is a requirement defining the expected behavior
    - Use the Task to determine if there is an existing requirement defining the expected behavior
        - If there is, move the **Task** to a **Defect** and manage the issue via resolution of the **Defect**
        - If there is not, move the **Task** to a **Story** and manage the issue via completion of the **Story**
        - If there is no need for a change, resolve and close the **Task**
- Requesting support from another team/ team member, including Business requesting support from IT
    - Avoid creating defects for inquiries and other support requests

Defect

Use a **Defect** when:

- Development is complete and the application is not working as expected, as defined by a known requirement
    - Create a **Task** when you are unsure if there is an existing requirement specifying the expected behavior
        - This is more common with production issues

Steps to obtain Laptop:

- Go to your work location and enter the premises using your ID Card. If you do not have the ID card, please get a visitor badge from the reception.
- Go to the tach bar and provide them with your US Domain ID.
- You will be provided with the company laptop assigned to you and the IT specialist will help you to configure the laptop and set up the vpn.
- Once laptop configuration is successfully completed, you can carry your laptop.

Leave Policy

Approval Matrix

Title: Leave Policy	**No.:** Ver2.1
Applicability: All Permanent Associates of Carelon Global Solutions India LLP	
Approver(s): Subhashini Sriram - HR, Carelon	
Process Owner: Kameshwari Danturti- HR, Carelon	
Reviewer – Debasmita Sahoo, Senior Manager – HR Process Excellence, Carelon	

Version History

Ver No	History	Approval Date	Effective	Description of changes
1	Initial Draft	01-Jun-18	01-Jun-18	New Draft
1.1	Revision	15-Jul-18	15-Jul-18	Leave Categories for Hyderabad
1.2	Revision	22-Oct-18	22-Oct-18	Included Adoption Leave and Carry forward limit for Hyderabad
1.3	Revision	30-Mar-19	30-Mar-19	Inclusion of new Leave type – Paternity / Bereavement and Critical Illness
1.4	Revision	27-Apr-20	1-April-20	Revision of leave type, Adoption – Primary and Secondary care giver leave, Leave encashment and accumulation for Bangalore
1.5	Revision	01-Jul-20	01-Jul-20	Updated revised leave quota/ Leave encashment
1.6	Revision	21-Dec-20	01-Jan-21	Updated details under Sick Leave Category
1.7	Revision	1-May-21	1-May-21	Updated Covid Leave
1.8	Revision	01-Jun-21	01-Jun-21	Updated Critical illness
1.9	Revision	01-Jan-22	01-Jan-22	Updated Gurugram leave details and Flexible holidays
2.0	Revision	30-Jan-23	30-Jan - 23	Legato Health Technologies rebranding to Carelon Global Solutions India LLP
2.1	Revision	15-May-23	15-May-23	Updated Compensatory off details. Added HR Connect contact.

Objective

Carelon aims to build a motivated and charged workforce by encouraging and supporting every Associate's effort to balance his/ her personal and professional life.

Purpose

The purpose of this Leave Policy (Policy) is to provide all associates with the opportunity to avail time off from work without compromising business continuity and organization discipline.

Carelon provides paid leave for all associates. Associates are encouraged to take their annual leave to relax and reenergize. To ensure that the staff availability supports the respective groups work objectives, all leaves must be scheduled in advance. Most leaves would require prior approval of your manager.

Applicability

This Policy is applicable to all permanent Associates of Carelon Global Solutions India LLP (Carelon) .

General Guidelines

This Policy provides a formal system to avail and account for planned and unplanned absence from work.

- All type of leave are subject to prior approval of the reporting manager
- Repeated instances of unauthorized absence will be treated as misconduct and subject to disciplinary action.
- Leave computation is carried out on the basis of calendar year i.e. January to December
- Leave will be allotted on a pro-rata basis for Associates joining during the calendar year.
- All leave will be granted subject to exigencies of work, except emergency leave.
- All Associates are required to submit their leave request on Carelon's Leave Management System and obtain manager's approval before proceeding with their leave as required.
- Any extension of leave shall be subject to prior approval of the reporting manager.
- Unavailed leave shall not be set off against the notice period at the time of resigning from service unless with approval from manager and will be based solely on manager discretion.

- Leave availed will be calculated on a working day and not on a calendar day. Any weekend/public holiday falling during this period will not be counted.
- If the leave balance is exhausted before the end of the calendar year, an additional time off will be treated as unpaid leave or Loss of Pay subject to exigencies of work and prior approval of manager/HR. Unpaid time off can be availed for upto a maximum of 3 months.
- Pre-approval from the manager is required to work on a public holiday to avail a compensatory off.
- Unscheduled absences must be immediately reported to your manager and the expected duration of your absence should be discussed and approved.
- Combination of different leave types is generally not permitted except in exceptional situations where extended leave is required, and current leave balance is being exhausted before.

Leave Type and Quota's available for all the locations

Leave Categories	Bangalore	Hyderabad	Gurugram
Annual Leave	18 Days	18 Days	18 Days
Casual Leave	12 Days	12 Days	12 Days
Sick Leave	12 Days	12 Days	12 Days
Public Holidays (5 mandatory, 5 flexible)	10 Days	10 Days	10 Days
Maternity Leave (for first 2 children)	26 Weeks	26 Weeks	26 Weeks
Maternity Leave (for 3rd child)	12 Weeks	12 Weeks	12 Weeks
Miscarriage Leave	6 Weeks	6 Weeks	6 Weeks
Maternity Extension	1 Month	1 Month	1 Month
Adoption Leave **	12 Weeks	12 Weeks	12 Weeks

Leave Categories	Bangalore	Hyderabad	Gurugram
Time to Vote	1 Day	1 Day	1 Day
Carry Forward (Maximum)	60 Days	60 Days	60 Days
Paternity Leave	10 Days	10 Days	10 Days
Bereavement Leave	5 Days	5 Days	5 Days
Critical Illness	30 Days	30 Days	30 Days
Voluntary Off	2 Days	2 Days	2 Days
*Encashment of Annual Leave (defined below)	8 Days	8 Days	8 Days
COVID Leave	14 Days	14 Days	14 Days

** Please refer Adoption Leave under Maternity Leave section, which details number of days of leave for the Primary and Secondary Caregiver in case of adoption leave.

*Encashment of Annual Leave

All Carelon Associates from Gurugram, Bangalore & Hyderabad are entitled to encash their unutilized Annual Leave up to 8 days every year, at the end of the calendar year. Leave encashment payout will be in the month of January. Associates who wish to encash 8 days of unutilized Annual Leave will need to follow the process described by HR within the timeline specified in the process. Any unutilized Annual Leave leftover after encashment will remain in the Annual Leave kitty of the associate and transferred to the following year. Associates who prefer to accrue their leave rather than encash are free to do so. However, the maximum Annual Leave that can be accumulated at any time is 60, and Annual Leave accumulated beyond 60 will lapse in December.

Unutilized Annual Leave of beyond 8 days can only be enchased at the time of separation from Carelon. Encashment of leave will be calculated on Gross pay.

Types of Leave Annual Leave

Annual Leave is planned time off.

- All Associates are entitled to Annual Leave as per the "Summary of Leave Entitlement" based on current work location.
- Annual Leave needs to be planned and approved in advance.
- Any planned Annual Leave of 5 working days and above needs to be approved by the manager at least 10 working days in advance.
- In case of an emergency leading to an Annual Leave of 5 working days and above shall be treated as an exemption at the discretion of the manager/HR
- Encashment of leave either annually or at the time of separation will be calculated on Gross pay

Sick and Casual Leave

Sick Leave is provided to address illness and Casual Leave is provided to deal with personal situations & emergencies.

- All Associates are entitled to paid Sick or Casual Leave as per the "Summary" above.
- Any unused Sick or Casual Leave shall be forfeited at year end.
- Casual leave cannot be taken more than 2 days in a row.
- If casual/sick leave is availed, Associates must inform their manager at least 2 hours before the start of normal working hours or shift time.
- If Sick Leave is availed for more than 2 consecutive days, a medical certificate issued by a registered medical practitioner specifying the diagnosis of the illness and the recommended period of absence from work should be submitted to HR team within 1 week.
- Associates can avail Sick Leave on the occurrence of any of the following events:
  - An accident or illness involving self and/or an immediate family member that requires medical attention and/or care.
  - Accident is defined as accident/serious injury to self and/or immediate family member.
  - Preventive or follow/up health care appointments that are scheduled & approved in advance to ensure least amount of disruption for the business up to a maximum of one day of sick leave.
  - Immediate family member would include spouse, children, parents and parents-in-law.

Time Off to Vote

Associates are eligible for reasonable time off to vote in Municipal, State or Central Government elections in accordance with the applicable State or Local laws, however, generally not more than one day. Associates should not use time off to vote for any travel time to reach the voting district and back.

Public Holidays (National and Festival Holidays)

Associates are eligible for 10 public holidays in a calendar year which are declared based on the notification received from the respective State Governments. The holiday list will be updated in the internal tool for reference. All Associates are entitled to Public Holidays as per the "Summary of Leave Entitlement" based on their current work location. Associates will be eligible for 5 mandatory holidays as per their work location and have the option of choosing 5 holidays from the list of flexible holidays. Flexible holidays will need to be planned in advance and applied for in the leave system.

Compensatory Off

Associates who are required to work on a public holiday are entitled to compensatory off. The compensatory off is required to be availed within 3 months from the date of the particular working day.

Paternity Leave

All male associates are entitled to Paternity Leave up to 10 business days. This leave can only be availed within first month from the date of delivery and can be available for up to 2 children. Paternity leave will be the same for single or multiple births.

Bereavement Leave

All Associates are entitled to Bereavement Leave up to 5 business days upon the demise of their immediate family member. Definition of immediate family member includes – Spouse, children, parents, parent in laws or siblings.

Critical Illness

- Associates are entitled for paid leave of up to 30 days in case they are diagnosed with any of the critical illness as listed below.
- Associates are required to submit the medical document which will be vetted by Carelon's Insurance Partner before granting of this leave.
- Due to medical condition in case associate needs further extension of leave, they can avail annual leave (prorate basis) and CL/ SL.
- In addition, they can also avail of Leave Without Pay (details under Leave Without Pay section).

List of Critical Illness

Alzheimer's disease
HIV/AIDS
Multiple sclerosis
Parkinson's disease
Benign brain tumor
Severe burns
Major organ failure
Major organ transplant
Aortic surgery
Stroke/cerebrovascular accident
Paralysis
Coronary artery bypass surgery
Heart attack
Kidney failure
Cancer

Leave without Pay

Leave without pay is provided to an Associate in exceptional circumstances where an Associate needs to take leave over and above the leave entitled in a year. This leave shall be provided upto maximum of 3 months (90 days) subject to exigencies of work, and based on prior approval by the manager/HR. Beyond 3 months, employment cannot be guaranteed. Repatriation after 3 months of unpaid leave is dependent on the roles open at the time of returning to work and Carelon offers no guarantee on availability of suitable open roles for the returning associate. The associate will need to apply for suitable open roles and will be evaluated for suitability for the role/s applied for. If no suitable role exists at the time of returning, or if the associate declines the role offered, Carelon will initiate the Separation process.

Voluntary Time off

Voluntary time off will help associates to volunteer for NGOs supported by Swara, our CSR program. As many volunteer opportunities occur during work hours, allowing full-time associates to use Volunteer Time Off enables them to support various causes and our CSR program. Eligible associates receive up to 2 days of paid time in a year to volunteer for qualified charities as part of our CSR program. These 2 days can be utilized at one go or minimum of two hours or more across multiple days.

COVID Leave

- COVID leave will be applied in situation where the Associate or her/his dependent has been tested COVID positive.
- Total of 14 days of leave will be provided.
- This leave is provided to ensure Associates are able to take rest and recover from this illness or provide in person patientcare to their dependents.
- Dependents are those who have been enrolled by Associates as 'Dependents' in Carelon Medical Insurance.
- In order to avail this leave, Associates will have to inform their managers and apply on the time & attendance portal.
- It is mandatory to submit relevant medical documents (COVID positive test report for self or dependents) to their managers to avail this leave.

Maternity Leave

A woman Associate is entitled to Maternity Leave/Benefits as per the Maternity Benefit Amendment Act, 2017 , as applicable. All women who have completed a period of not less than 80 days (eighty days) days in the twelve months immediately preceding the date of her expected delivery as an Associate in Carelon are entitled to Maternity Leave. This leave can be availed by the woman Associate for their pre and post-natal care during pregnancy and after delivery. Under this Policy all eligible woman Associates will be entitled for –

a) Paid Maternity Leave
b) Maternity insurance benefit
c) Creche Facility
d) Protection against unfair treatment or dismissal

General Guidelines for Maternity Leave

- All women Associates are entitled for 26 continuous weeks of Maternity Leave for each delivery up to maximum of 2 children of which not more than 8 weeks shall precede the expected date of delivery.
- Women Associates having two or more than two surviving children shall be entitled to 12 continuous weeks of Maternity Leave of which not more than 6 weeks shall precede the expected date of delivery.
- **Adoption Leave**: In case of Adoption, the primary caregiver, whether mother or father is entitled to 12 continuous weeks of Adoption Maternity Leave from the date the child is handed over in adoption. The secondary caregiver is entitled to 10 days of paid leave.
- **Miscarriage or Medical Termination of Pregnancy**: Maternity Leave can be availed for a period of 6 weeks immediately following the date of miscarriage or medical termination of pregnancy. Supporting medical certificates shall be submitted to the HR team.
- **Leave for Tubectomy**: In case of Tubectomy operation, a woman Associate shall on production of medical documents, be entitled to leave with wages at the rate of benefits, for a period of 2 weeks immediately following the day of operation.
- In the event a woman Associate suffers from any illness arising out of pregnancy, premature birth, miscarriage including medical termination of pregnancy and tubectomy operation shall on production of medical documents, be entitled, to an additional period of leave with wages for a maximum period of 30 days. Women Associates are required to provide supporting medical certificate prior to availing leave extension.
- After availing Maternity Leave and upon the woman Associates' request, if the nature of her work supports remote functioning, she may be allowed to do so on such terms and conditions as the reporting manager, human resources and the woman Associate may mutually agree, for up to a maximum of 1 year.
- In the case of exigency, Maternity Leave can be combined with leave as permissible under the statutory leave discussed above. In case of any further need of leave on medical grounds, Carelon Global Solutions India LLP shall have its discretion to grant leave without pay or as it may deem fit.
- Every eligible woman Associate may receive a maternity bonus of INR 3,500 (Rupees three thousand five hundred only) if Carelon has not provided paid pre-natal and post-natal care.
- In respect of matters not mentioned above, the provisions of Maternity Benefit Amendment (Act), 2017 / State Insurance Act, shall apply.
- No encashment, accumulation or carry forward of Maternity Leave is permissible.

- Medical insurance coverage is available for all women Associates from the date of joining. The maternity expense is covered under Group Medical Insurance Coverage (GMC). The insurance coverage for newborn starts from the time of birth within the overall limit of family members covered. Women Associates are required to share the newborn details within 15 days from the date of birth.
- Before proceeding with Maternity Leave women Associates are requested to fill and submit mandatory maternity forms as specified below –
    a) Form B – Needs to be submitted by women Associates to the employer post attestation by medical practitioner. This form is applicable in case of any illness arising out of pregnancy / delivery/premature birth of a child or miscarriage.
    b) Form C - Needs to be submitted by women Associates to the employer post attestation by medical practitioner in case of a death of a child.
    c) Form D- must be filled before women Associates avails Maternity Leave. This form captures the date from when the women Associates will be absent from work.

Women Associates are required to apply for Maternity Leave in the internal tool and get it approved by reporting manager before availing the Maternity Leave and submit all the mandatory forms to HR Team. Creche Facility – Creche facility is provided as per the Creche Policy updated on Carelon Pulse page.

For any further clarification, please raise a request with HR Connect.

Onboarding Documentation

First time Laptop Configuration

- **Before you begin**

  Please have the following before you begin this section:

  - Your Anthem US Domain ID (ex. AF55555) (Shared by Lead / Manager)
  - Your Anthem password (Shared by Lead / Manager)
  - Please make a note of your IT PIN, it is required when you seek IT assistance (IT PIN will be Shared by Lead / Manager)

  Note: For your first login, you must connect to the internet through a network cable. Wi-Fi connection is not allowed for first time login.

- **Connect to the network**
  1. After turning your computer on press **Ctrl+Alt+Delete**
  2. Click **Network sign-in** on the bottom right corner
  3. From Cisco AnyConnect Secure Mobility Client dropdown select **Open**.
  4. Close the pop-up box

- **Logging in for the first time**
  1. Login with the US Domain ID and Password provided by your manager or their proxy.
  2. Create a valid new password as per the guidelines.

- **VPN configuration**
  Note: Before connecting to VPN, your manager should raise the VPN access request for you. Once you get access follow the steps.
  1. Go to Start Pulse Secure, open the application
  2. Click on the "**+**" to add new connection, enter the below details there
     Name: Welcome
     URL: https://myconnection.antheminc.com/welcome
  3. Once welcome is connected open internet explorer and access https://certportal.mo.anthem.com
  4. Login with your Domain ID and Password
  5. Click on request certificate and install the certificate
  6. Once the certificate is installed restart your system, try to connect usercert-user-after-desktop on pulse secure.

Different Access Requests

- **Request for badge and building access**
  1. IT ServiceConnect Search for "Building Access"
  2. Select "Building Access Request"
  3. Add the following inputs
     Type of badge request: Create a badge
     Badge Type: New Badge
     Select office location and submit request

- **Update contact details in InSync**
  1. Login to **InSync** using Domain ID and Password
  2. Go to profile and update contact number and current address

  URL**:** https://insync.legatohealth.com/legatobcp/login/login

- **Complete required learning**
  Go to Workday and complete the assigned learnings before due date.
  URL: https://www.myworkday.com/elevancehealth/learning/mylearning

- **Complete health insurance enrollment**
  1. Go to insurance portal https://legato.paramounttpa.com
  2. Login using Employee ID (1234567) and Password
  3. Update required details and submit.

- **Update tax and payment details**
  1. Go to Pulse and select IND Payroll Portal
  2. Check and update personal details, tax declarations etc.

- **Bitbucket access request**
  1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools BitBucket Service
  2. Select Request Type as New Access and submit the request

  URL: https://bitbucket.anthem.com/

- **Confluence access request**
  1. IT ServiceConnect Request Miscellaneous Agile and DevOps Tools Confluence Service
  2. Select Request Type as New Access and submit the request

  URL: https://confluence.elevancehealth.com/

- **Jira access request**

1. IT ServiceConnect   Request   Miscellaneous   Agile and DevOps Tools   Enterprise Jira Service
2. Select Request Type as New Access, add project name and role and submit the request

URL:

- **Artifactory access request**
    1. IT ServiceConnect   Request   Miscellaneous   Agile and DevOps Tools Artifactory Service
    2. Select Request Type as New Access and submit the request

    URL: https://artifactory.anthem.com/

- **AWS account access**
    1. Create **HA**(Heightened domain account) account request.
       IT ServiceConnect   Service catalog   System Access   HA Account Creation
    2. Register your workstation with **PingID -** It is a Multi-Factor Authentication (MFA) solution. Refer here
    3. PingID **CyberArk** login process using the desktop application.
       CyberArk is Anthem's enterprise password vault and credential manager. Refer here
    4. Once your HA account created and US Domain vaulted, login to CyberArk using PingID.
    5. Raise request for **Network Active Directory Group User Access**
        a. IT ServiceConnect Service Catalog System Access Network Active Directory Group User Access
        b. Select Request Type as *New* and select proper Domain and group name.

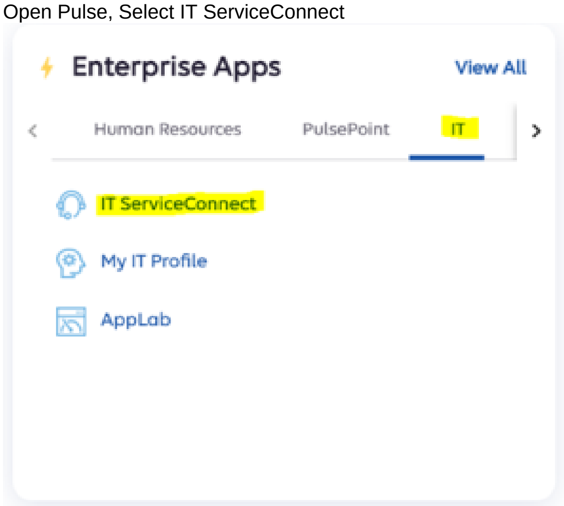
IT Issues/ Support

- **First Point of contact**

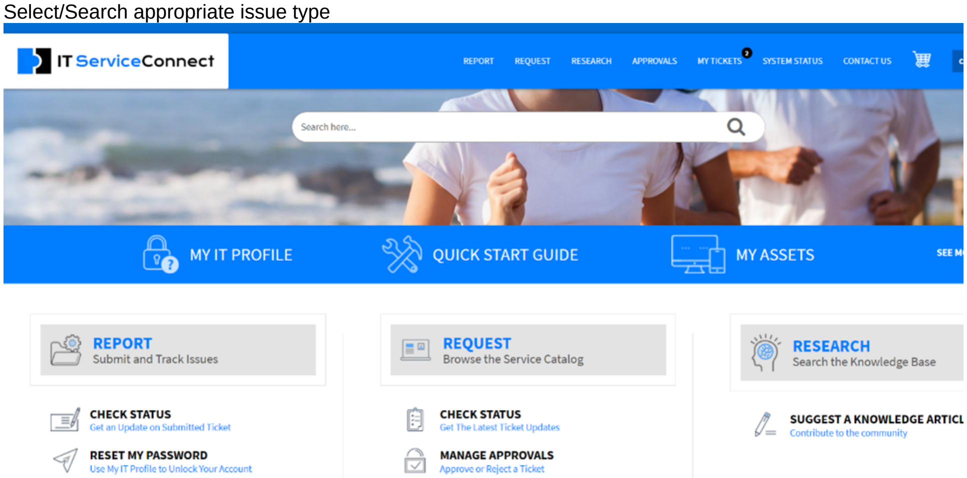
    If you don't have access to legato applications then use this method

    1. Dial AT & T Direct access code number **000-117**
    2. Wait for IVR to respond
    3. Then Dial **833-319-8243**
    4. Press **3** for IT issues, then choose appropriate issue type

- **IT ServiceConnect enterprise app**
    1. Open Pulse, Select IT ServiceConnect

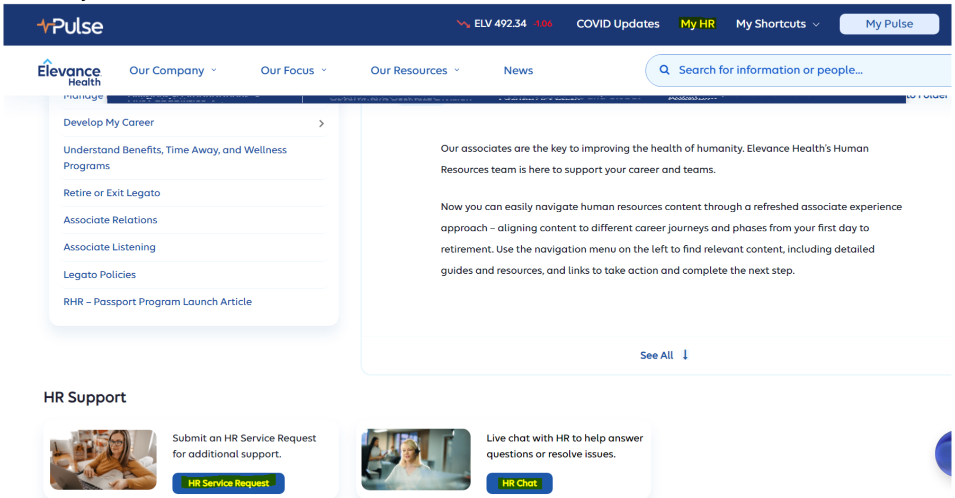


    2. Select/Search appropriate issue type



- **Connect with HR**
  For all HR related assistance use this

  Pulse MyHR

  We have two methods to resolve HR related issues

  a. HR Service Request - Raise tickets for different HR support
  b. HR Chat - Live chat with HR to help answer questions or resolve issues

Quick Links

- Pulse
- Workday
- InSync
- IT ServiceConnect
- Workday Learning

Onboarding Frequently Asked Questions (FAQs)

Article metadata.
This article was updated• 3d ago3 days ago
This article has 17 views.• 17 Views

This Knowledge Article provides information for Onboarding Frequently Asked Questions.

IMPORTANT: Due to Covid-19, all new hires should be equipped to work (receive equipment) from an alternate address (home).
1. When completing the **New Hire Onboarding Guide**, please choose **Alternate Address** and enter associate's home address when selecting where equipment should be shipped to.

2. When requesting computer accessories on the applicable **standalone form**, be sure to have the **Ship to Alternate Address** box checked. For the question, Are you located on-shore or off-shore, select **At Home**.

Onboarding Frequently Asked Questions

How do I obtain a US Domain ID for my new associate/non-associate (temp, contractor or partner)?

- For associates and contractors, US Domain ID's are automatically created and sent to the manager approximately 48 hours after being added to Workday.

I received the US Domain ID for my new associate. What do I do next?
Follow the **Onboarding Checklist** for a step by step process.
*Please note: Requests should be submitted and approved at least 10 days before the start date in order to ensure that your associate has the best onboarding experience possible.

How do I know what my new associate's email address will be?
All newly hired associates and non-associates are automatically set up with an Elevance Health Microsoft Office Outlook e-mail account. The e-mail account is setup approximately 24 hours after the manager receives the e-mail containing the new hires US Domain ID/Password information. Use Outlook to look up the new associate's e-mail address. Please note that when multiple associates have the same name, a number is added to their last name to differentiate (i.e. **John.Smith3@elevancehealth.com**)

I received the US Domain ID for my new associate, but the ID isn't showing up when I try to submit the requests.
It can take up to 24 hours for a new ID to show up in **IT ServiceConnect** before requests can be submitted.   Please check again later.

How do I obtain a workspace for my new associate?
Request an assigned seat for your associate if they will be in office 5 days a week. Use the CRE/Facilities Self Service Portal to create a facilities work request "Services/Assigned Seat".

Can my new associate use an existing PC in my area?
No, new equipment must be requested for each new associate. Due to data preservation rules established by Legal, Security, and IT Asset Management, all unused equipment must be returned to Field Support so that it can be evaluated, data preserved, and re imaged between users. Managers should never have any machines sitting on empty desks.

Who do I contact if I have additional questions?

- The **Onboarding Support Specialist team** is here to guide you through the Onboarding process. Their goal is to help you understand the processes required to request hardware, software and system access for your new associate or non-associate (contractor, temporary, partner). Click **here** to contact an Onboarding Support Specialist.
- For all **technology-related questions** (such as break/fix issues, outages, application issues, etc.), contact the **IT Enterprise Service Desk** in **IT ServiceConnect** using **Report Submit and Track Issues**, or press **Live Chat**, or call 888-268-4368.
- For questions regarding **workspace and office setup, Facilities Self-service Portal** is Elevance Health's single point of contact for all your Facility needs.

Learning & Development Opportunities

Mary Gilbert
Strategic Initiatives, Office of the CAO

2023

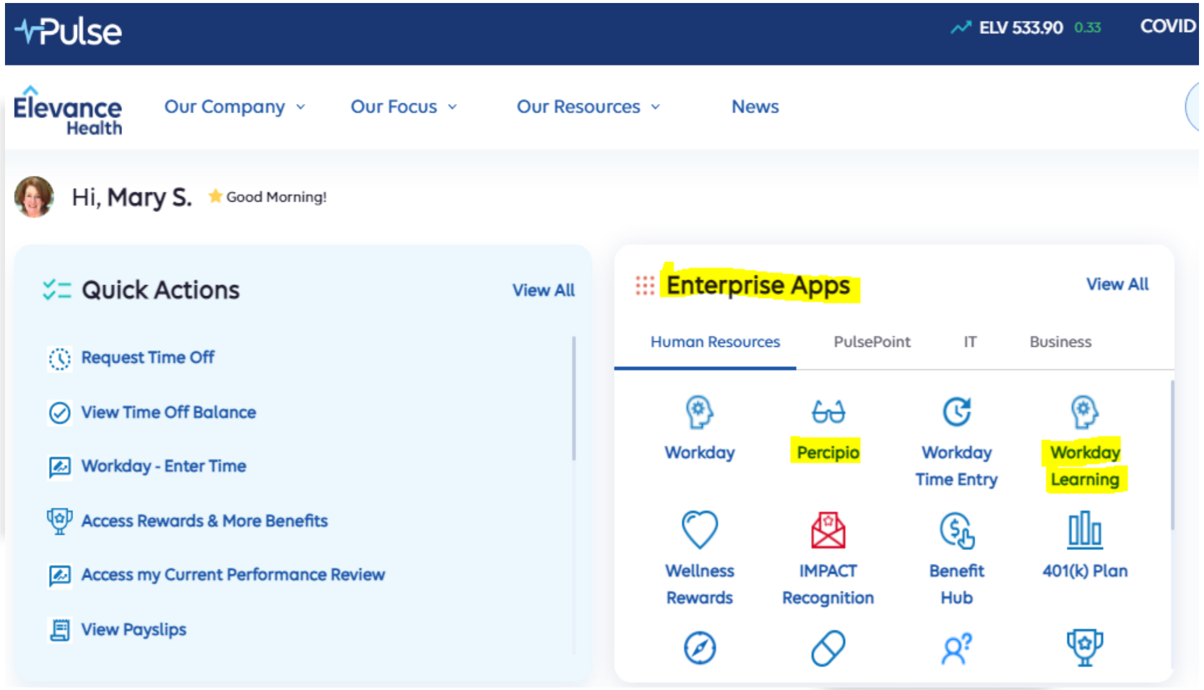
Topic Areas

- How to find Learning & Development Resources
- Skillsoft Percipio Navigation
- Additional Technology Training options
- External Training Request process
- Certifications: Exams, Renewals, HR Bonus Award process

Where do I start to find Resources to develop my skills?

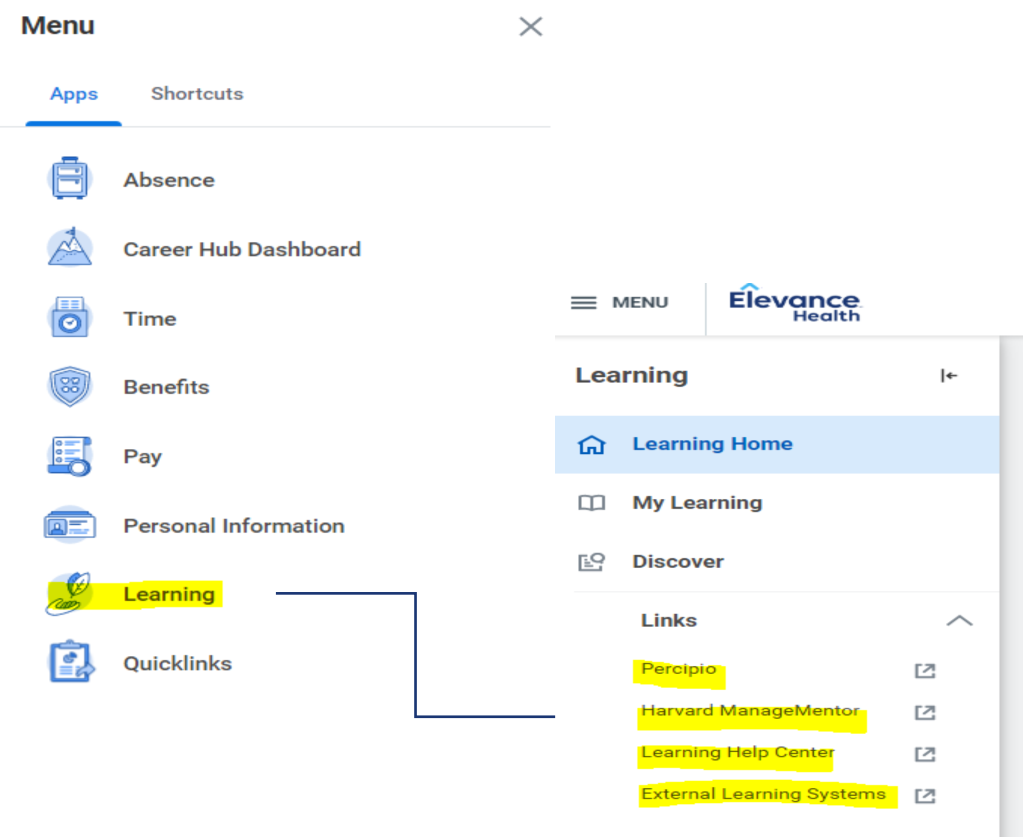
Pulse is the ‘Digital Front Door’

- Pull in access to Learning in the Enterprise Apps

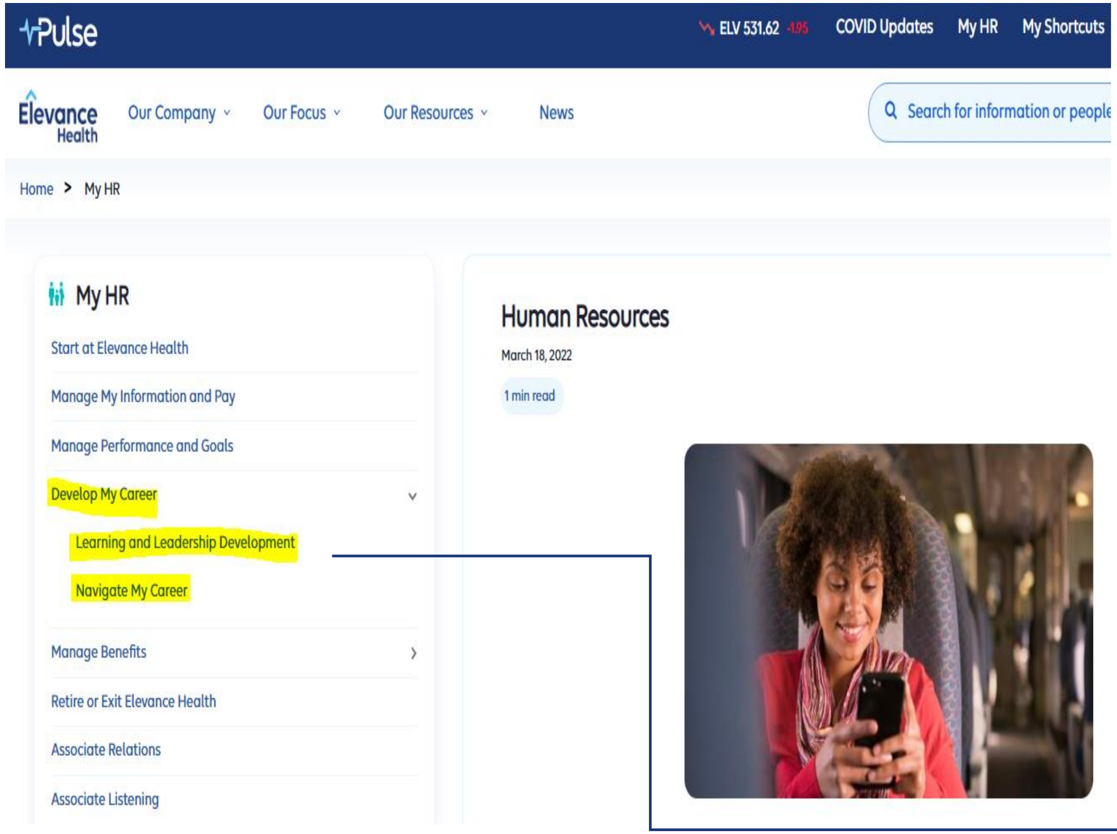


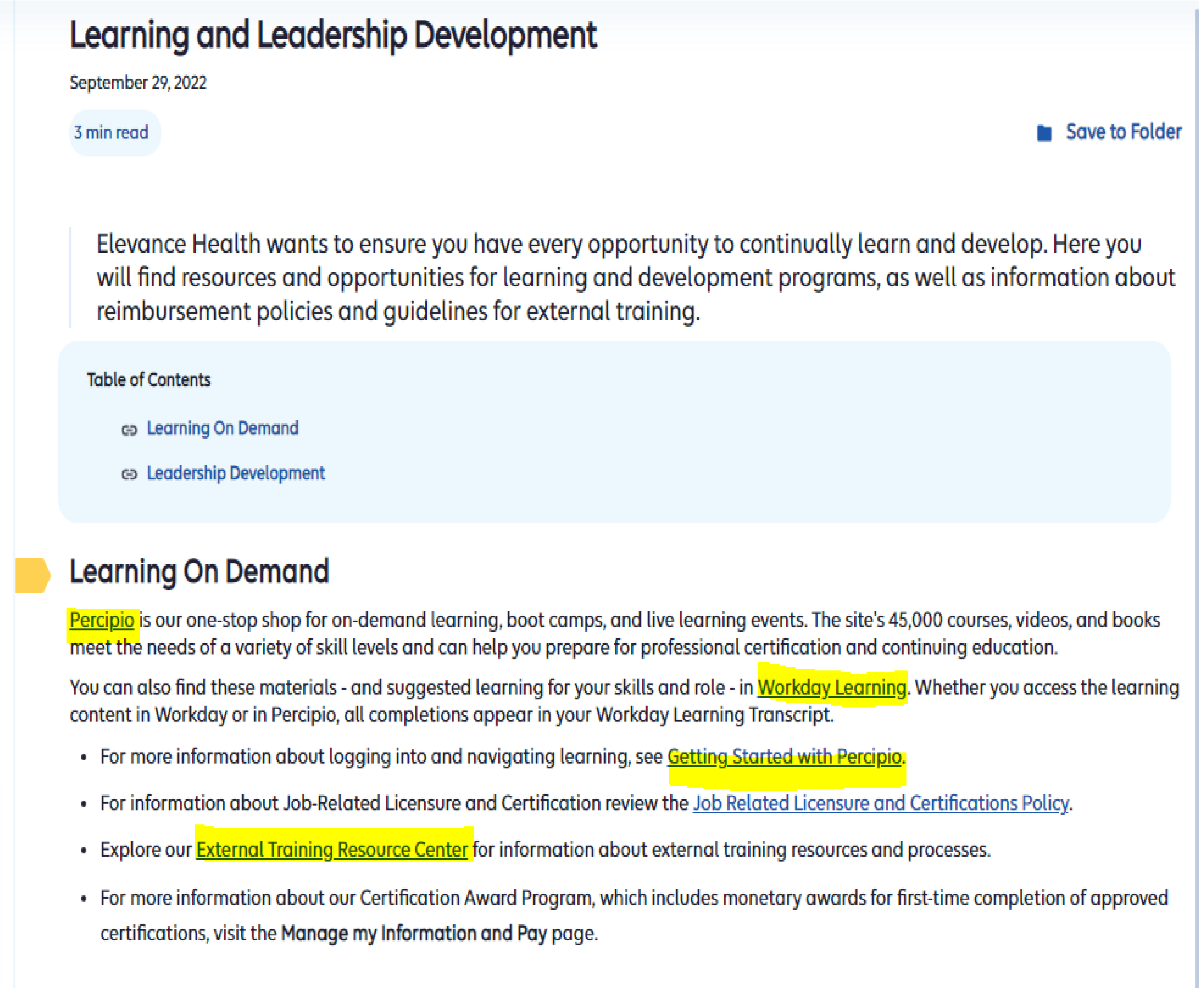
Workday is the HR platform

- Access Learning in left Navigation



Navigate to *Learning & Development & Navigate My Career* from ‘My HR’ in Pulse





Learning and Leadership Development

September 29, 2022

3 min read

Save to Folder

Elevance Health wants to ensure you have every opportunity to continually learn and develop. Here you will find resources and opportunities for learning and development programs, as well as information about reimbursement policies and guidelines for external training.

Table of Contents

Learning On Demand

Percipio is our one-stop shop for on-demand learning, boot camps, and live learning events. The site's 45,000 courses, videos, and books meet the needs of a variety of skill levels and can help you prepare for professional certification and continuing education.

You can also find these materials - and suggested learning for your skills and role - in Workday Learning. Whether you access the learning content in Workday or in Percipio, all completions appear in your Workday Learning Transcript.

- For more information about logging into and navigating learning, see Getting Started with Percipio.
- For information about Job-Related Licensure and Certification review the Job Related Licensure and Certifications Policy.
- Explore our External Training Resource Center for information about external training resources and processes.
- For more information about our Certification Award Program, which includes monetary awards for first-time completion of approved certifications, visit the **Manage my Information and Pay** page.

Navigate to *Navigate My Career* , *continued*

Explore the Career Navigator

Wherever you are on your career journey, from mastering your current role to exploring a new career, our Career Navigator can help. You will find a wide variety of valuable resources and tools, including quick videos, examples, checklists, and conversation guides, to help you develop your talents and achieve your goals:

- Watch Our Career Development Vision video.
- Learn The 4 Phases of Career Development Planning.
- Visit the Associate Guide to Career Development to get started with your career development.
- Take the short course How to Build Your Career Development Plan, then use the Career Development Actions Library, Resource Center and Career Hub to help create your plan.

Discover the Career Hub

The Career Hub helps you create and manage your career development plan. It uses artificial intelligence (AI) to provide personalized development suggestions that you can add to your plan. The Career Hub AI takes the skills, work experience, and other data you enter in your profile to suggest jobs, projects, learning, connections, and mentorships for you to consider.

You can use the Career Hub to:

- Explore personalized, regularly updated lists of development options, including potential mentors, connections, projects and learning content.
- View suggested job opportunities that match your skills and interests.
- Document your career development plan and add any of the AI-recommended career development items to it.
- Access supporting tools and resources such as general information, FAQs, the Career Pathways tool, mentoring tips, activity and manager reports, and more.

Since the Career Hub's AI will improve over time, the best way to receive new suggestions is to keep your profile and skills up to date. We encourage you to visit the site often as new opportunities become available.

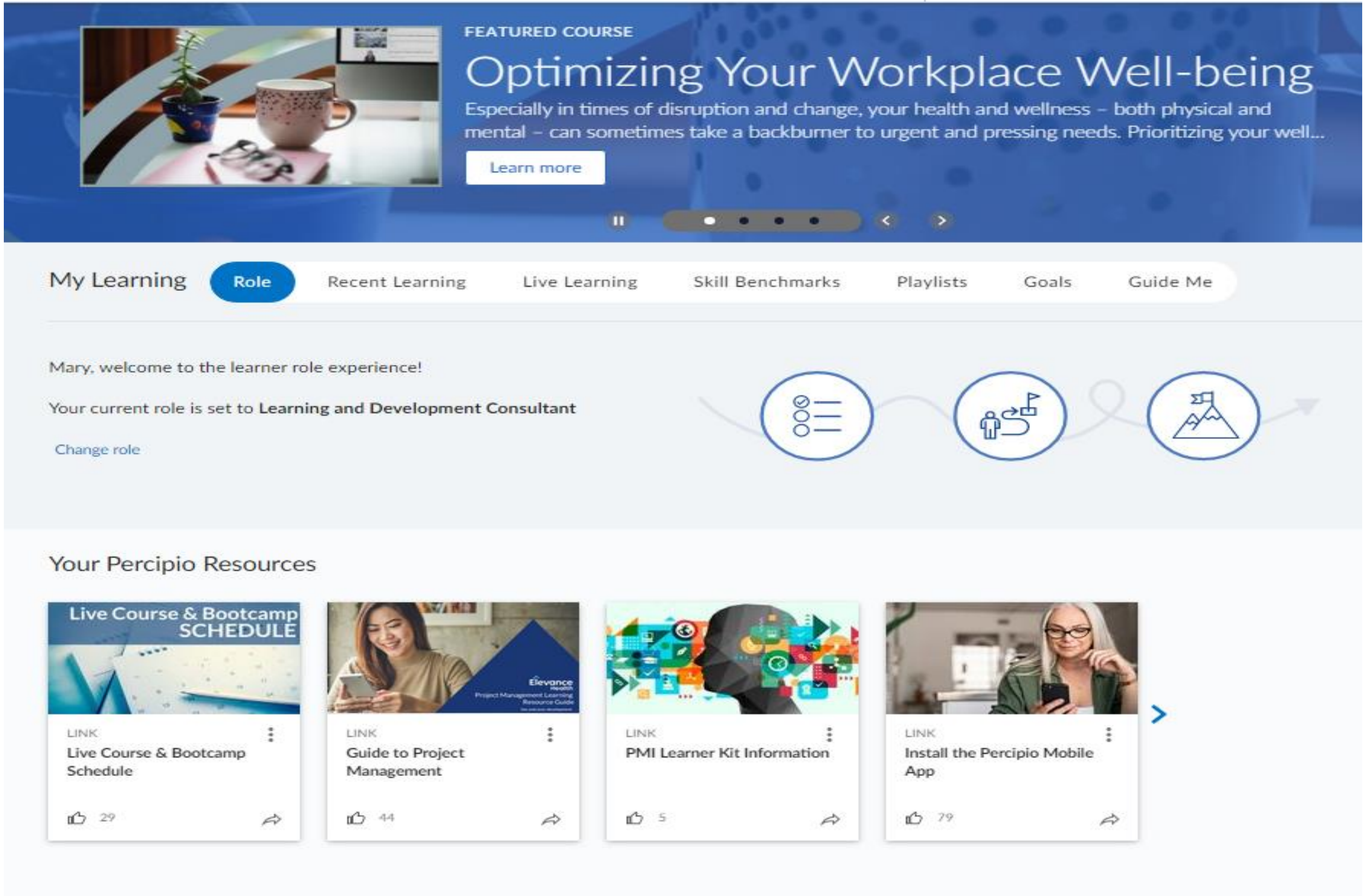
View Elevance Health Job Opportunities

Use your skills, experience, and passion to take the next step. Explore open roles where you can make an impact as you continue to build a

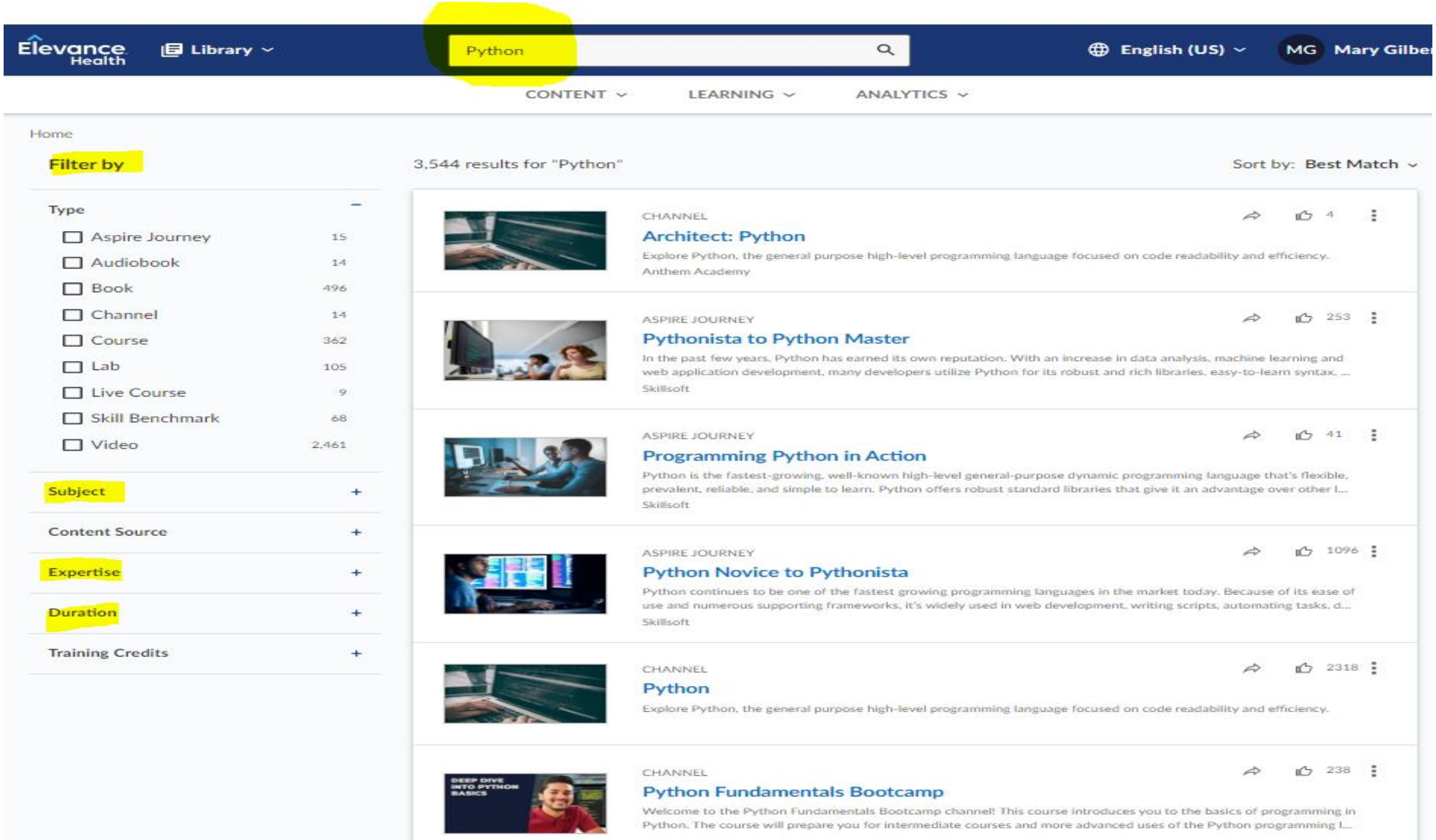
See All ↓

Skillsoft Percipio Platform

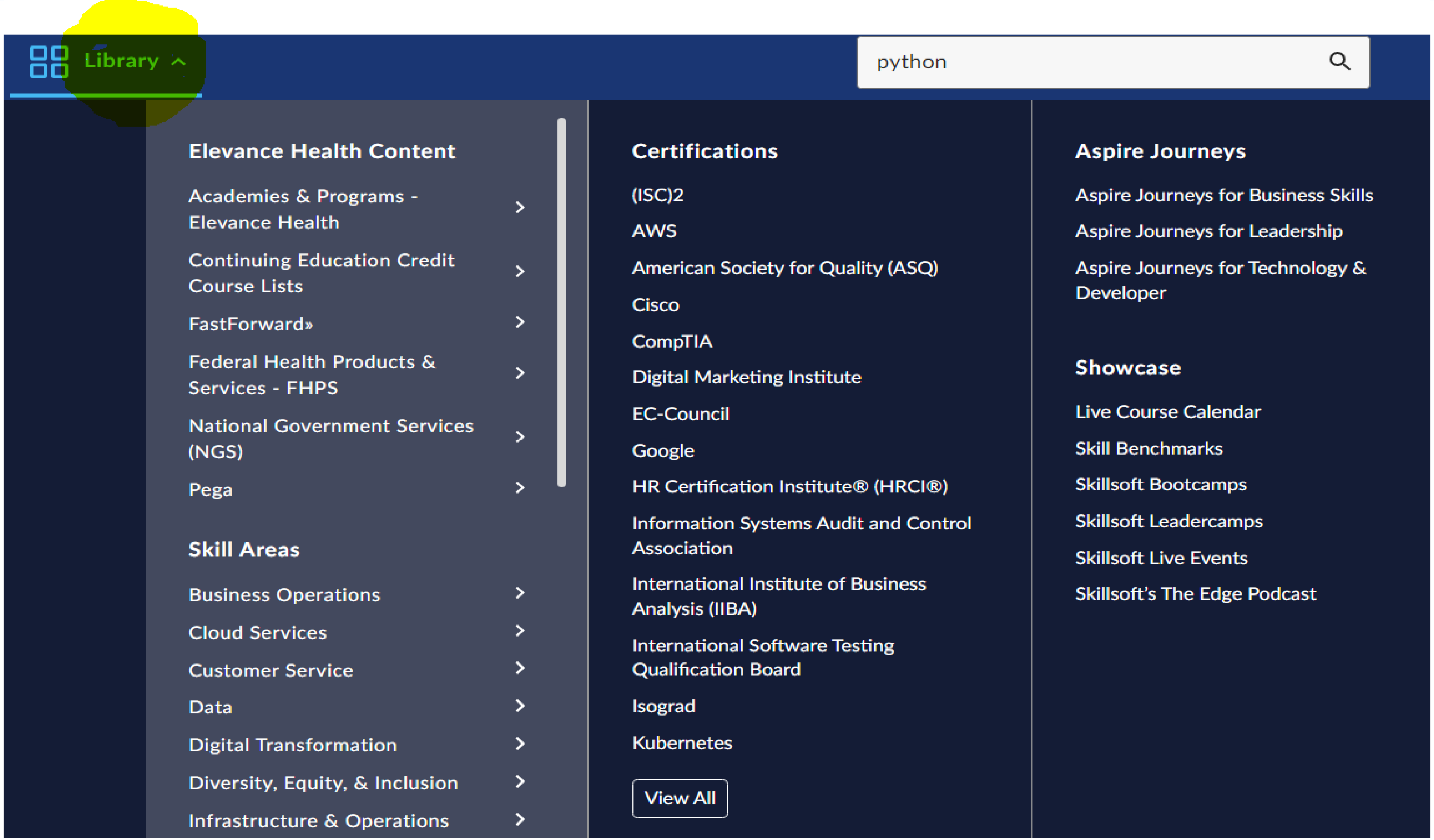
Navigate to Percipio



Search for Topic, then filter on preferred method to consume content: Subject area, Expertise level, Duration, and more

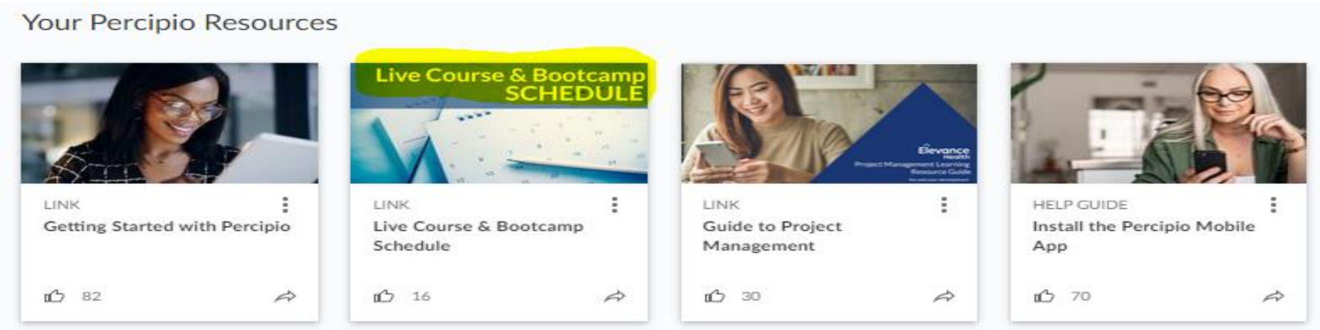


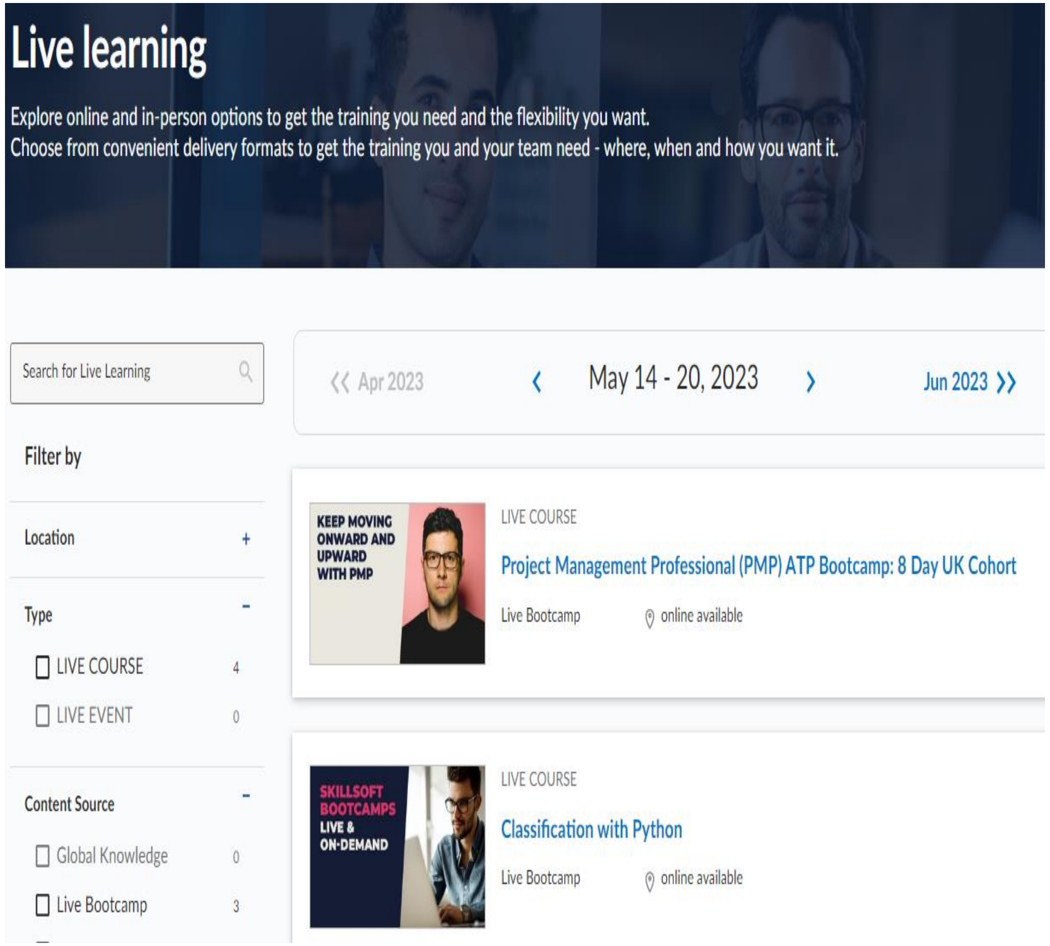
Search by using the Drop Down in the Library to browse: Skill Areas, Certifications, Aspire Journey collections, Bootcamps...



Register for Live ‘Bootcamp’ Classes

Scroll down to ‘Your Percipio Resources’

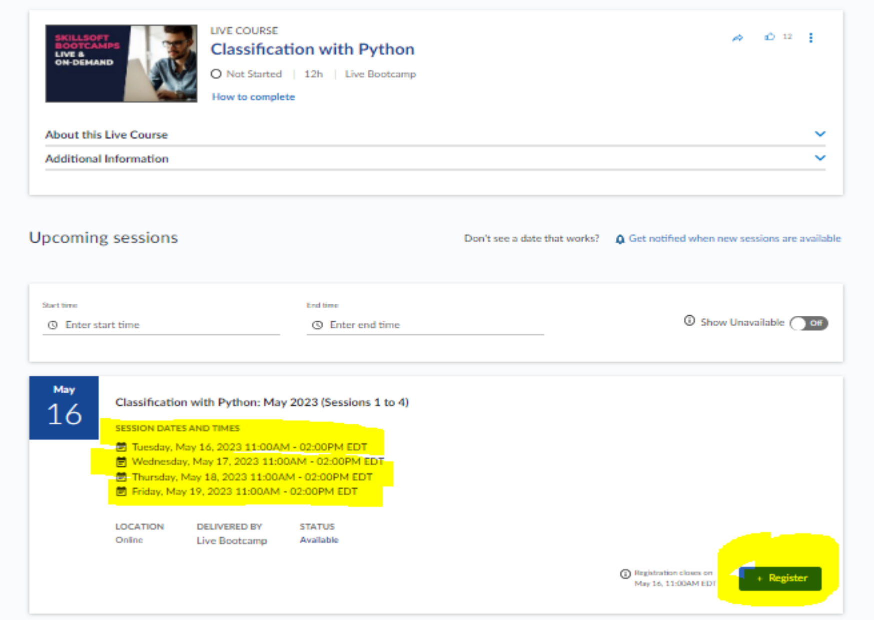




Scroll on date range to search the timeframe **you are interested in, or search** name of course. You may also filter on Live Course vs. Event

Click link for Course,
Click on Details about Course
& Register

Live Course Registration Process continued,

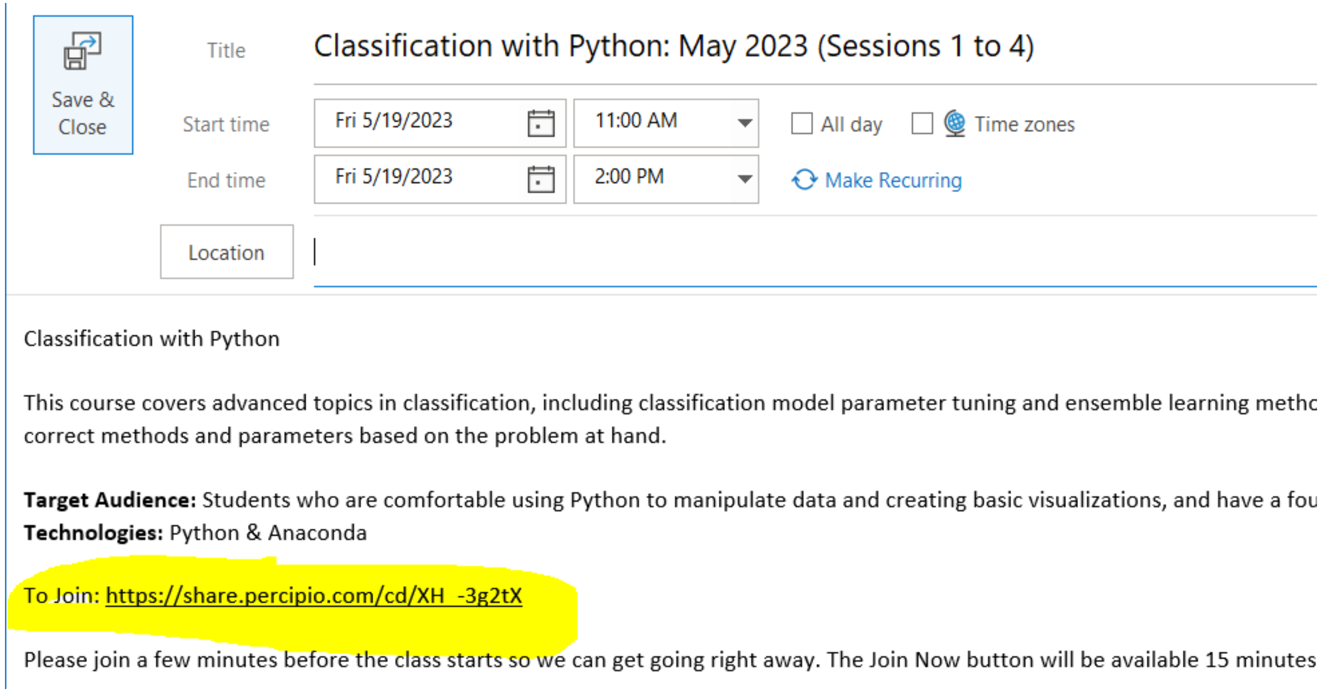


After you click on Register, you'll receive a pop-up message confirming your registration. You then click on "Add to Calendar" in the lower right .

If you need to cancel your registration at any time, navigate back to this page and click on "Cancel".

When adding the course to your calendar, you will receive .ics invites for all dates. Download and "Save" to your calendar.

The link to "Join" the sessions are included in the email invitation.



Technology Training Resources

Limited License Training Subscriptions*

(Request a license)

A CLOUD GURU

- 500 licenses for Cloud upskilling
- Rotated for maximum scale
- Study Groups set up for groups if desired
- Associates self report cert to Mngr/Cloud COE
- 50/500 managed in India for offshore team

O'REILLY®

- 250 licenses for technical training
- Content deeper than Percipio in some areas
- Live classes, Videos, Learning Paths, 40k+books, Case Studies, Expert Playlists, Interactive Scenarios/Sandboxes

PLURALSIGHT

- 100 licenses
- Content deeper than Percipio in some areas
- Assessments, Learning Paths
- Software Development, Security, Data Science, Machine Learning, and more

coursera

- 125 licenses-focus on AI-Data Science-ML
- University partner led training
- Specializations, Master tracks, certificates
- Goes deeper in some areas than Percipio

Note-Associates only/some offshore

Request External Training*

* Please Note: US team process

How to request, and be approved for External learning options

What do you Need?

Does the Team or organization require a Group Training Class?*

Did the internal options not provide training for the technology/software you need?

Do you need to attend a Conference for the purpose of 'learning'?

Enterprise Training Fund (ETF) Pre-Approval Process

When to use the ETF?

When you are looking for training opportunities outside of Elevance Health, follow the Pre-Approval process in **Chrome River** to request approval for funding through the ETF (managed by HR). Please note-The request should be made before registering or paying for event/training.

- This applies to requests for individual or group* external training and development opportunities that are not met through Talent Management or training content and resources in Percipio.
- These requests may include conference attendance.

Questions?
For additional questions, please contact AnthemTrainingAuthorization@anthem.com .
Visit the External Training Resource Center (ETRC) to start your request, ETRC.
Or reach out to Mary Gilbert directly for assistance.

*For Group class- it is best practice to reach out to Mary Gilbert prior to making formal request in Pre-Approval. ETF does not apply to contractors/offshore teams.

Pre- Approval Request Process (Chrome River)

How to Complete Pre-Approval Request

Go to Chrome River (Expense Management) Click "New Pre-Approval"

1. Complete the header page:
   a. Training start and end date
   b. Click **the IT/Digital check box** for correct routing (all technology teams)
   c. Training Type
   d. Payment Type
2. Select expense type
   a. **General Knowledge** is used when attending a conference
   b. **Technical Training** for development of skills in technology or software/system
   c. **Pre-Certification** if taking a prep course, exam not covered
3. Complete all fields
4. Submit request
5. After receiving your approval by email, register for your course!

Video How to submit Pre-approval request

Expense Pre-Approval

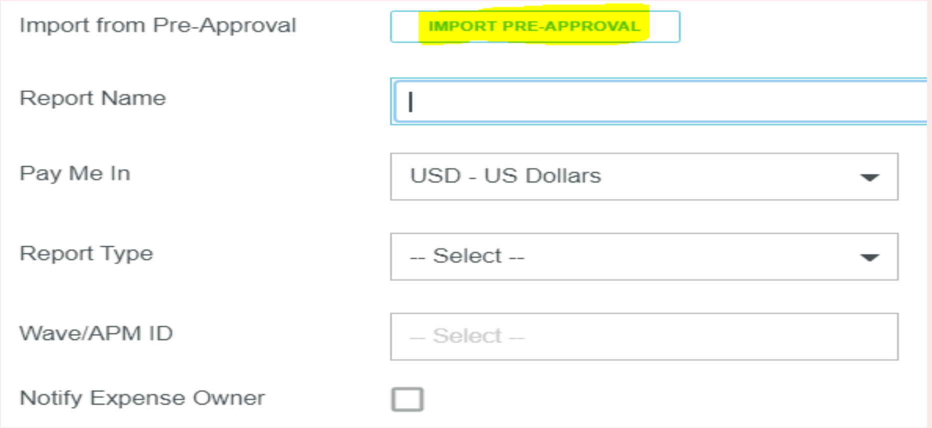
(Important to note- If approved, your cost center is not charged, the HR ETF budget will cover. The purpose of the expense report is to tie the training requests to the backend reports in the Expense Management system.)

How to Expense Pre-Approval

Expense Tips

Things to remember when completing your expense report:

1. "Import" your Pre-Approval
2. Select the training line and edit any details, then Save
3. Merge Corp AMEX card information (drag and drop from right to left)
4. Submit



[Video How to "Import" Pre-Approval into Expense Report]

Certification Exams & Awards

How to Expense certification exams/annual renewals

The Enterprise Training Fund does not cover the cost of certification exams or annual renewals; therefore, Pre-Approval is not required. If Manager agrees to fund the cost, associates follow these steps to Expense.

1/ Go to **Chrome River**
2/ **New Expense Report**
3/ choose **Associate** tile
4/ choose **Training & Related Cost** to expense exam,
choose **Memberships** to expense annual renewal fees
5/ **Please add this comment to the Expense report**: **Per ETF**-*No Pre-Approval required, ETF does not cover IT certification exams or annual renewal costs. Covered by default cost center with Manager approval.*

For Managers:
How to Issue Certification Awards

Certification Awards Policy

Elevance Health provides associates with monetary awards for the first-time completion of approved certifications.

This policy provides recognition and rewards associates for mastering competencies in an expertise relevant to their current position, or mastering skills that would enable them to take on new roles that benefit the company.

- Associate provides Manager with proof of certification achievement
- Manager submits One Time Payment Request in Workday
- Select: Certification Award
- Certification Code: use code next to certification name on Certifications List in the policy
- Associate will receive award on subsequent paycheck

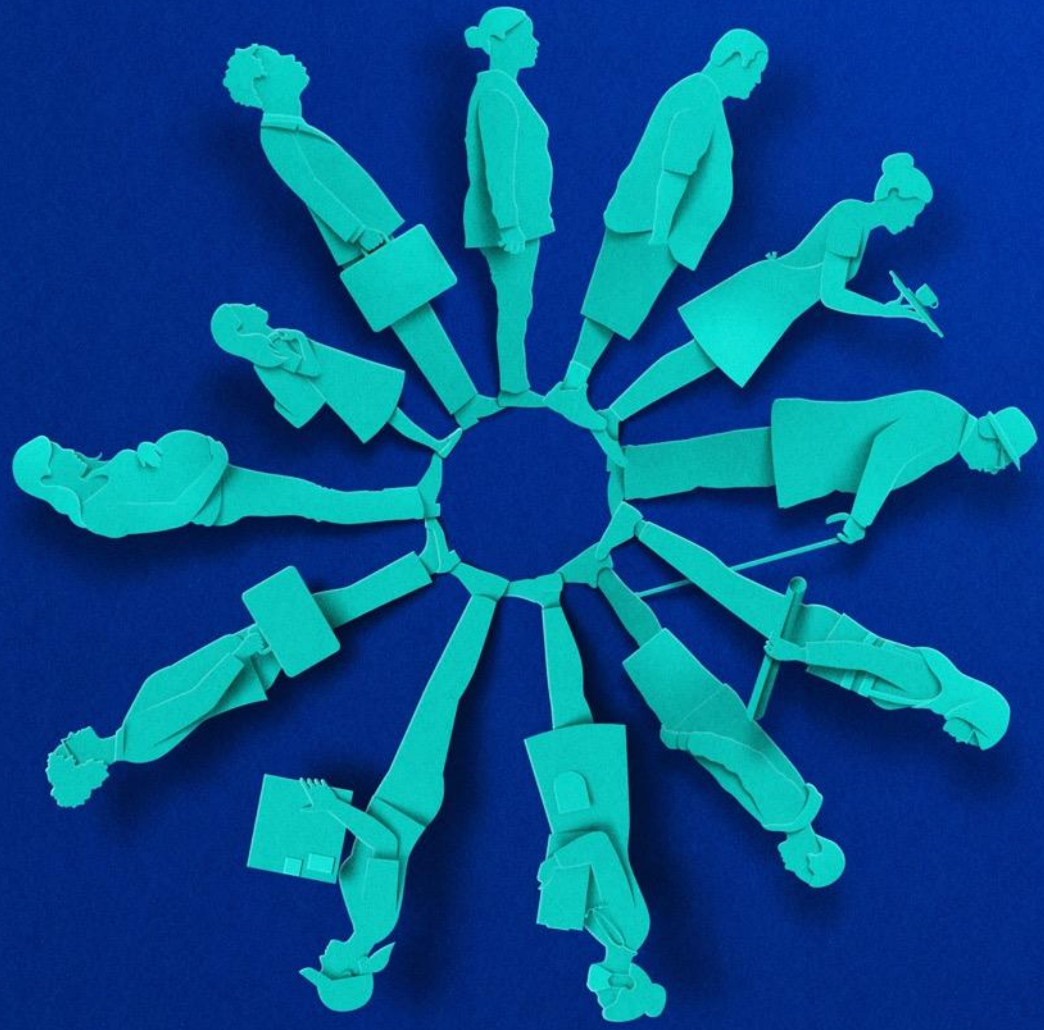
How to Add Certifications to List:

- Mngr. Complete Add Cert Form
- May take 10 days+ to add

Live as if you were to die tomorrow. Learn as if you were to live forever.

Mahatma Gandhi

Thank You!



For questions,
please reach out to Mary Gilbert in MS Teams, or
Request a license

FAQ CONTENTS

FAQ'S related to Internet Expenses Submission.

1. **What is the maximum amount to claim for Internet Reimbursement and timeline for Submission**?
   The Associate can claim up to Rs. 1000 per month subject to the actual cost incurred for internet.If the Associate has taken a quarterly / half yearly plan with Internet service provider, the associate must submit the reimbursement claim within 30 days from the date of expenses incurred.

2. **Will this amount be paid along with payroll?**
   No. The Reimbursement claim amount will be paid separately.

3. **Can the associate submit a claim for reimbursement if the Internet connection is not in the name of associate?**
   Internet connection claimed should be only in the name of self, parents, siblings (own brothers & sisters and not cousins), grandparents and spouse only. No Other relations is accepted.

4. **What are the proofs required to be submitted if the internet connection is in the name of above relations?**

a) Internet connection is in the name of Spouse- Marriage certificate/invitation card.
b) Internet connection is in the name of Father- Aadhar card/ Pan card/ Ration card (Government ID proofs).
c) Internet connection is in the name of Mother- Birth certificate, Ration card.
d) Internet connection is in the name of Siblings (Own brothers and sisters)- Aadhar card of both employee and brother/sister.
e) Internet connection is in the name of Grandparents- Father's Aadhar card or any government proofs and any employee's government proof.

5. **What is TAT to credit the claim amount to the associate bank account?**
   The amount will be credited within 10 to12 working days from the date of export of the report.

6. **Is payment proof mandatory if Invoice expense is exceeding 1000/-?**
   Yes, Payment proof is mandatory for all the invoices which is exceeding Rs. 1000/- though the maximum reimbursable amount is Rs. 1000/-

7. **Can the screenshot of UPI transaction be submitted for Invoices exceeding Rs 1000/- for processing? -**
   Yes, associate can submit the payment made through UPI from the associate account to the vendor account for the validation with the name reflected.

8. **Is any pre-approval required for Internet Reimbursement?**
   No preapprovals are Required for Internet Reimbursement.

9. **Can manual bills be reimbursed, incase payment made to local vendors through cash?**
   No. The Handwritten manual bills cannot be accepted for reimbursement and the Invoice submitted should be in the form of tax invoice prepared under GST act digitally.

10. **Can I get reimbursed for the mobile recharge bills if am not using broadband connection?**
    Yes, the associate can submit a claim for reimbursement of mobile recharges done during the month up to Rs 1000 per month (only for internet expenses). At the same time, multiple recharges for more than one mobile number will not be considered for reimbursement.

11. **What are the documents required for the reimbursement of mobile data recharges?**
    The Associate must submit a recharge confirmation receipt/recharge confirmation email along clearly describing the date of recharge, the amount, online transaction reference i.e., transaction etc.

12. **Can the associate submit Invoices from different service providers for various months in a single claim?**
    No. The associate cannot claim ISP bills from multiple service providers for different months in a single claim.

13. **What is the limit for the one-time broadband installation charges?**
    As per policy, Associate are allowed to claim one time installation charges up to INR 500. We required Tax invoice copy mentioning installation charges as a mandatory document.

14. **Can the associate claim internet reimbursement be having a continuous sequence invoice number of series for various months generated manually?**
    No. The associate cannot claim the reimbursement with invoices having a continuous sequence Invoice series generated manually.

15. **Any exceptional approval is required if payment is made through cash?**
    No exceptional e mail will be entertained for the payments made to vendors through cash.

16. **How to do check the date of export in CR tool for my reimbursement?**
    The associate can view the claim status by clicking on the tracking option as below.

FAQ'S related to Food Claims Staff Welfare or Entertainment Expenses.

1. **Can a meal claim be reimbursed for the team outing by utilizing the budget on different dates?**
   Associates should have lunch/dinner on the date of virtual or physical team outing only.

2. **Is Budget approval being mandatory to attach while claiming?**
   Yes, Budget approval email (complete email copy as PDF format) is mandatorily to be attached at the time of claim submission.

3. **Is any pre-approval required to claim lunch/dinner expenses?**
   No Preapprovals are required for claiming reimbursement of meal expenses as it is a part of staff welfare.

4. **Any exception is required if payment made through cash?**
   No Exceptional e mail will be entertained for the payments made to restaurants through Cash.

5. **What are the documents need to be attached for a meal claim?**
   (a) A mail approval from Tower Director for team lunch/dinner, Food bills along with date, Online payment proof, list of Participants if it is a team outing or Team Dinner/Lunch.
   (b) the approval from manger confirming the recruitment drive on weekends, Food bills along with date, Online payment proof.
   (c) Claim must be submitted within 30 days from the date of expenses incurred.
   The bills for purchase of grocery are not allowed for reimbursement.
   Gift purchases are not covered under staff welfare policy.

6. **Can the expense be reimbursed if a payment proof is not in the name of employee?**
   No. the proof of payment made must be in the name of employee.

7. **Under which category of expenses, the claim must be submitted?**
   If it is a virtual /physical team meeting, the associate should select under PA report type-General expense> Meals> Meals -Team
   If it is a meeting with Anthem Client - the associate should select under PA report type-General expense> Meals> Meals with Anthem client
   If it is a meal claim for recruitment drive on weekends - the associate should select under PA report type- General expense> Meals> Meals associate

FAQ'S related to Child Care Crèche Policy.

1. **Who can avail Creche policy?**
   The Crèche facility is applicable to all associates of Carelon Global Solutions LLP and services can be availed as per the work location.

2. **What is the age limit for the children and how many children's can be availed?**
   This benefit can be availed by associates only for their children between the ages of 6 months to 6 years, up to a max of three children.

3. **What is the Amount Limit monthly that can be claimed?**
   Company will reimburse the monthly fee up to INR-7500 if Day care is GSTN registered or up to INR 5000 can be reimbursed if Day care is not registered with GSTN.

4. **Can we claim the registration fees?**
   Yes, One-time registration cost up to INR 10,000/- can be claimed.

5. **What is the List of Documents that needs to be submitted in CR Tool for reimbursement?**
   Below is the list of required documents that needs to be submitted in the expense claim tool to reimburse the amount
   Claim needs to be submitted within 30 days from the expenses incurred.
   Copy of the Birth certificate of the child
   Copy of the admission/registration form submitted to the service provider
   Monthly fee receipt or period wise.
   Payment to be made only through electronic payment mode and the payment proof of the same must be attached mandatorily.

6. **Is any pre-approval required for creche policy?**
   No Preapprovals are required for Child Care Reimbursement.

7. **Can the School exp be reimbursed as per Creche policy?**
   No. the policy allows only the day care related expenses, and the tuition fees cannot be reimbursed as per Creche Policy.

8. **Is activity fees or tuition fees be reimbursed under Creche policy?**
   If Activity fees and tuition fees are related to day care yes, the same can be reimbursed. If Activity fees and Tuition fees are related to School, it cannot be reimbursed as per policy.

FAQ'S related to Relocation Reimbursement.

1. **What is the Scope and Coverage of Relocation Policy?**
   - Carelon initiated, approved & sponsored relocations.
   - Associate initiated, Carelon approved and sponsored relocations.
   - New hires for whom relocation allowance have been provided in their offer letter but have not yet availed this allowance.
2. **What is Family coverages as per Relocation policy?**
   Family is defined as any 5 dependents as declared by the associate in their Carelon insurance policy. If this has not been declared by the associate (or in the case of an eligible new hire), then the definition of family will be limited to spouse, up to 2 dependent children, dependent parents/ dependent parents-in-law

3. **What is Home Location as per policy?**
   Home location is defined as below
   a. The current work location to which the associate is tagged to or the current location where the associate is residing within India due to the pandemic.
   b. For an eligible new hire, it is the location where the associate is currently located as per the address given during the offer letter

4. **What is the Time period within which employee must relocate?**
   The associate must relocate within 6 months from the date of joining / approval of the relocation as per policy. Claim to be submitted within 30 days from the last day of relocation.

5. **Is any pre-approval required for Relocation?**
   Yes, there are two Scenarios where preapprovals are required.
   a) Pre-approval Report for relocation type – **New Hire**: Employee submits a pre-approval report→ HR Team→ Respective Manager.
   b) Pre-approval Report for relocation type – **Work location transfer** (Internal Transfer): Employee submits a pre-approval report→ Respective Manager
   c) Internal transfer approval from Insync tool checkbox – Associate should tick this check box and upload the Insync approval attachment screenshot or document if the relocation type is "Work location Transfer". (This is a mandatory document need to be attached for internal transfer relocation).

   Associates must submit only one pre-approval and expense report for all your relocation expenses incurred. Multiple pre-approvals and Expense report submission will not be considered for reimbursement.

6. **What is the max limit we can avail for relocation?**
You can update the estimated amount within the eligibility criteria limit as per the below table.

Entitlement
The following table summarizes the entitlements for inter-city relocations:

Shortest distance of relocation (By air)	Eligibility amount* (max limit in INR)			
	Up to TL/ AM	M/ SMs	Director/ SVP	Country Head
Up to 100 kms	NIL	NIL	NIL	NIL
100 – 999 kms	150,000	200,000	350,000	Up to 10 Lakhs
Over 1000 kms	200,000	250,000	500,000	

* includes coverage for GST to be paid

7. **Within how many days, this expenditure can be claimed?**
Reimbursements must be claimed within two months of incurring the expenses.

8. **What are the documents need to attach for claiming this expenditure?**
Upload all the list of documents as listed below.
    a) Household Good: Items Package List, Tax Invoice, Payment proof
    b) Hotel Stay: Tax Invoice, Payment proof.
    c) Meals: Bills and Payment proof
    d) Airfare: Tax Invoice, Boarding Passes and Payment proof
    e) Brokerage: Invoice, Rental agreement, and Payment proof
    f) Capitation Fees: Tax Invoice, Payment proof

9. **Can we hire any Packers & Movers for shifting of household items?**
Packers and Movers who can provide the Tax invoice with packing list accepting online payment can be hired.

10. **What are the charges being part of packers & movers for relocation?**
Actual expenses for packing/ unpacking, transportation, and insurance for shipment of household goods and personal transportation vehicle(s) will be part of packers & movers for relocation and one time settling ie installation charges only for utilities like gas/cable/phone etc.

11. **Is packaging slip being mandatory while claiming?**
Yes, Packaging Slip is mandatory while claiming.

12. **Whether school tuition fee will be covered under capitalization fee?**
No, school tuition fee will not be covered under capitalization fee.

13. **Whether deposit amount towards utilities will be covered under one time settling charges?**
No, deposit or any refund amount cannot be reimbursed.

14. **What cannot be claimed in relocation Policy?**
    Relocations initiated by the Associate to meet their personal needs but not sponsored by Carelon Relocation within the city / 100kms

15. **In what Scenario Paid Relocation will be recovered.**
    In the event of voluntary resignation and/ or termination of the associate within one (1) year from the date of relocation or due to a negative background check report (esp. for new hires), Carelon reserves the right to recover the entire reimbursed expenses during full and final settlement.

16. **Will there be any exceptional approvals required if there are deviations?**
    Any exception to this policy requires an explicit written approval from Head of HR, Carelon India and Head of Finance, Carelon India

17. **Any exception is required if payment made through cash?**
    No Exceptional email will be entertained for the payments made to service providers through Cash.

FAQ'S related to Training and Certification Reimbursement.

1. **Is any pre-approval required for Certification?**
   Yes, Pre-approval is mandatory request for technical training reimbursement.

2. **If pre-approval is taken after incurring the expenditure, can this be reimbursed?**
   No As per policy after incurring the expenses if preapproval is taken, it cannot be processed as there is a deviation.

3. **Within how many days, this expenditure can be claimed?**
   Documents and approvals should be submitted within 30 days on successful completion of the certification along with receipt of grades, failing which reimbursement will not be processed.

4. **What are the documents need to be attached for claiming this expenditure?**
   There are two scenarios for the documents to be attached.
   a) If certification amount is less than 50000 INR below are the documents to be submitted. Preapprovals from Manager and Tower Director, Tax Invoice, Completion Certificate and Payment Proof.
   b) If Certification amount is More than 50000 INR below are the documents. Preapprovals from Manager and Tower Director, Tax Invoice, Completion Certificate, Payment Proof and Post completion of certification a signed agreement copy from HRBP.

5. **When is the Agreement required to be executed for reimbursement of certification fee?**

Fee Range	Agreement Duration	Recovery at the time of Separation
Up to 50,000	No Agreement	No deduction
INR 50,001 to INR 75,000	6 Months from the completion of certification	100% Recovery if associates leave the organization within 6 months after completion of the certificate
INR 75,001 and above	12 Months from the completion of certification	100% Recovery if associates leave the organization within 12 months after completion of the certificate

6. **What is the approval workflow for the expense report?**
   There are two scenario's as given below:
   a). If the expense amount is lesser than 50,000 INR.
   Employee submits a Report→AP Reviewer →Respective Manager→Payment processing

   b). If the expense amount is greater than 50,000 INR.
   Employee submitted Report→HR ops (for agreement process) →AP Reviewer →Respective Manager→Payment processing

7. **Whether the associate is eligible to claim the expense before the course completion?**
   No, Associate is not eligible to claim the expense before the course completion.

8. **Can I submit a claim If the certification cost payment made to the institute thru friends or colleagues credit card?**
   We recommended associates to make the payment using their own credit card toward the certification expenses. In case, if associate is not having or unable to make the transaction using their own card. They should obtain an approval from their Tower director prior to making the payment to the institute or vendor and the same exceptional email copy is required at the time of reimbursement.

9. **Is Hardware or Software application can be reimbursed under this policy?**
   No, Associate is not eligible to claim Hardware or Software application expenses.

10. **Any exception is required if payment made through cash?**
    No Exceptional e mail will be entertained for the payments made to Training Institute through Cash.

FAQ'S related to Asset Return Courier Charges.

1. **Attaching of IT team Acknowledgement is mandatory in chrome river?**
   Yes, IT Team must Confirm the receipt of Asset returned through mail and the same must be uploaded in CR TOOL

2. **Is payment proof mandatory for Availing this benefit?**
   Yes, Payment proof is mandatory for the payments to Courier agencies above Rs.1000

3. **Is any pre-approval required for claiming this expenditure?**
   No Preapprovals are not required.

4. **What are the documents need to be attached and timelines for claiming this expenditure?**
   Courier POD (Place of Dispatch Details), Payment proof if payment to courier is more than Rs.1000 and a mail confirmation from IT acknowledging the receipt of asset. Claim to be submitted Within 30 days from the expenses incurred date.

***FAQ'S related to Domestic Travel*:**

1. **Does pre-approval request is required for domestic travel?**
   Yes, associate must submit a pre-approval request prior to the business travel. And it is the associate responsibility to obtain all necessary preapprovals 10 days prior to the travel date.

2. **Can we raise multiple pre-approval request for the same travel trip?**
   No, associate should raise only one pre-approval request for one travel trip. Associate should always update the maximum estimation amount in the pre-approval request.

3. **What are the trip types are available in the pre-approval request?**
   Associates can select the below trip type under PA report type – "**Travel**" according to their domestic travel.

   A). **Domestic** – Associate can select "**Domestic**" type when their trip is related to the domestic business travel.

   B). **Domestic Trip for Visa** - Associate can select "**Domestic Trip for Visa**" when their trip is related to VISA process for international assignment.

4. **Do we have any amount limitation for the domestic travel expenditure?**
   We have some limitation only for the Food expenses, Laundry Expenses and Tip amount for domestic travel. Also, once the pre-approval is approved and associate should incur all the expenses related to travel within that approved pre-approval amount only.

   Amount Limitation.
   a. **Food Expense** (per day) – Maximum limit is up to Rs 3000 per day
   b. **Laundry Expense** – Rs 1000 per trip for stay over 3days, at actuals against submission of bills.
   c. **Tip Amount** – Rs 1000 per trip for domestic travel.

5. **What is the approval workflow for pre-approval request?**
   Employee submitted pre-approval report→ It is routed to their respective Manager for first level of approval→then it is routed to their respective Tower Director and Country Head for the final level of approval.

6. **What is the timeframe to submit the pre-approval request?**
   Associate should raise pre-approval request at least 15days prior to the travel and it is associate responsibility to obtain all necessary preapprovals 10 days prior to the travel.

7. **Can i get reimbursement for my travel expenses thru pre-approval request?**
   No, Associate will not get reimbursement thru pre-approval since it is only a pre-approval request prior to the travel. Associate must submit expense report with all the original documents for the reimbursement process in chromeriver post travel.

8. **Can I submit the expense report without applying the pre-approval request?**

   Associates are unable to submit the expense report without importing pre-approval request and the pre-approval is mandatory request prior to the travel in CR.

9. **What are documents need to be submitted for the travel reimbursement?**
   Associate must attach all the original TAX invoice copy and online payment proof towards the travel expenses incurred while submitting the expense report in CR.

10. **What are the documents considered as online payment proof?**
    Associate can attach online payment proof like UPI transaction receipt, Merchant transaction receipt or Bank statement copy with the name reflected towards the expenses.

11. **Can I able to submit the expense report greater than the pre-approval request amount?**
    No, Associates are unable to submit the expense report which is greater than the approved pre-approval amount.

12. **Can I reimburse for any cash transaction expenses?**
    Any cash transaction above Rs 1000/- will not be reimbursed (All transactions above Rs 1000/- should be made through electronic payment and payment proof to be attached). We recommended to do all the transactions thru online mode.

13. **Can I get reimbursement without the bills/receipt?**
    No, Tax invoice/Receipt is mandatory document to be attached in the expense report for reimbursement.

14. **What are the eligible expenses for travel reimbursement?**
    Following domestic travel expenses are eligible for reimbursement.
    a. Airfare
    b. Hotel Lodging
    c. Employee meals during the travel
    d. Taxi charges including tolls charges.
    e. Tip amount as per policy
    f. Laundry Expenses as per policy

15. **What is the timeframe to submit the expense report in chromeriver?**
    Associates must submit the expense report with all the original documents within 30 days from the date of completion of the trip.

16. **What is the timeframe for the reimbursement process?**
    Reimbursement will happen within 30days from the date of submission if claim is free from all dependency.

17. **Who is the SPOC for booking Air travel tickets and Hotel for the domestic travel?**
    Air tickets should be booked thru company's authorized travel desk **Marco polo.** Once associate obtained the pre-approval request in CR & Marco polo team will get the notification.

    SPOC – Md Saud <MdSaudAmeen.TayabG@carelon.com >

FAQ'S related to International Travel:

1. **Does pre-approval request is required for international travel?**
Yes, associate must submit pre-approval request prior to the international travel & it is associate responsibility to obtain all necessary preapprovals prior 21 days to the travel trip.

2. **What are the trip types are available in the pre-approval request?**
Associates can select the below trip type under PA report type – "**Travel**" according to their international travel.

   A). **International** – Associate can select "**International**" when their trip is lesser than 30days.

   B). **International Assignment LTA (Long Term Assignment)** - Associate can select "**International Assignment LTA**" when their trip is greater than or equal to 12 months.

   c). **International Assignment STA (Short Term Assignment)** - Associate can select "**International Assignment STA**" when their trip is lesser than 12 months.

3. **Who is the SPOC for booking Air travel tickets and Hotel for the international trip?**
Air travel tickets and Hotel should be booked thru company's authorized travel desk **Marco polo.** Once associate obtained the pre-approval request in CR & Marco polo team will get the notification.

   SPOC – Md Saud <MdSaudAmeen.TayabG@carelon.com >

4. **What is the process to apply cash advance request?**
   Once associate obtained pre-approval and booking for flight and the date of travel is confirmed by the travel desk, an associate need to raise a cash advance request in chromeriver.

   Associate should raise the request at least 10days prior to the trip.

   The associate would require the following information to create the request in chrome river.
   - Passport copy
   - Ticket copy
   - Visa copy
   - Pan card copy
   - Forex amount confirmation in accordance with the policy

5. **What is the limit for cash advance request?**
   If the associate holds a corporate credit card, then they can use their corporate card for day-to-day expenses with an additional 200 USD per week.

   In other cases, travel advance can be given through FOREX card and cash in foreign currency based on the FOREX amount confirmation as per policy.

6. **Does pre-approval is required for cash advance?**
   At the time of raising pre-approval request for international trip in chromeriver. Associate should raise pre-approval request for cash advance under "Other" expense category as an additional line item in the same pre-approval request & the same shall be considered as pre-approval. No need to raise separate pre-approval for cash advance in CR.

7. **What is the approval workflow for pre-approval request?**
   Employee submitted pre-approval report→ Respective Manager for approval→ Respective Tower Director →Country Head Approval Reviewer and notification will be sent it to Marco polo team (TravelDesk) for Airfare booking.

INTERNET REIMBURSEMENT – EXPENSE REPORT SUBMISSION WORKFLOW

Chrome river Login:

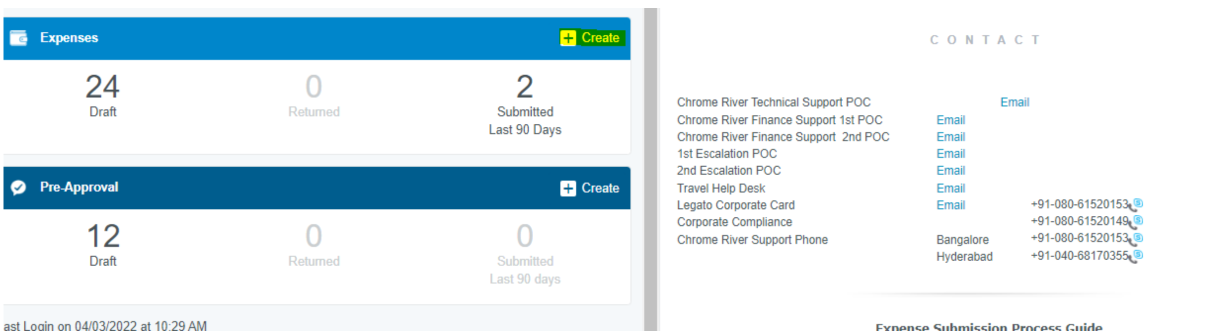
Please login into chrome river Using SSO Link as below

https://app.chromeriver.com/login/sso/saml?idp=ChromeRiverIND

1.SUBMISSION OF EXPENSE REPORT:

Employees who are claiming for internet expenses, they should have created a new expense report in CR tool.

On the Home Dashboard, click on CREATE option from the expenses tab to create a **NEW EXPENSE REPORT** as below.



a). Employee must fill the below basic information as per the screen

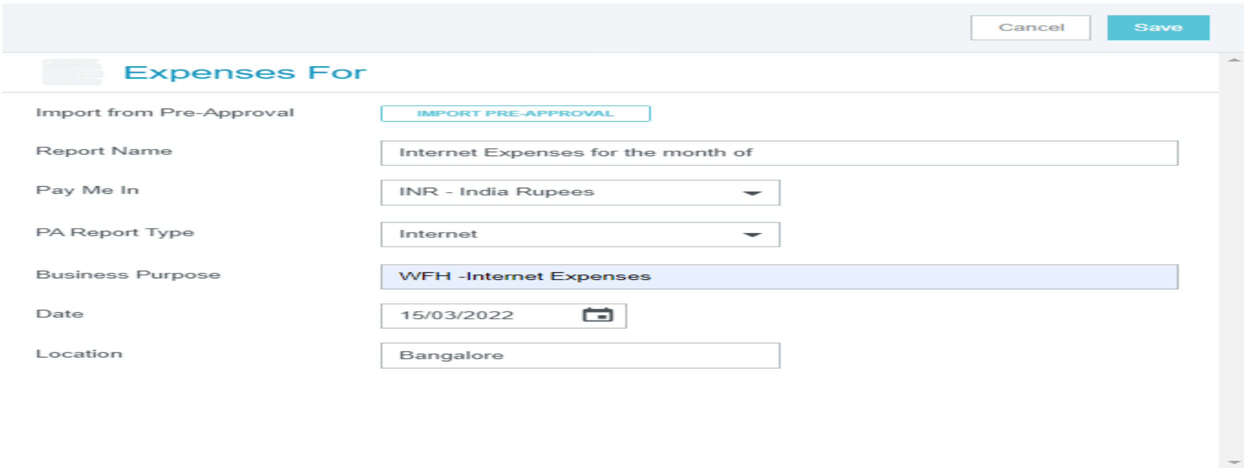
i. Report Name

ii. PA Report type as "Internet"

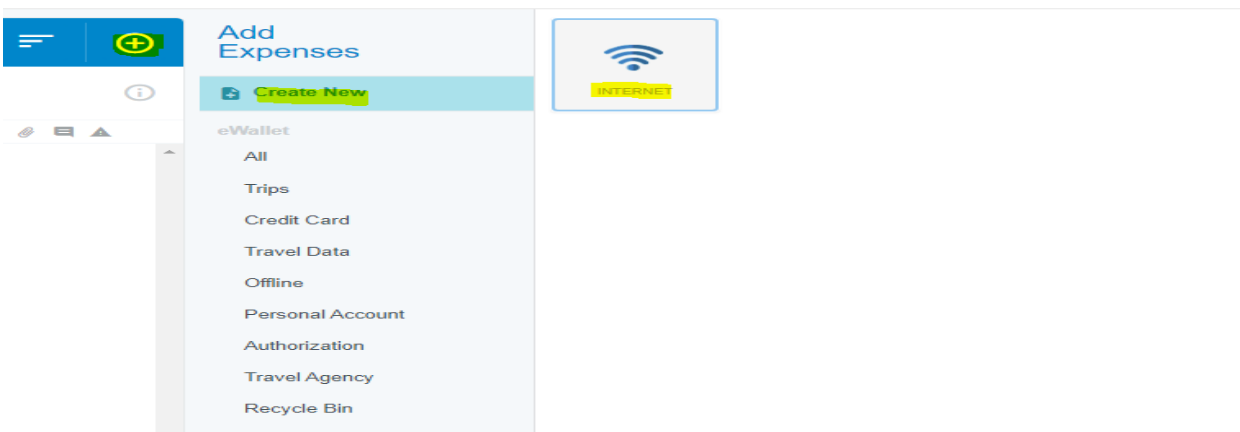
iii. Business purpose

iv. Date and Location

v. Then please give save to move on to the next screen.



b). Please click on (+) sign on the screen and then select on Internet icon.



c). Please fill in the details as below for all the fields.

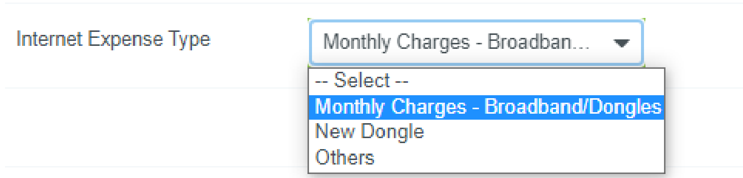
I. **Date**

II. **Spent** – update the amount (Maximum limit per month is Rs 1000).

III. **Internet Expense Type**

1. "Monthly Charges- Broadband" (Please select this option, If you are claiming for monthly charges, quarterly charges or half year plan charges)

2. "Others" (Please select this option, if you are claiming for one time installation cost – maximum limit as per policy is Rs 500)



IV. **Start date and End Date** – Employee should update the start date and end date as per the attached invoice internet period of subscription.

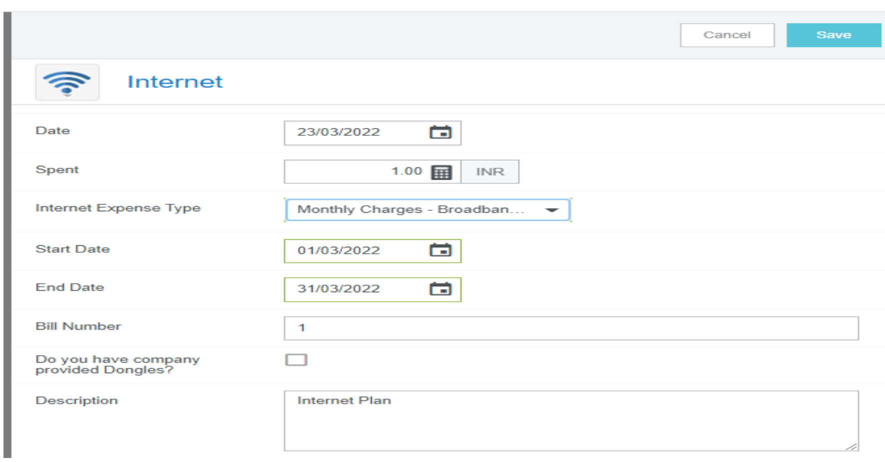
V. **Bill Number** – Employee should update the bill number as per the tax invoice which you have attached in the expense report.

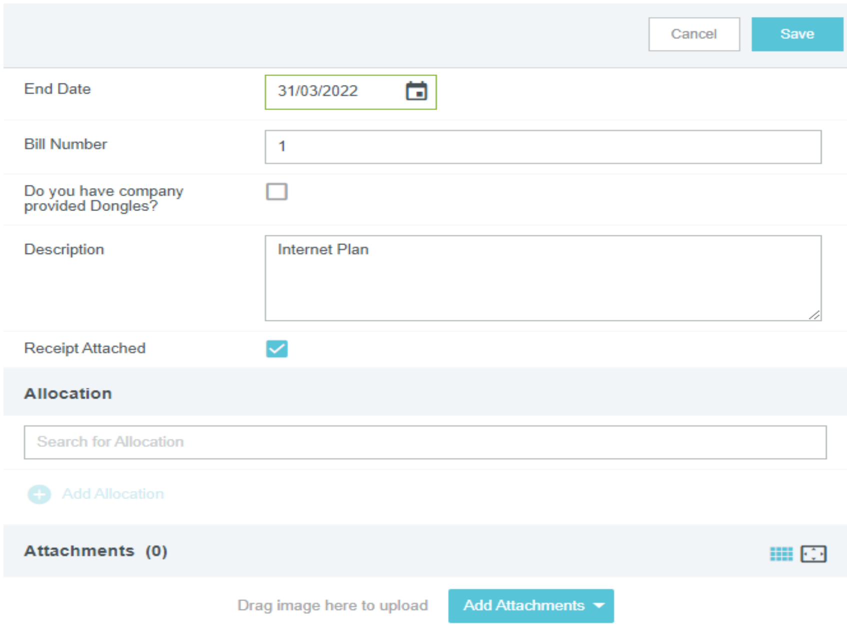
VI. **Do you have company provided dongles?** – Please click on the checkbox If company has provided any dongle for you.

VII. **Description** – Employee should have described about the internet plan in the description field.

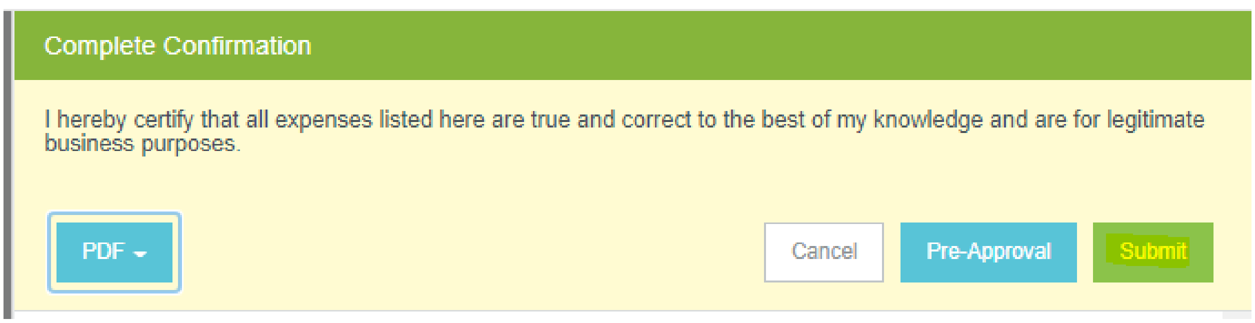
VIII. **Receipt Attached check box** – Employee should attach the internet bill along with the online payment proof. These are the mandatory documents need to be attached in the report.

IX. **Allocation** – Request you to double click on the allocation field to get the cost center pertains to your function in the drop list.





Please attach all the mandatory documents towards your internet expenses and give save to submit the report.

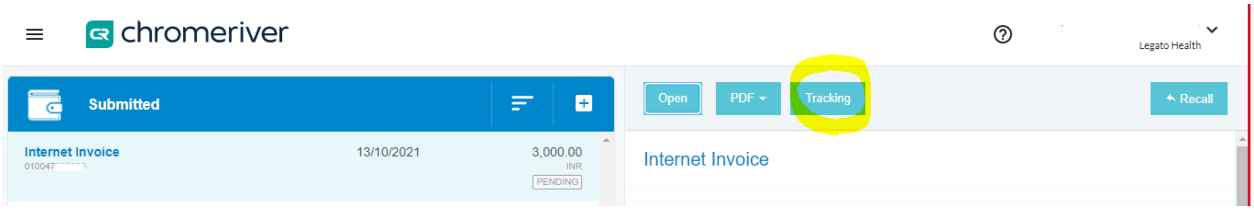


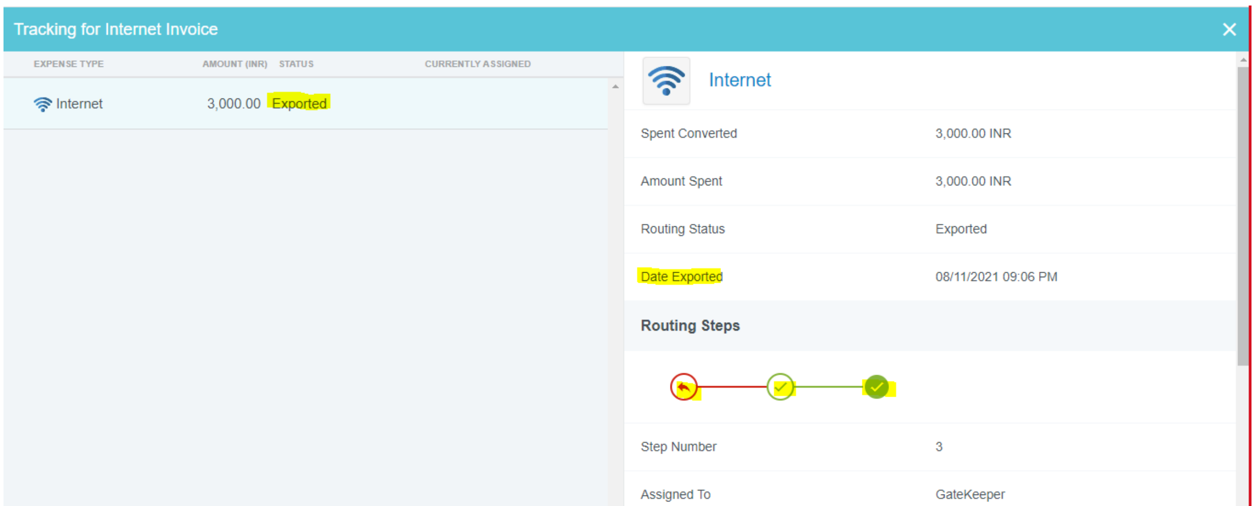
2.Approval Workflow for Expense Report:

Employee submitted Report→AP Reviewer →Payment processing

3. Expense Report Tracking Option

Employees can view the report workflow status by clicking on the tracking option as below.





Note - If the claim status is shown as "Exported" the payments are being initiated with treasury team and waiting for approvals. As on when the approvals are given you would be receiving the payment in 7 to 10 working days from the date of exported. Request you to cross check your bank statement copy accordingly.

Relocation – Preapproval and Expense Report Submission & processing workflow

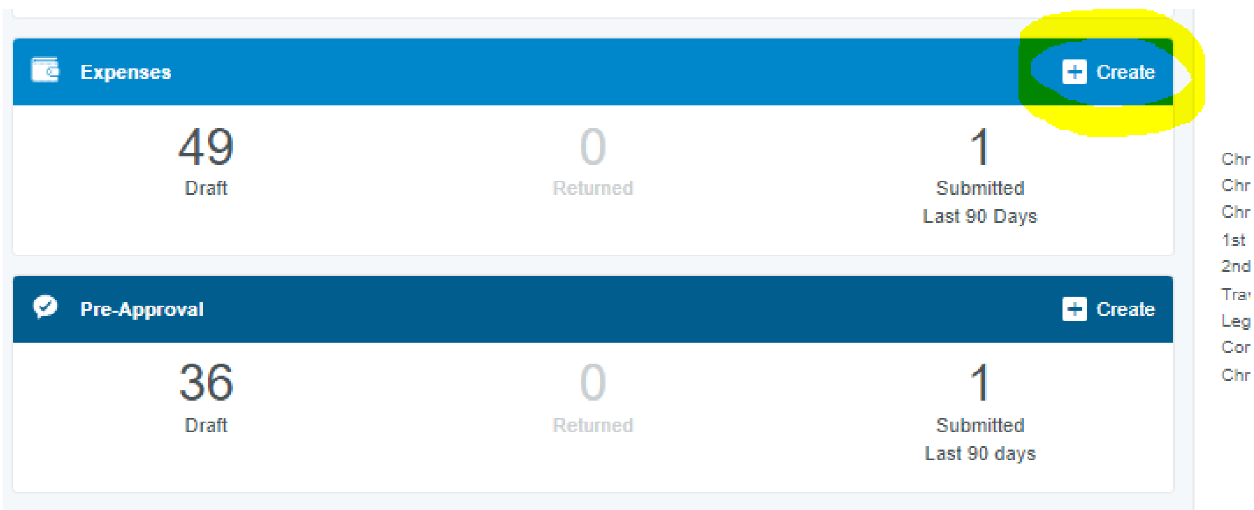
Chrome river Login:

Please login into chrome river Using SSO Link as below

https://app.chromeriver.com/login/sso/saml?idp=ChromeRiverIND

1.SUBMISSION OF A NEW PRE-APPROVAL REQUEST:

Employees who are claiming for relocation must submit a Pre-approval request in CR tool before incurring their relocation expenses and based on the approved pre-approval amount associates can plan for their relocation accordingly.



a). Please select the PA Report Type as "Relocation" and fill in the fields as below in the screenshot.

I. Report Name – "Relocation"

II. Start and End Date – Relocation Start date and relocation End date.

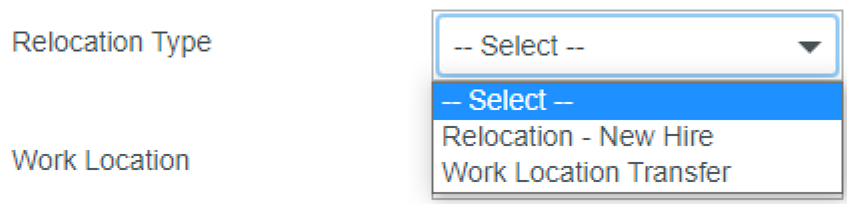
III. Business purpose – Please update the business reason.

IV. PA Report Type – "**Relocation**"

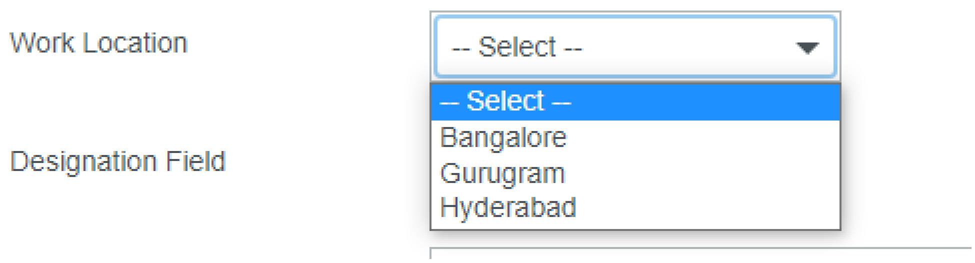
V. Relocation Type:

- ✓ **Relocation New Hire** – As a new hire, if you are planning to relocate to the work location, then please select type as "**Relocation New Hire**".

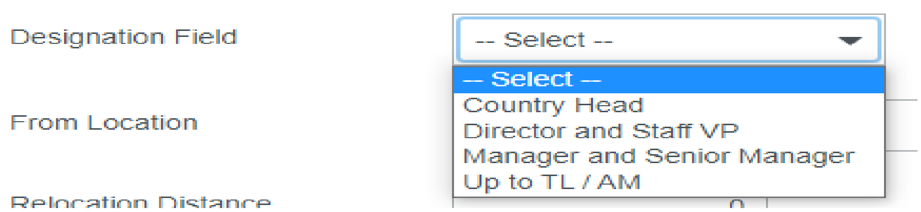
- ✓ **Work location Transfer** – As an internal transfer within the work location (Bangalore, Hyderabad, Gurugram) then associate must select the type as "**Work location Transfer**".



VI. Work location – Please select your work location from the dropdown list as below.



VII. Please select your designation level from the drop-down list as below.

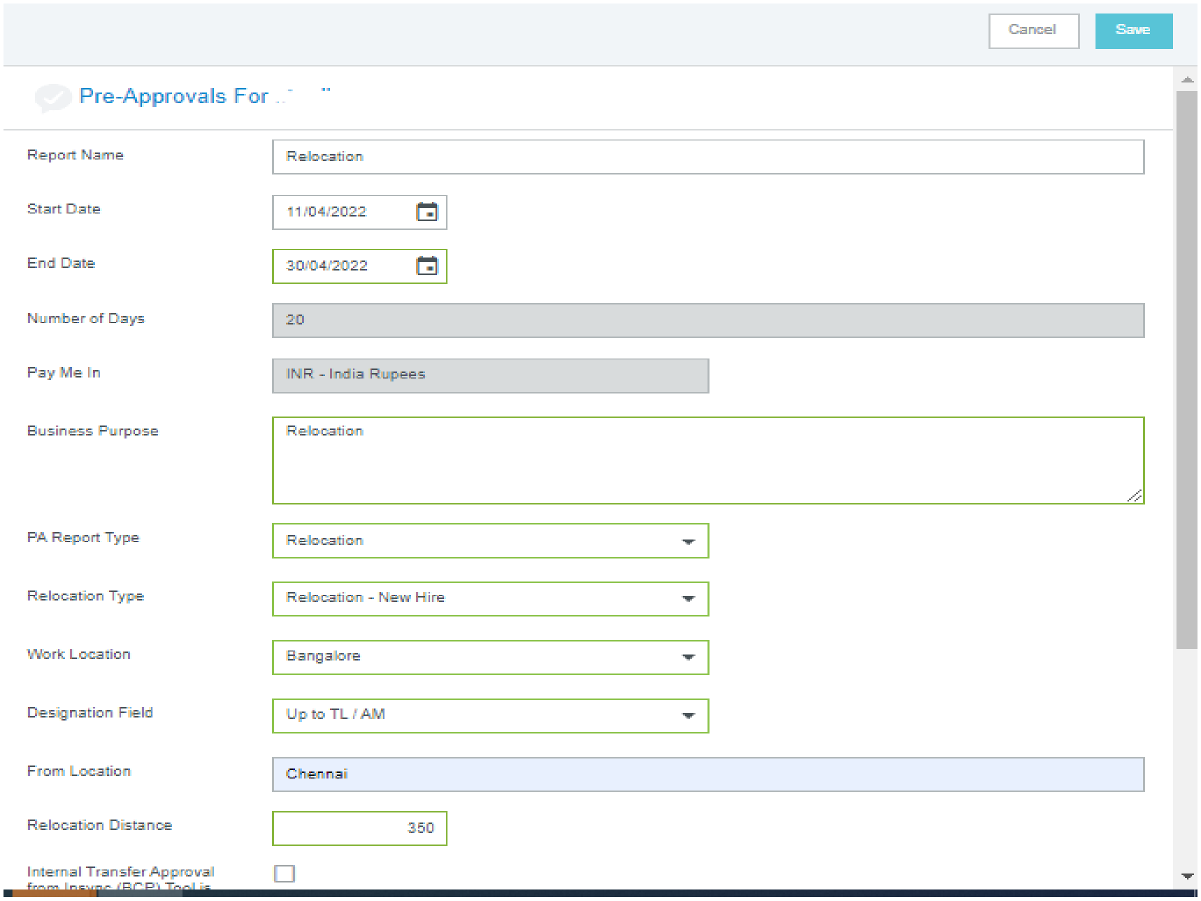


VIII. Please update the actual from location place in the field from where you're going to relocate to the work location place.

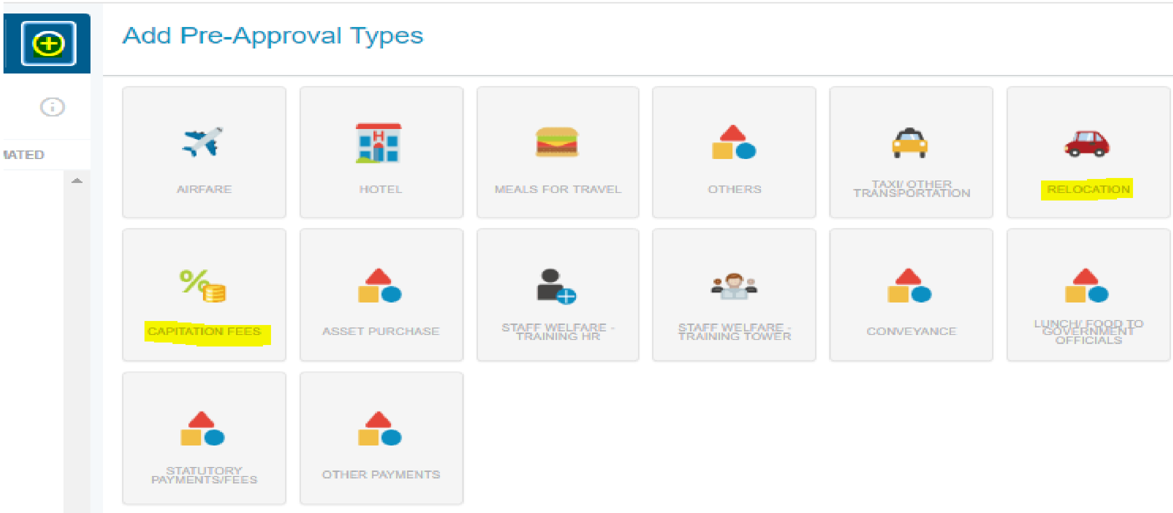
IX. Please give the correct relocation Km in the relocation Km field.

X. Internal transfer Approval from InSyn tool checkbox – Associate should tick this check box and upload the InSyn approval attachment screenshot or document if the relocation type is "Work location Transfer". (This is a mandatory document need to be attached for internal transfer relocation).

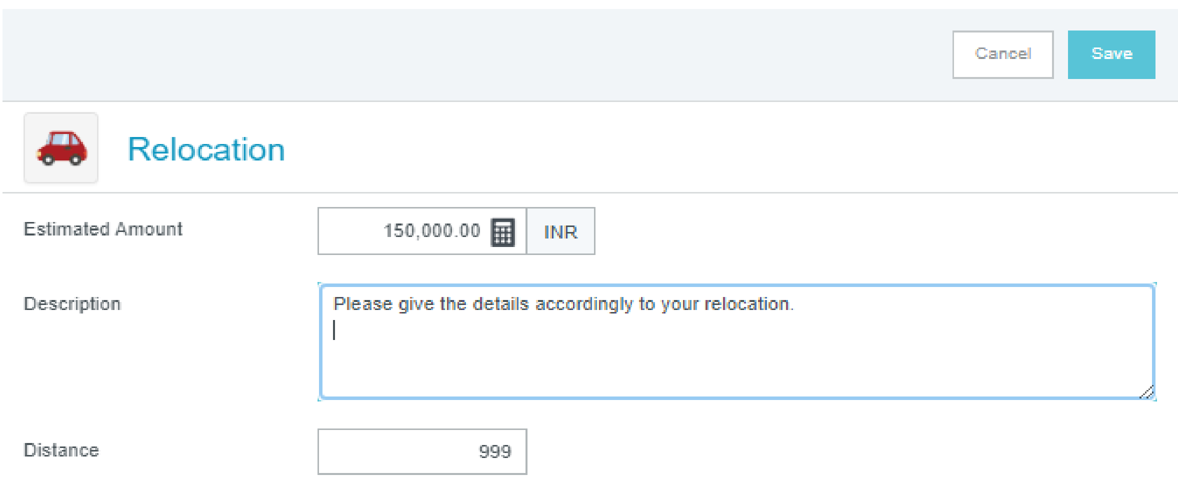
XI. Allocation – please double click on the allocation field to get your cost center in the drop-down list.



b). Request you to select relevant expense tiles towards relocation from the below pre-approval expense types highlighted.



Note – Please don't select any expense tiles apart from Relocation and capitation Fee, system will restrict the user to submit the request.



You can update the estimated amount within the eligibility criteria limit as per the below table.

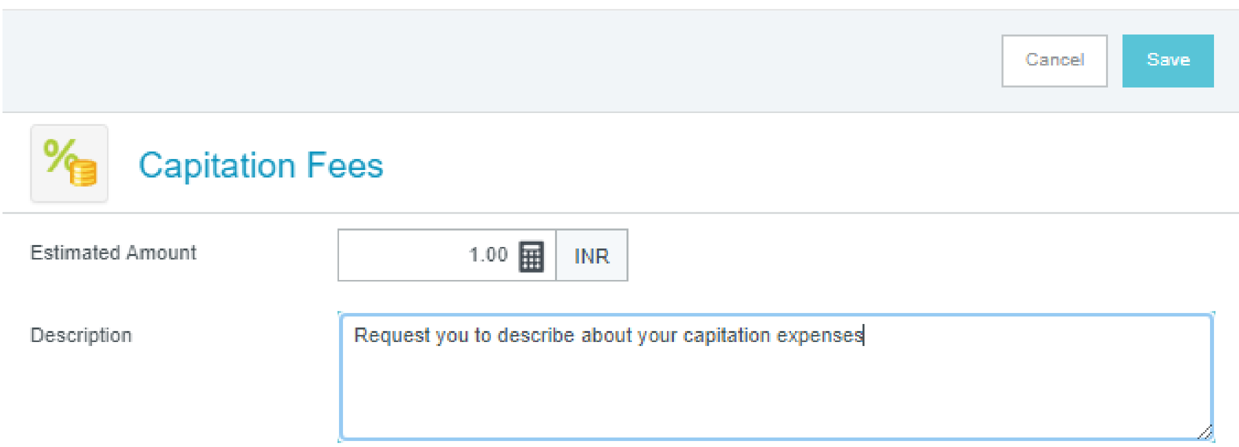
Entitlement
The following table summarizes the entitlements for inter-city relocations:

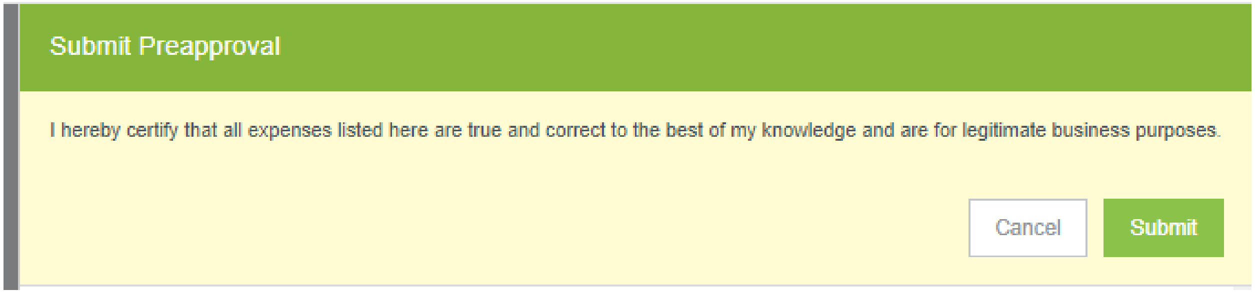
Shortest distance of relocation (By air)	Eligibility amount* (max limit in INR)			
	Up to TL/ AM	M/ SMs	Director/ SVP	Country Head
Up to 100 kms	NIL	NIL	NIL	NIL
100 – 999 kms	150,000	200,000	350,000	Up to 10 Lakhs
Over 1000 kms	200,000	250,000	500,000	

* includes coverage for GST to be paid

Note – Tool will restrict the user if you update the amount exceeds the limit as given in the above table.

c). Capitation Fee – Please update the estimated amount and the maximum limit as per policy is INR 65,000.





Approval Workflow for pre-approval Report for relocation type – New Hire:

Employee submitted pre-approval report→ HR Team→ Respective Manager.

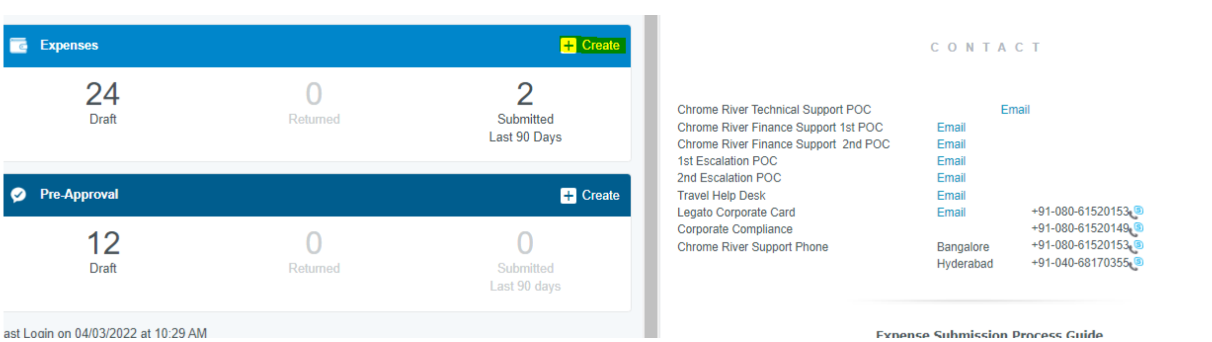
Approval Workflow for pre-approval Report for relocation type – Work location transfer:

Employee submitted pre-approval report→ Respective Manager.

2.SUBMISSION OF A RELOCATION EXPENSE REPORT:

Once your pre-approval is approved, you can incur the relocation expenses within the pre-approved limit and after completing the relocation, you can raise an expense report by importing that approved pre-approval along with the actual bills and online payment proof.

On the Home Dashboard, click on CREATE option from the expenses tab to create a **NEW EXPENSE REPORT** as below.

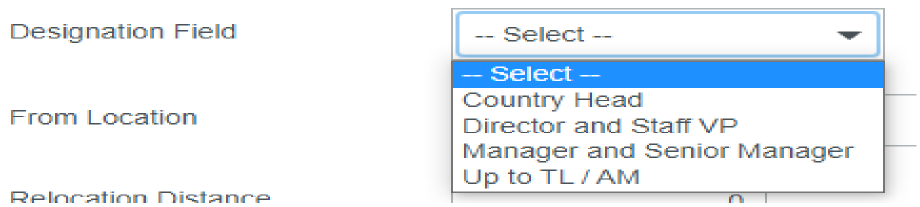


I. Please import the approved pre-approval request.
II. Please give the report name.
III. Select PA report type as “**Relocation**”
IV. Relocation Type:

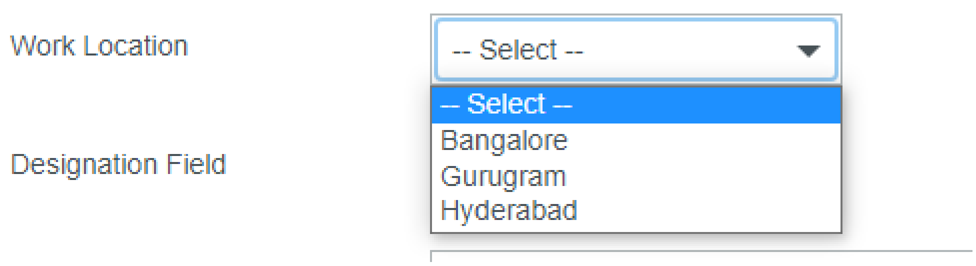
- ✓ **Relocation New Hire** – As a new hire, if you have relocated to the work location, then please select type as “**Relocation New Hire**”.

- ✓ **Work location Transfer** – As an internal transfer within the work location (Bangalore, Hyderabad, Gurugram) then associate must select the type as “**Work location Transfer**”.

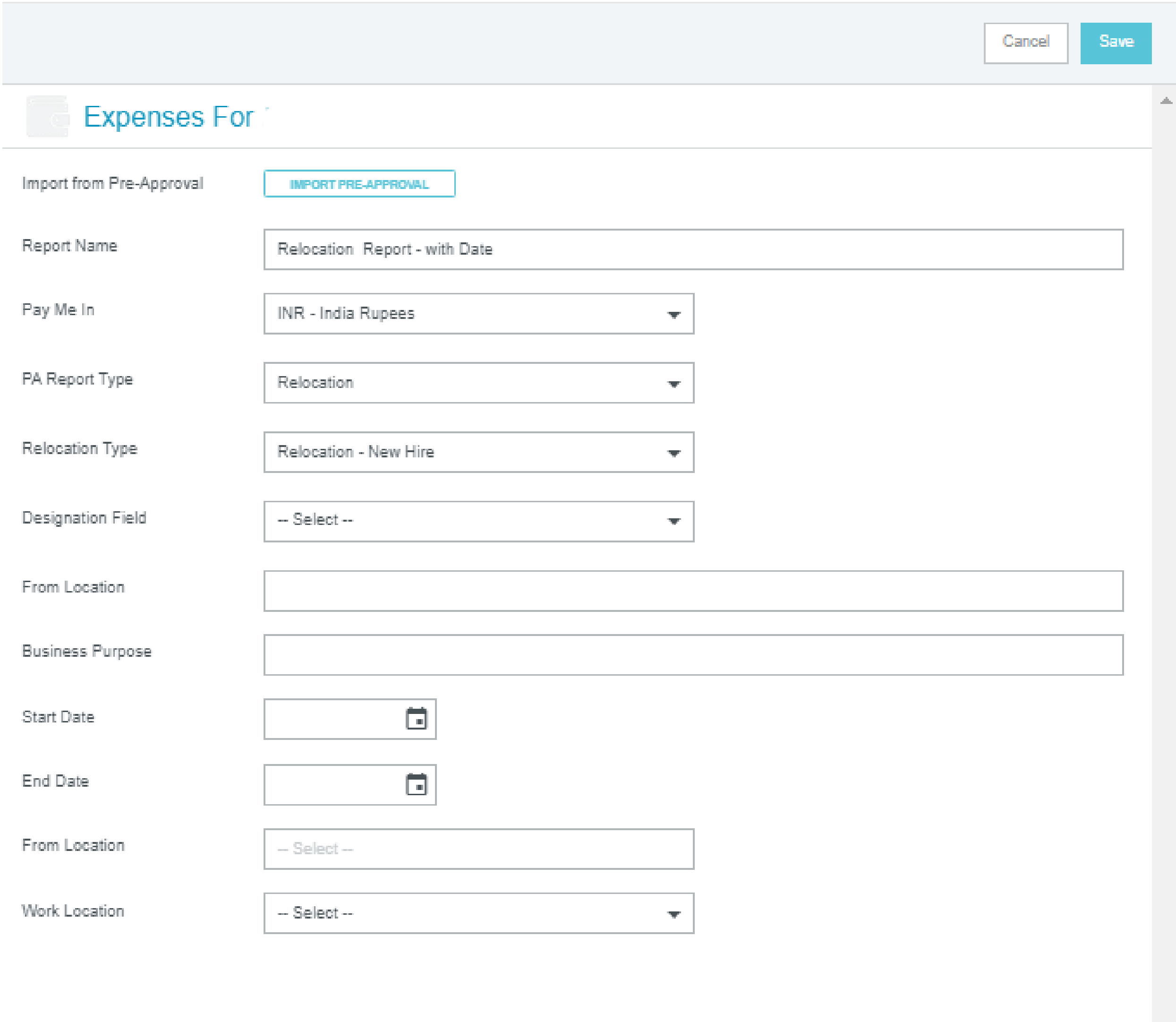
V. Please select your designation level from the drop-down list as below.



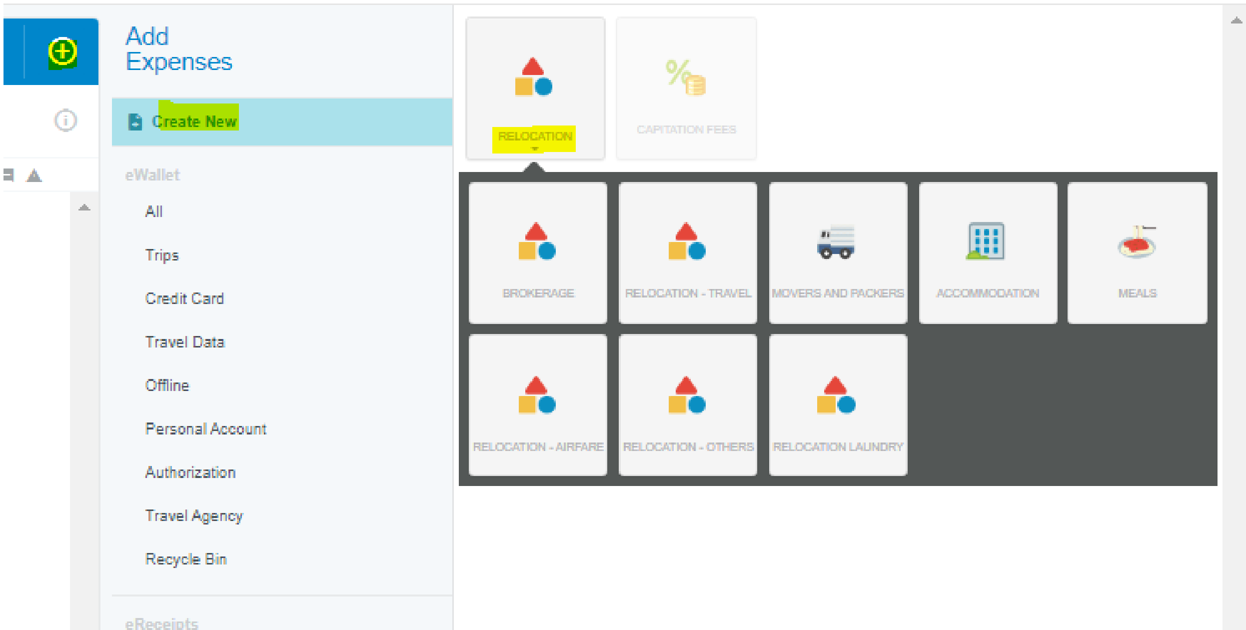
VI. Please update the actual from location place in the field from where you’re relocated to the work location place.
VII. Business purpose – give the business reason.
VIII. update the relocated start date and end Date.
IX. Work location - Please select your work location from the dropdown list as below



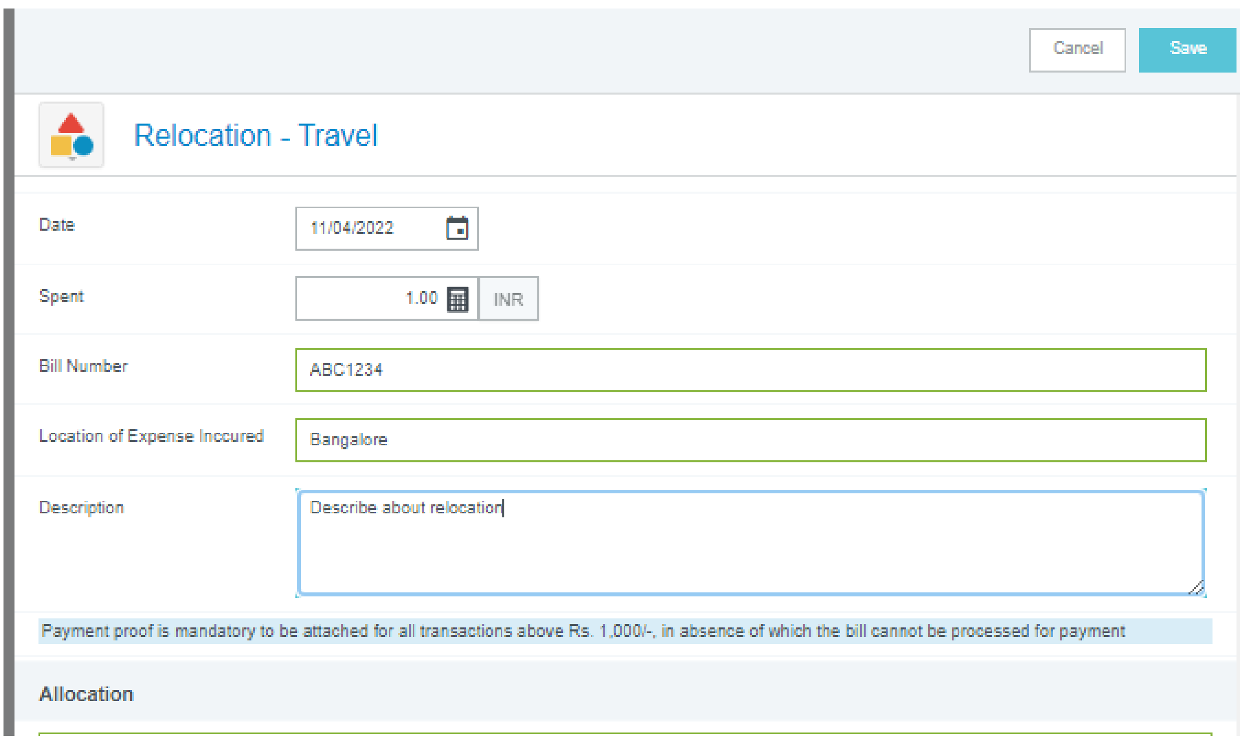
X. Give Save to move on the next screen.



Please select relevant expense tiles towards relocation from the below expense types highlighted.



Relocation Travel:

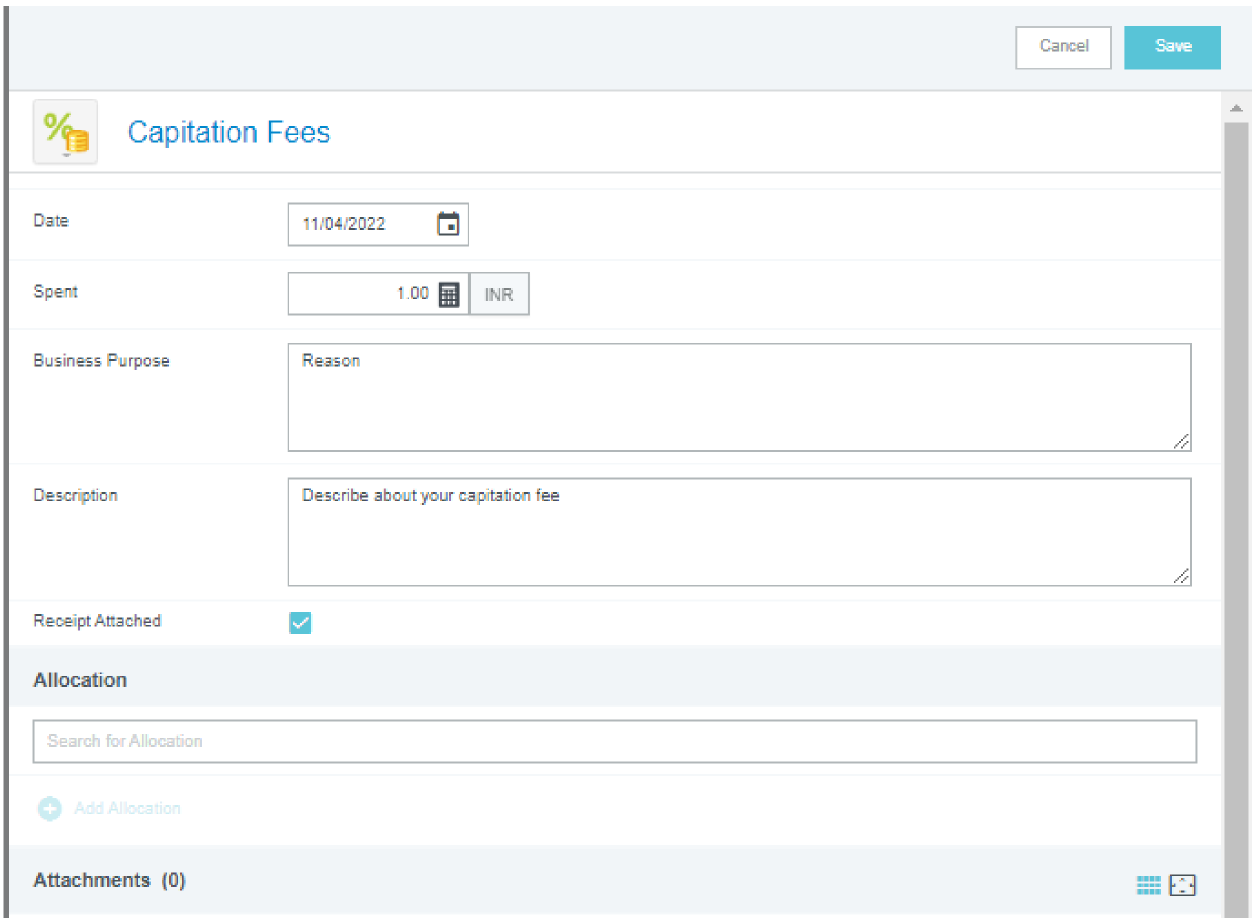


Please update all the field as below.

i) Date – Expense incurred date
ii) Spent – update the expense amount.
iii) Bill Number – give the invoice number.
iv) Location – update the location where you have incurred the expenses.

v) Description – Please describe about all your relocation expenses along with the breakup wise details.
vi) Double click on the allocation field to get the cost center details in the drop-down list.
vii) Upload all the original bills along with the online payment proof.

Capitation Fee:



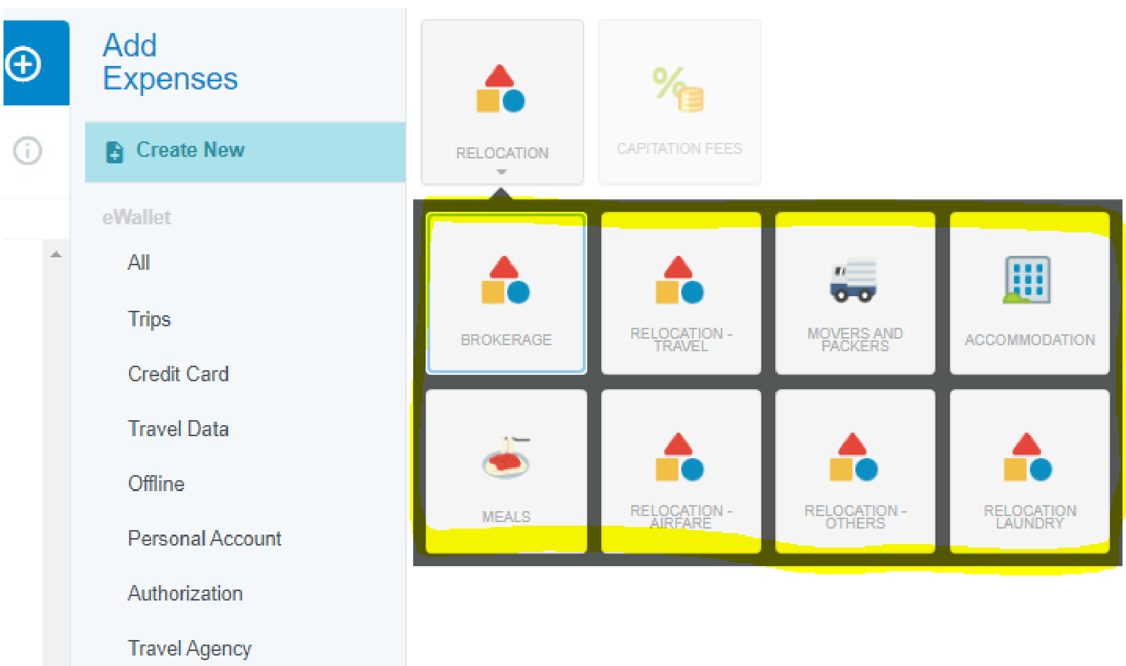
I. Date – give the expenses incurred date
II. Spent – update the actual expenses. (Maximum limit is INR 65k as per policy)
III. Business purpose – please update the business reason
IV. Description – please describe about your capitation expenses along with the breakup wise details
V. Receipt attached checkbox – you should tick this checkbox and upload all the original bills towards the capitation expenses along with the payment proof.
VI. Double click on the allocation field to get the cost center details in the drop-down list and give save to submit the report.

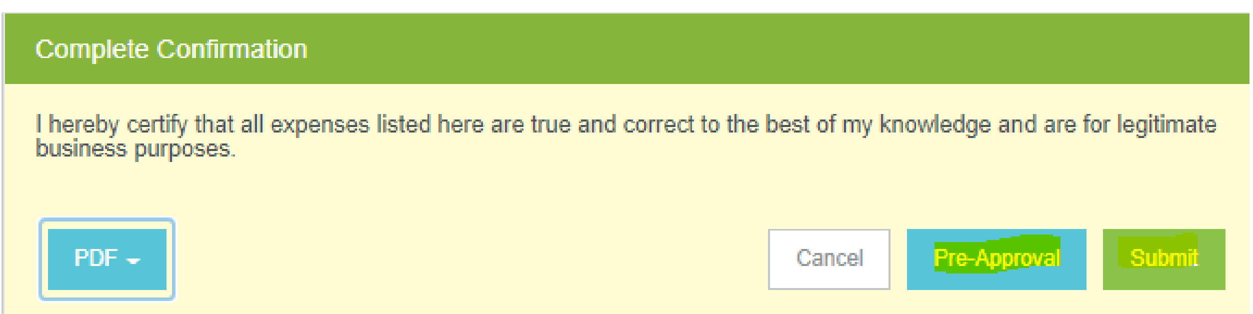
Below are the checkpoints associate must cross verify before submitting the expense report.

a) Ensure that all the documents are attached related to your relocation expenses along with the online payment proof like (UPI transaction receipt with your name reflected or bank statement copy towards the expenses).
b) Ensure that you are claiming expenses within the approved pre-approval amount and within the relocation eligibility limit as given in the below table.

Shortest distance of relocation (By air)	**Eligibility amount* (max limit in INR)**			
	Up to TL/ AM	**M/ SMs**	**Director/ SVP**	**Country Head**
Up to 100 kms	NIL	NIL	NIL	NIL
100 – 999 kms	150,000	200,000	350,000	Up to 10 Lakhs
Over 1000 kms	200,000	250,000	500,000	

* includes coverage for GST to be paid



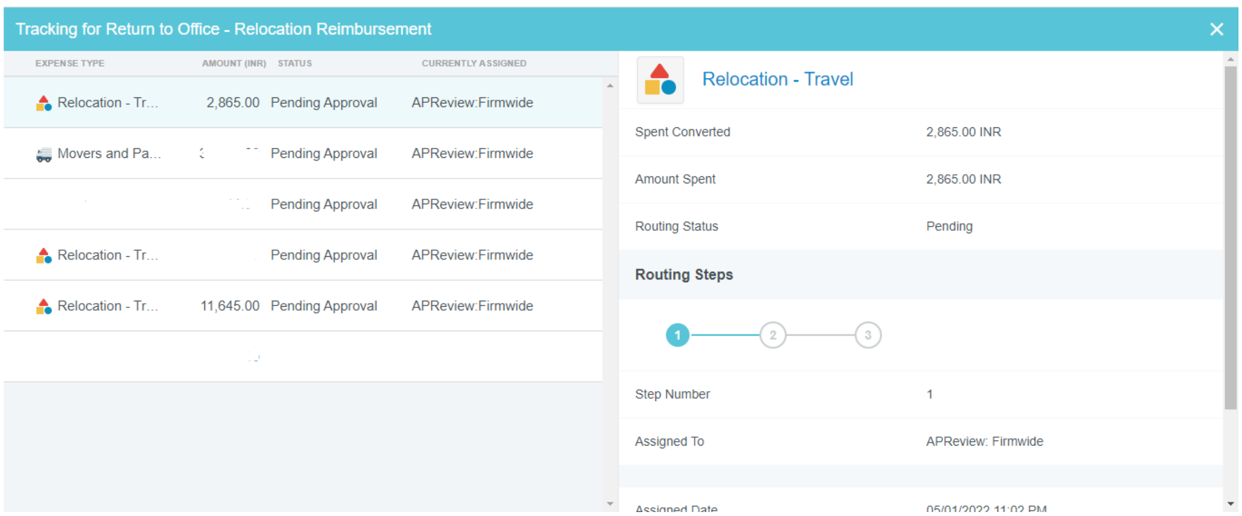


Approval Workflow for Expense Report:

Employee submitted Report→AP Reviewer → Respective Manager for approval→Payment processing.

3. Expense Report Tracking Option

Employees can view the report workflow status by clicking on the tracking option as below.



Note - If the claim status is shown as "Exported" the payments are being initiated with treasury team and waiting for approvals. As on when the approvals are given you would be receiving the payment in 7 to 10 working days from the date of exported. Request you to cross check your bank statement copy accordingly.

FAQ for Associates Relocation

The FAQs document has below two sections.

- Section 1: General Questionnaire
- Section 2: Steps to Change location in Workday.

Section 1: General Questionnaire

1) **Who is the target audience for this FAQ?**
    - SLT Members and Line Managers are audience of this document. They are expected to cascade this FAQ guide within their teams.

2) **What is purpose of associate relocation?**
    - Associate relocation provides the opportunity to associates to take intercity relocation within Carelon India keeping their welfare in mind and for portfolio re-balancing aligned to BCP.

3) **Who are eligible for associate relocation?**
    - Associate relocation applies to all the associates who have applied for relocation via InSync tool.
    - Associates who have completed at least 1 year at their base location.

4) **Who are not eligible for associate relocation?**
    - Associates currently on Notice Period
    - Associates who have not completed 1 year at their base location.

5) **What is the effective date for Associate Relocation?**
    - Relocation effective date will be communicated in HR Relocation letters.

6) **Will associate receive Relocation Letters from HR?**
    - Yes, associate will receive relocation letters from HR for their new work location.

7) **Who will initiate location change in Workday?**
    - HR Ops to validate and update the location in Workday.
    - Supervisors can also update the work location of their direct reports in Workday.

8) **Timeline to update Workday change?**
    - Location change in workday for associates should be update within 5 business days post receiving HR relocation letters.

9) **Request for Correction in offer letter or HR records can also be addressed via Insync process?**
    - HR ticket should be raised in Workday for any correction in offer letter or HR records

10) **Are associates eligible for relocation reimbursement?**
    - Associate need to discuss with Reporting Managers. Reimbursement will be applicable as per -Carelon Relocation Policy

11) **Do associates need to check with Delivery Manager before submitting Reimbursement Expense or Preapproval for travel?**
    - Yes, Associates **must** check with Delivery Managers before submitting Reimbursement Expense or Pre-approval for travel.

12) **How will associates receive their new asset and what are they expected to do with old asset?**
    - Associates will need to collect new asset from target work location only after receiving HR relocation letters.
    - Once new asset received associate **must** courier current laptop back to base location within 7 days.

13) **Will associates be eligible for Asset Relocation Reimbursement?**
    - Associates are eligible for asset courier charges as per actuals if they need to courier asset back to their **base** location.

14) Do associates need to return SEZ cards?

- Yes, if they are in possession of SEZ ID card, they should submit back to security at the reception of their base location.

15) When will the next phase of associate relocation?

- InSync tool will be available to submit and approved requests.
  - Relocation Requests submitted till 24th Mar, will be processed in April 2023
  - Relocation requests submitted from 25th Mar to 31st May, will be processed in Jul 2023
  - Relocation requests submitted from 1st Jun to 31st Aug, will be processed in Oct 2023
  - Relocation requests submitted from 1st Sep to 30th Nov, will be processed in Dec 2024

16) Are there any Guardrails to be followed for relocation requests?

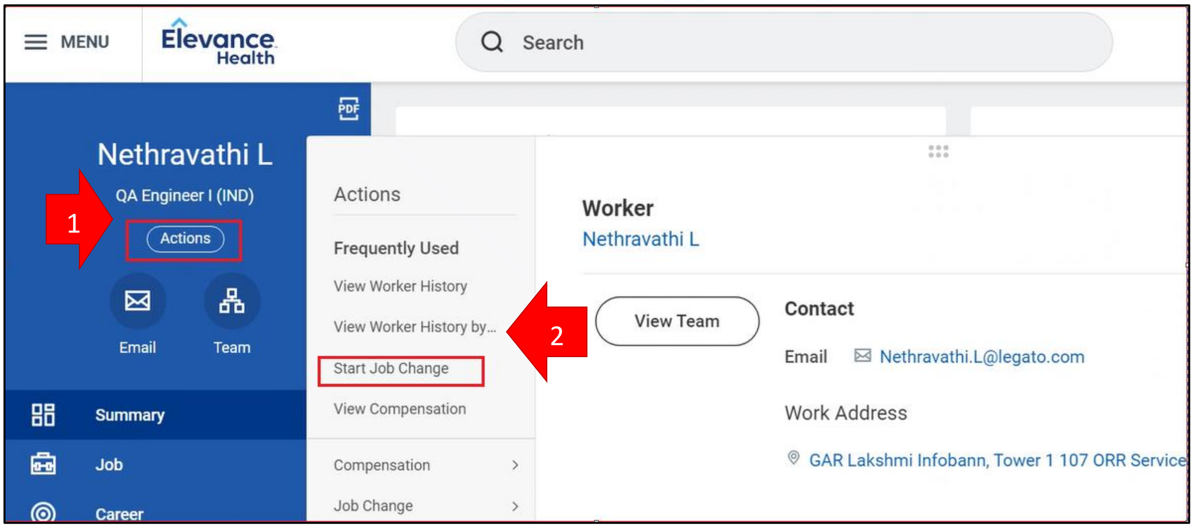
- Relocation committee will review relocation requests as per below relocation Guardrails:
  - Relocation to Gurugram is encouraged as aligned to capability building plan.
  - Relocation within intercity e.g., Movement to Bagmane & Phoenix is OK, by net zero headcount movements across locations.
  - Relocation from Gurugram to other cities are non-compliant in general, will be reviewed by leadership for approval.
  - Relocation to Manyata to from other work locations is non-compliant in general, will be reviewed by leadership for approval.
  - Movement should not result into creating more vacant seats in one location and overcrowding in another. Preference or pecking order should be aligned to the wider location / portfolio strategy.
  - Associate must complete at least one year at current location (Not applicable to business-initiated requests)

17) Are there any exceptions to above guardrails?

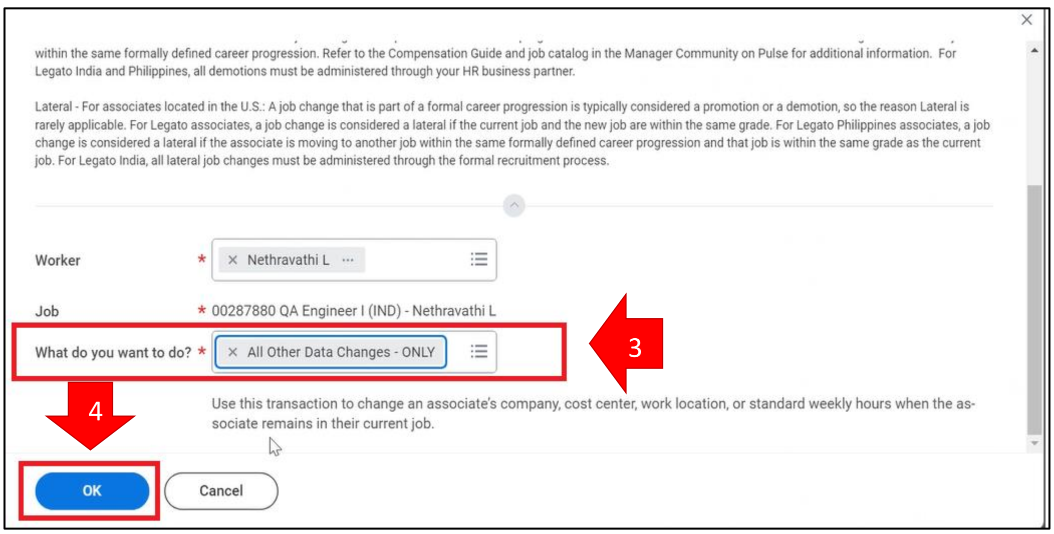
- **Tenure exception**: - Associate can relocate before completing 1 year at base location if there's a business need, email approval from tower head is mandatory.
- **Location exception**: - Associate can relocate to MTP office or from Gurugram to other locations if there's a business need, email approval from tower head is mandatory.

<u>Section 2: Steps to Change location in Workday.</u>

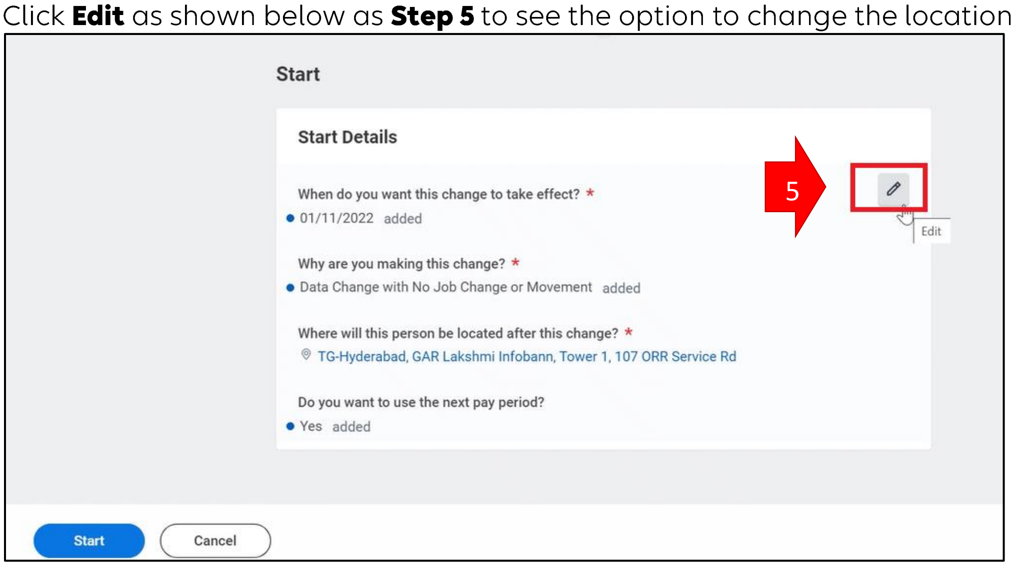
- Go to associate profile in Workday and click **Actions and** Select **Start Job Change** as shown in screenshot below (Step 1 and 2)



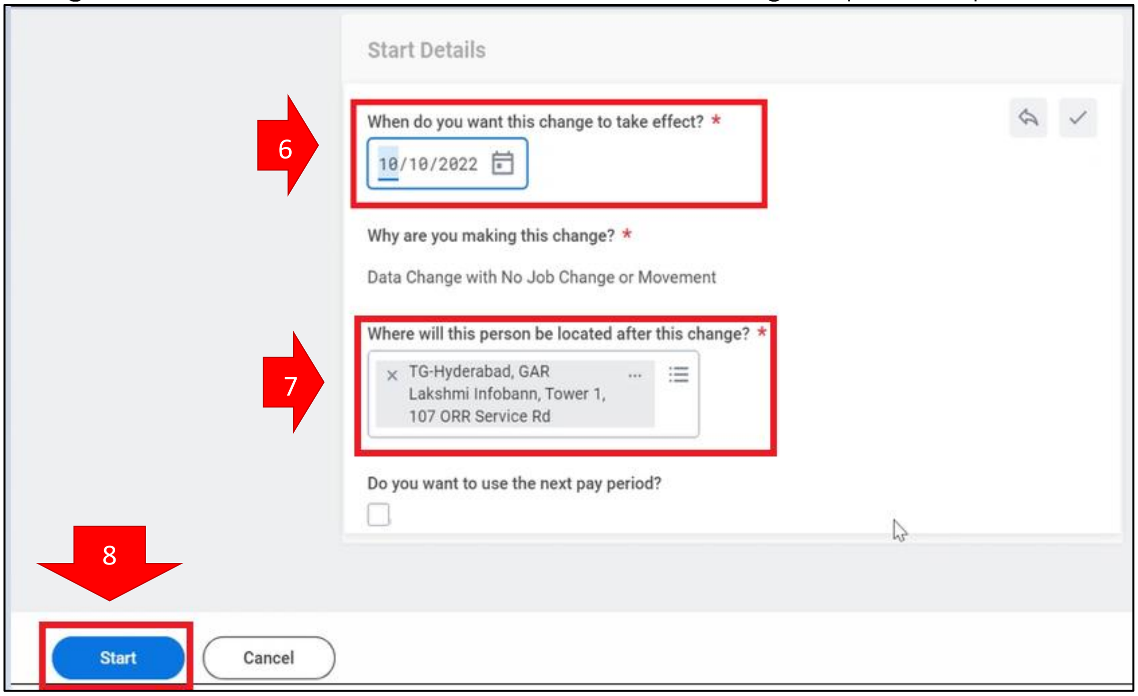
- Select **All Other Data Changes – Only** in **What do you want to do** as shown in below screenshot (Step 3 & 4)



- Click **Edit** as shown below as **Step 5** to see the option to change the location.



- Select **When do you want this change to take effect** and **where will this person be located after this change?** and Click **Start** to submit the work location change request. (Step 6, 7 & 8)



- **End -**

FAQ for Associates Relocation

The FAQs document has below two sections.

- Section 1: General Questionnaire
- Section 2: Steps to Change location in Workday.

Section 1: General Questionnaire

1) Who is the target audience for this FAQ?

- SLT Members and Line Managers are audience of this document. They are expected to cascade this FAQ guide within their teams.

2) What is purpose of associate relocation?

- Associate relocation provides the opportunity to associates to take intercity relocation within Carelon India keeping their welfare in mind and for portfolio re-balancing aligned to BCP.

3) Who are eligible for associate relocation?

- Associate relocation applies to all the associates who have applied for relocation via InSync tool.
- Associates who have completed at least 1 year at their base location.

4) Who are not eligible for associate relocation?

- Associates currently on Notice Period
- Associates who have not completed 1 year at their base location.

5) What is the effective date for Associate Relocation?

- Relocation effective date will be communicated in HR Relocation letters.

6) Will associate receive Relocation Letters from HR?

- Yes, associate will receive relocation letters from HR for their new work location.

7) Who will initiate location change in Workday?

- HR Ops to validate and update the location in Workday.
- Supervisors can also update the work location of their direct reports in Workday.

8) Timeline to update Workday change?

- Location change in workday for associates should be update within 5 business days post receiving HR relocation letters.

9) Request for Correction in offer letter or HR records can also be addressed via Insync process?

- HR ticket should be raised in Workday for any correction in offer letter or HR records.

10) Are associates eligible for relocation reimbursement?

- Associate need to discuss with Reporting Managers. Reimbursement will be applicable as per -Carelon Relocation Policy

11) Do associates need to check with Delivery Manager before submitting Reimbursement Expense or Preapproval for travel?

- Yes, Associates **must** check with Delivery Managers before submitting Reimbursement Expense or Pre-approval for travel.

12) How will associates receive their new asset and what are they expected to do with old asset?

- Associates will need to collect new asset from target work location only after receiving HR relocation letters.
- Once new asset received associate **must** courier current laptop back to base location within 7 days.

13) Will associates be eligible for Asset Relocation Reimbursement?

- Associates are eligible for asset courier charges as per actuals if they need to courier asset back to their **base** location.

14) Do associates need to return SEZ cards?

- Yes, if they are in possession of SEZ ID card, they should submit back to security at the reception of their base location.

15) When will the next phase of associate relocation?

- InSync tool will be available to submit and approved requests.
  - Relocation Requests submitted till 24th Mar, will be processed in April 2023
  - Relocation requests submitted from 25th Mar to 31st May, will be processed in Jul 2023
  - Relocation requests submitted from 1st Jun to 31st Aug, will be processed in Oct 2023
  - Relocation requests submitted from 1st Sep to 30th Nov, will be processed in Dec 2024

16) Are there any Guardrails to be followed for relocation requests?

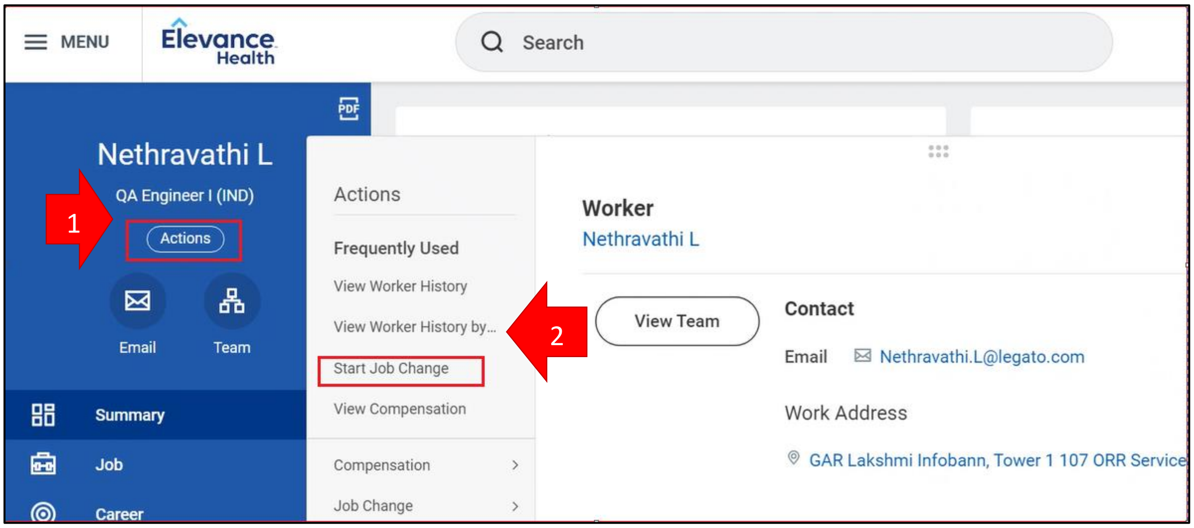
- Relocation committee will review relocation requests as per below relocation Guardrails:
  - Relocation to Gurugram is encouraged as aligned to capability building plan.
  - Relocation within intercity e.g., Movement to Bagmane & Phoenix is OK, by net zero headcount movements across locations.
  - Relocation from Gurugram to other cities are non-compliant in general, will be reviewed by leadership for approval.
  - Relocation to Manyata to from other work locations is non-compliant in general, will be reviewed by leadership for approval.
  - Movement should not result into creating more vacant seats in one location and overcrowding in another. Preference or pecking order should be aligned to the wider location / portfolio strategy.
  - Associate must complete at least one year at current location (Not applicable to business-initiated requests)

17) Are there any exceptions to above guardrails?

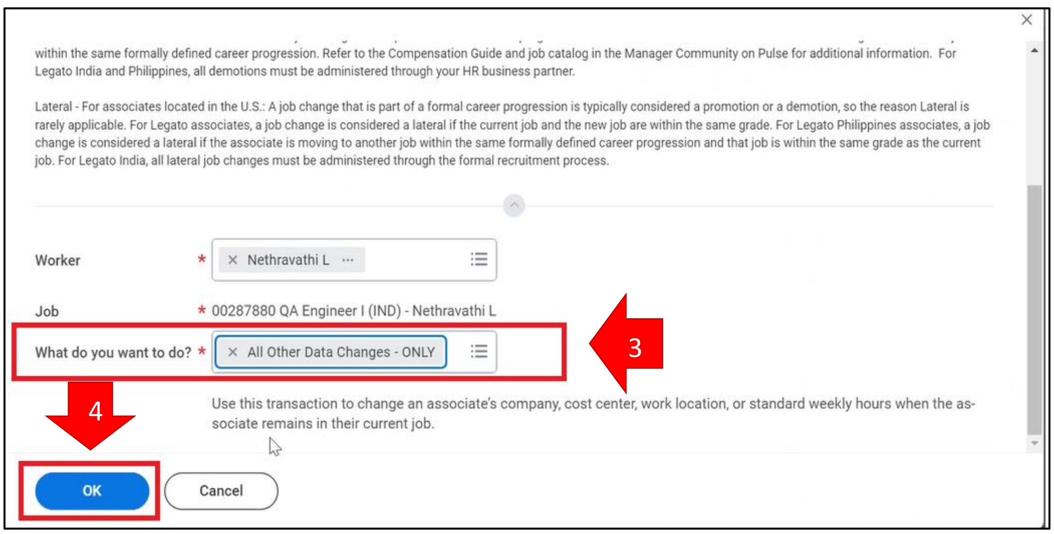
- **Tenure exception**: - Associate can relocate before completing 1 year at base location if there's a business need, email approval from tower head is mandatory.
- **Location exception**: - Associate can relocate to MTP office or from Gurugram to other locations if there's a business need, email approval from tower head is mandatory.

Section 2: Steps to Change location in Workday.

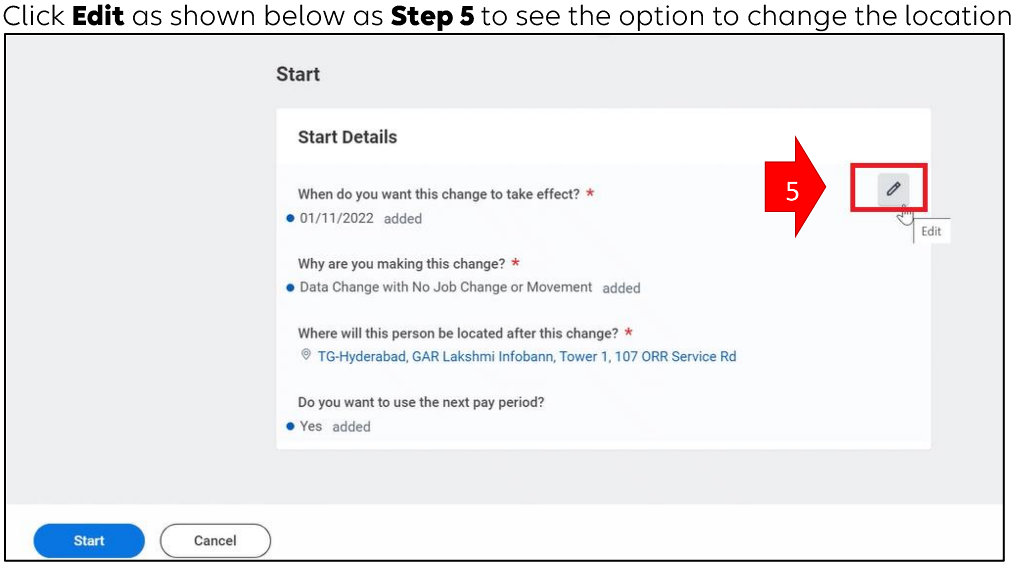
- Go to associate profile in Workday and click **Actions and** Select **Start Job Change** as shown in screenshot below (Step 1 and 2)



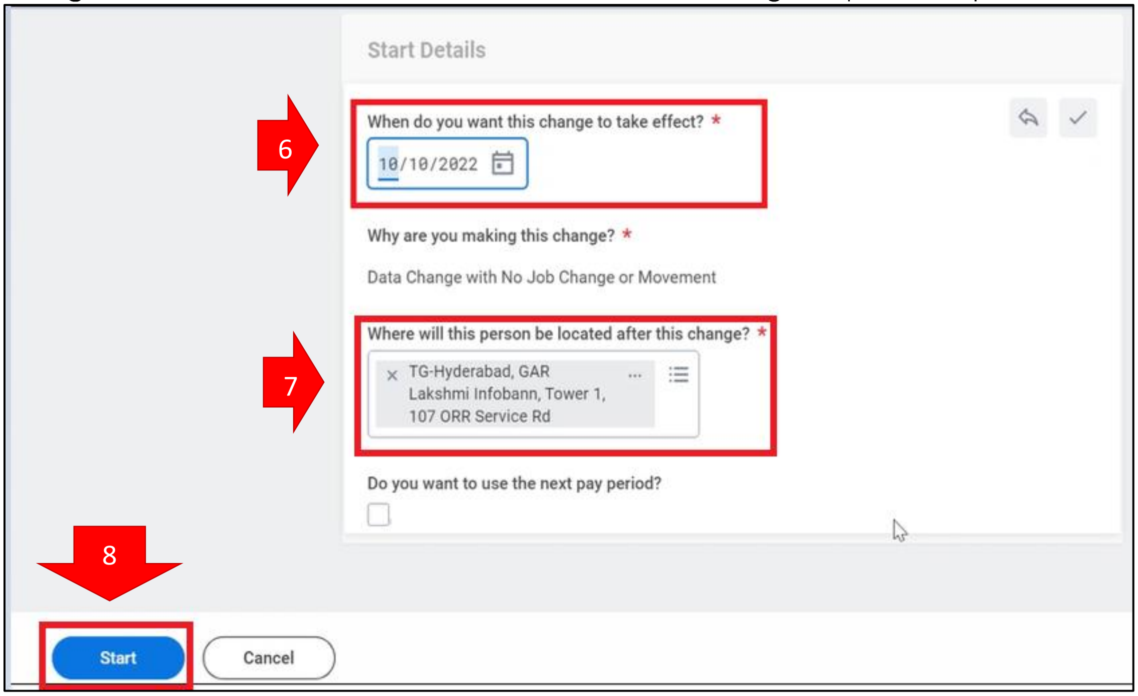
- Select **All Other Data Changes – Only** in **What do you want to do** as shown in below screenshot (Step 3 & 4)



- Click **Edit** as shown below as **Step 5** to see the option to change the location.



- Select **When do you want this change to take effect** and **where will this person be located after this change?** and Click **Start** to submit the work location change request. (Step 6, 7 & 8)



- **End -**

SNOW Timesheets

What are SNOW Timesheets?

SNOW timesheets are how we track our time by project or activity. Every department has a budget for their needs that is evaluated every month to make sure we are sticking to our budget. Associates may charge to either Project ID's or some combination of Project ID's and LO ID's. See below for details on each.

Each associate is responsible for completing a timesheet in SNOW weekly, typically submitting before noon EST on Fridays.

Adding PTO in your SNOW timesheet is NOT the same thing as getting approval and formally requesting PTO. That is done through PeopleSoft on Pulse. Contractors do not bill to the "Time Off" category.

Lights On budget (LO)

This budget is often referred to as "Lights On" or "LO." Anything that is related to "keeping the lights on" is tied to this budget: office space, travel, training, software licenses, a % of FTE salary. If you are an FTE, the LO budget does not cover 100% of your salary only a (small) portion. If you are a contractor, our LO budget covers 0% of your salary. This is why SNOW timesheet accuracy is important. If too much time is reported to LO, we are over budget.

If you are adding LO hours to your timesheet, below is a table that explains the different LO categories and when you should bill to them:

		Includes	**Excludes/Does NOT Include**
Primary LO Project: PRJ0010281 CTO Lights On Standard	Sub Project 1 PRJ0010284 Break Fix Production Defects	This Sub-Project is for activities related to the correction of production defects found on products and services that are out of warranty.	Excludes resolution of defects identified during a the project or warranty periods and any “missed requirements.”
	Sub Project 2 PRJ0010286 IT Compliance/Security	This Sub-Project is for activities related to the correction of security vulnerabilities and compliance with organizational IT mandates that are not funded under Maintain IT or POR.	Excludes Medicare/Medicaid compliance work and any other mandates funded by SSCR, Maintain IT, or POR.
	Sub Project 3 PRJ0010288 Production Support	This Sub-Project is for activities related to end-user support, including but not limited to investigation of incidents, standard reporting, and regular data loads/data input.	Excludes activities to resolve any defects identified and creation of customized reporting.
	Sub Project 4 PRJ0010290 Maintenance	This Sub-Project is for scheduled activities required to preserve the operational integrity of our systems, software, and services.	Excludes enhancements and any non-mandatory upgrades.
	Sub Project 5 PRJ0101326 CTO Product Operations		
These are for FTEs only	Planning and Communications	1:1 w/manager, town halls, team meetings, any meetings not project specific	Meetings NOT covering a specific project
	Training	Any mandatory enterprise training or conference	Training or conference approved by manager
	Time Off	PTO	Contractors do NOT bill to this code
	Contractor Time Off	PTO for Contractors	
	Management Oversight	Management support: admin support, portfolio support, etc.	Used only by people in an admin or management title
IF YOUR WORK DOES NOT FIT in one of these four LO Standard sub-projects, you need to request a Lights On Project - please contact Erin Dexter for guidance.			

Project work

Every project that results in new production software is a capitalizable asset.

FTEs are forecasted to spend as much as 90% of their time on projects. **Contractors** are forecasted to spend 100% of their time on project work. Projects do not count towards our LO budget. Some examples of project work are: Link, Fusion, and Fast Forward.

Process to get projects added to your timesheet so that you can bill to them:

1. Make sure the project manager/budget owner knows that you will be billing to the project. Estimate for your work should have been accounted for at a high level when initial project budget was requested from OTIC.
2. Go to https://collaborate.wellpoint.com/sites/soa/SitePages/PPM%20Requests.aspx and fill in the form. Once the form is filled out, it may take several days for the project ID to show up on your timesheet so that you can bill to it. **PLAN AHEAD**.
3. Timesheet Portal: https://elevancehealth.service-now.com/
 Timesheets are due by noon on Fridays. There may be additional timesheet deadlines to support "accelerate the close."

What is "Accelerate the Close"?

Accelerate the close occurs once a month with the intent of getting all time information entered and accurate for month to date. During this week (typically the third week of the month):

- Complete and submit all recalled/missing/pending timesheets
- Complete and submit the timesheet for that week.

During Accelerate the close, timesheets are due no later than noon on Thursday of that week. Typically, a reminder is sent out.

Do you need to make a correction to your timesheet?

Go to this link and submit a request: https://collaborate.wellpoint.com/sites/soa/SitePages/APM%20Requests.aspx Then let Ruth Zinser know so that she is able to process the request.

Onboarding - SNOW (Service-Now) Timesheets

Step 1:

Check access to Timesheet Portal.

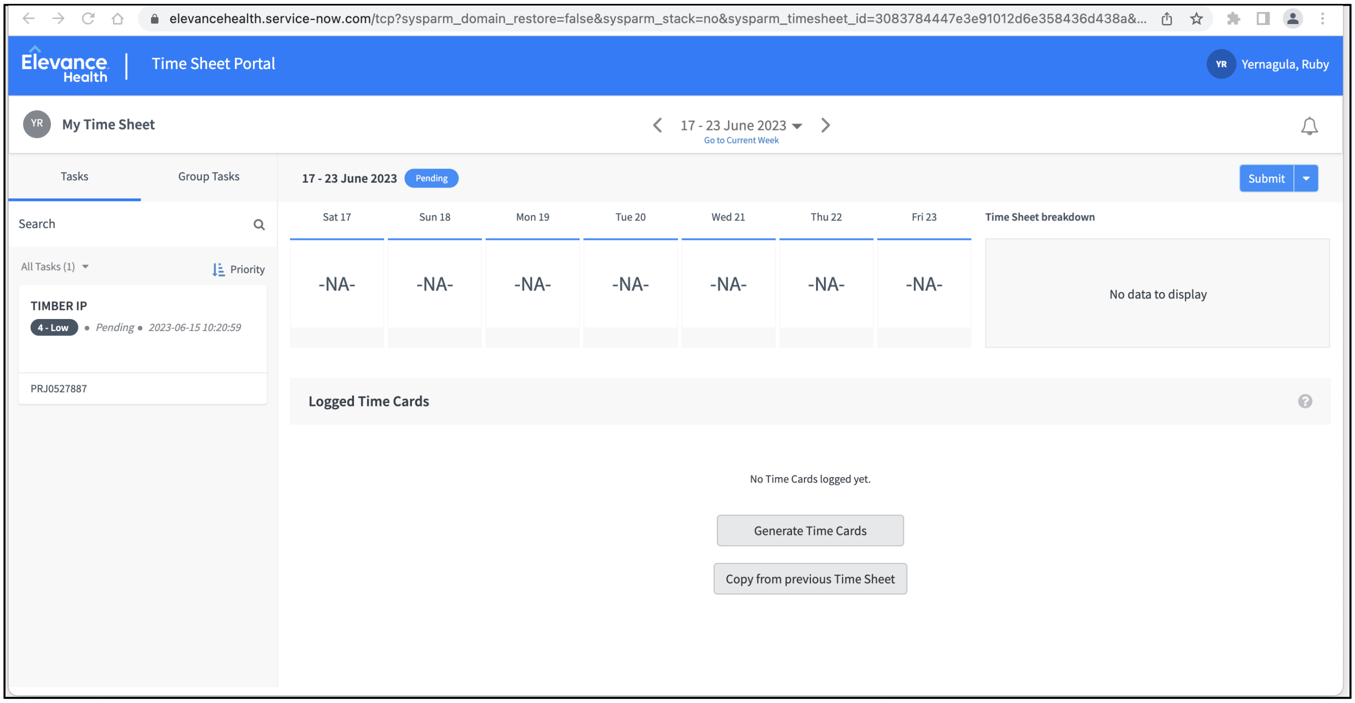
https://elevancehealth.service-now.com/

If you see this error as a new joinee, Please alert your reporting manager and Scrum master.

Reporting Manager / SM need to send a mail to AskHR Ireland <AskHRIreland@Carelon.com>

Step 2

If there are no access issues, **Scrum Master** shall add a new resource plan for the new associate. Should be able to see Project under **Tasks**



How to Allocate Resources- This is a KB article for Scrum Masters only!

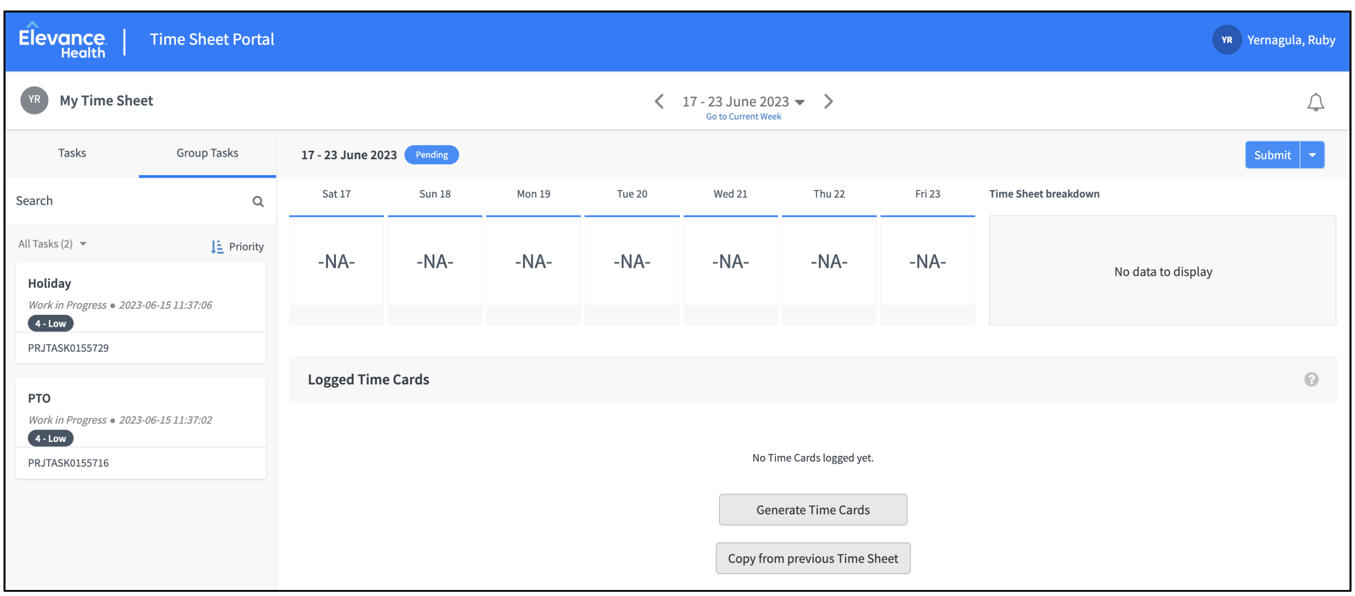
Step 3

You should see two project codes called **Holiday** and **PTO** under Group tasks, this is common for all of Ireland. These should be populated for new joinees automatically.

If you don't see them under Group tasks **Reporting Manager** needs to raise an IT Service Now Ticket on behalf of the new associate (see below information under screenshot).

Holiday's is for **Bank Holidays/National Holidays only**

PTO is for **PTOs(paid leave) and Sick leave**



Reporting Manager IT Service Now Ticket Information

- Link to ServiceNow Project Portfolio Management Ticket
- Field values outlined below:
  - Recipient: New joiners name
  - Manager: will autofill to Reporting Manager
  - Request Type: Financial Data Management
  - Module: User Record Management
  - User Update Type: Legato
  - User: New joiners name
  - Contract: PR703
  - Contract Cost Center: 6037206200**
  - Timesheet Required: Yes
  - User-band: Legato-Ireland
  - PPM Resource Manager: Steven Forcash**
  - Explain the Request: New Legato Ireland user set up. Please include in the PPM RES LEGATO ADMIN - PTO/HOLIDAY

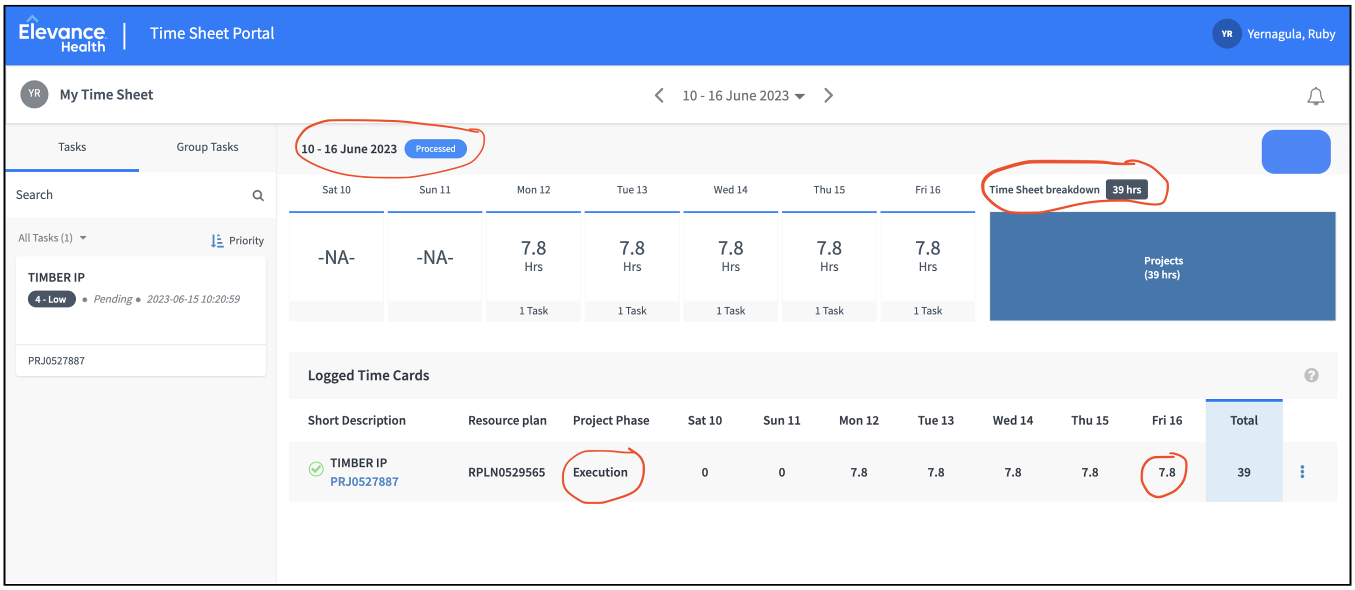
**Note: going forward Steven Forcash will no longer be the correct value for this field, a new person is yet to be defined however - so it will suffice for now.

Step 4

Make sure the project phase is **Execution**, Time filled in 7.8 per day to a total 39 hrs.

Don't forget to **Submit.** Once submitted you should see **Processed** status**.**

If you made a mistake in submission, reach out to Scrum Masters to **Recall** the timesheet.



Link to old process, most of it is no longer relevant.

All you need to know about SNOW

Submit a Ticket in ServiceNow (IT Service Connect)

ServiceNow

The IT Help Desk Support team uses a centralized help desk called ServiceNow (IT Service Connect). To submit a ticket in ServiceNow, perform the following:

1. Go to the **Service Now** website.
2. Click **Report**.
3. Fill in the Contact Number and Business Unit (Government GBD) fields.
4. Type a Summary.
5. Type the Description in the agile user story format and list acceptance criteria so everyone on the ticket will know when they are complete.
   e.g. As a Business Analyst, I need to upgrade my Microsoft Lync, so that I can properly communicate and collaborate with the team using the most current features.
6. Click **Submit**. You will receive an automated email with the status of your ticket and an Incident (INC) number. When inquiring about status updates, it is helpful to reference the INC number.

Workday profile update:

To access the workday profile we need to follow steps.

In workday profile we can update email address, phone information, address (current and permanent), resignation, emergency contact, all Bank related details and social network.

To update workday profile first go on workday and click on **menu** of left corner.

Click on personal information and you can update all the email address, phone information, address (current and permanent), resignation, emergency contact, all Bank related details and social network list in single click.