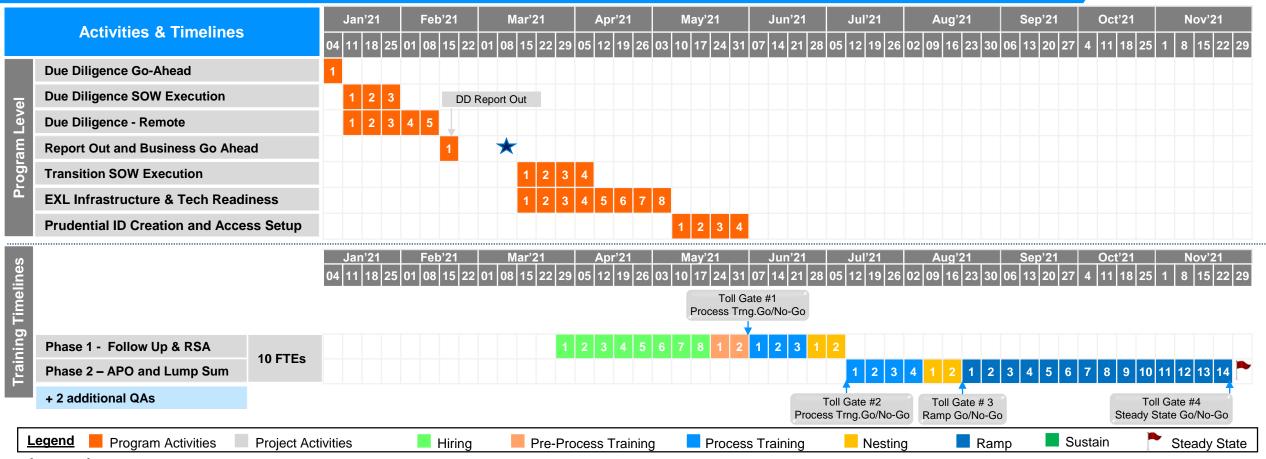
PROPOSED IMPLEMENTATION TIMELINES





Assumptions:

- Project timelines may change based on the business decision/Technology implementation
- For 12 FTEs, EXL to hire a headcount of 17 resources HC would be to cater to absenteeism, attrition, training back outs/ failures etc.
- Prudential technology team will take up to 4 weeks to create IDs and grant accesses.EXL to share names of all hired / seeded resource for system access post completion of hiring / seeding whichever applicable
- Prudential to support the process training / Nesting and ramp. In addition to the Trainer, SMEs and QAs, Prudential to identify the backups for support
- Phase 1 Training for 4 hours per day, followed by recap by EXL trainer. Phase 2 Training for 3-3.5 hrs, followed by processing Followup / RSA cases and recap session by EXL trainer
- Prudential to upskill and certify EXL Quality Auditors for audits. The upskilling and certification process will start 3 weeks prior to the Steady State date
- 14 weeks of ramp target proposed to meet the transition timelines of Prudential
 - Prudential to audit transactions processed by EXL resources for in-scope processes
 - Checkpoint Tollgate to review the performance of the batch on a weekly basis