**Due Diligence: As is report**

**As is Analysis report: Here in this report, we are trying to ascertain how the process is, do they have SOPs, do they have any training reports,**

**Is the due diligence that we done for Annuity bene services**

**Process overview**

**4 processes:**

**1st process: Follow-up letters**: who do have to make payments to basically the beneficiary.

**2nd process: APO** : If u r able to find out who the fund is paid to, then u will transfer the property to abandoned property operations team. This is an internal team

Any fund that does not belong to insurance company due to lack of beneficiary, the insurance will process it as an abandoned property. This is what is a property.

**Page number 15**

We also do a high-level process map as to where does the work come from . How are these teams interlinked to each other. That is what we find out.

Whenever u r doing a due diligence all the contents needs to be found out & needs to be completed.

**Page number 16**: Scope:

For annuity Bene services this what the scope for Exl is explained . This is an important slide.

Note: Whenever you are doing a due diligence you are expected to find what all the process is about. It can be through my conversation with client, their SMEs etc. By going through the due diligence just understand what the content & this what you are expected to do. Due diligence is done remotely but also can be done through physically being present.

In due diligence as is process there will be a lot of probing.

**Page number 21: Work allocation**

Details about how does the work allocation happen for all of these processes.

**Page number 23: Reporting**

How does the reporting happen, what are the reports, what is the frequency of this report.

**Page number 25:**

**Systems & applications:**

Here what are the systems & applications the client uses, what the systems basis the users are mentioned, what kind of assets they need, when is the system available like timings will be mentioned, what can the proposed shift be, do we need any licenses for some of the applications,

**Page number 27: Systems access & deletion process:**

Here the systems access & deletion process is mentioned.

**Page number 28: Quality framework:** As is quality methodology:

The data mentioned in the sheet is provided by Prudential itself & not prepared by Exl. We have quality teams & we get them together & the client provides the information

**Page number 31: Performance service level baselining:**

Here the client provides what is the AHT the client is mentioning as on today. What is their target of the work to be done is mentioned in this slide.

**Page number 36: Daily volume trending:**

Prudential does not have data for volumes at least not that exhaustive, we need at least two years of data but they have only limited.

**Note:** Whenever we get the date from the client we put in a clause, also there is a work force management team in Philippines who do the calculations. We just provide the data that all. We do not go by what the client tells us. We put in a clause which is across processes, where we say we are going to do the base lining 3 months after the transition. When we go live then 3 months data we collect & then we accept the AHT based on comparisons from our own data received. In such situations where there is variation in estimation from client’s AHT to EXL AHT . In those scenarios we agree to it & test it out during our ramp phase only.

Time given for Due Diligence is 3 weeks, it also depends on processes also. You will not get into discussions of time frame, it will be decided by program lead,

**Page number 46:** **Training framework**: is a standard slide

**Page number 47: As is training & Ramp guidelines:**

It shows whther the client has a training agenda, documentation will be analysed for all available processes. It also has details like whether each process has certification criteria ,

**Page number 48: Process complexity**

It is decided based on a calculation in excel. On the basis of this we will decide what level of process is . We in Exl have Level 1, 2, 3 & even level 4 process, however the process complexity is not yet decided on this. Mostly you will see in Exl 3 level processes

**Page number 52: Migration level assessment:** is a kind of calculator we have, we just put in the information.

Conditions apply statement:

We put it in decks that we publish, thew second one is SOW that we do, When you get this reviewed with Tcoe team they will ask you to put that clause,

**For your info**: The first few lines are the clarifications taken by Suhel on As is report of DD. Later the explanation for DD to be report is given

**Questions relating to As is analysis:**

The four process is always referred to as Process only & Not Line of Business. Line of Business iis used for a much more broader term.

**Regarding Due Diligence**: There is no specific checklist as such but all contents should be covered. This format was shared by Jagan initially but was later used for Annuities Bene services. This was DD file was created by Prashanth & Suhel based on the format shared by Jagan. There is no set format. If you want to create three slides instead of one slide used in the file then that liberty is allowed.

**3rd Process: RSA validation:**

**4th process:** **Lumpsum:** is a process where you disperse the payment. These are the requests where the team will see in their system called TEP. Lumpsum means all the amount in one go. Lumpsum is one way where we can disburse the payment in one go. Here the team checks if there is already a claim for the existing policy. There will also be a good order checklist to know if everything is completed or not by operations. If the payment is not to be made then a letter will be sent out to the policy holder that we cannot make the payment.

As a Transition Manager on a high-level knowledge of process is more than enough for transition to be made.

BPC: is one of the systems that Operations team works on in Prudential.

**Sheet no 18:** Work allocation, Queue management & reporting: In the sheets of 19 we are tracking what kind of work allocation is to be done & how queue works & what kind of reporting is there. The work allocation is not only done by individuals but also by systems & also by supervisors.

How to prepare for Due Diligence? You will only three weeks’ time. So you will be given for atleast 2 hours one time to get inputs from client. If you have list of questions to ask the operations team, also the skeleton format then there is not much time to be spent required.

**Sheet no 28:**

There are two types of defects usually one is Defects per opportunity (DFO) & the other is defects per unit (DFU). Let’s says there are five components of a telephone that needs to be manufactured.

In DFO if there is one defect then out of 100 you will be scoring 80 as one of them is defect out of five components.

In DFU then even if there is one error then you will consider the entire unit as defect. So, DFC is more stringent where the impact will be more. Annuities Bene Services follow defects per unit.

What is difference between Functional audit vs Risk & Individual audit.

**Functional audit** is done by Exl, Individual audit is audit on the individual. Risk based audit is audit on risks that can arise. Risk based audit is done to check the financial exposure

**Internal audit**: In this team there will be two QA who will do the audit and also a audit by auditing team.

**QTS:** is the system that Prudential uses to asses to load all sort of details relating to quality.

Prudential is also an existing process so not much attention

**RSA Validation**: is a report. Every month they send out a report to us. It contains information about who has died. When we get a file which is for one month, The work is check each entry whether payment is applicable or not. If there is death benefit payable then only, they make the payment. Out of the four process RSA validation is the simplest one.