Flora to check & confirm whether the development of new Lump sum queue by Prudential Technology team is available or not by the end of this week. Initially it was updated to be ready with a target date of 15th of October.

With respect to the training & certification of EXL QCAs for RSA & APO, Chris had only provided an overall score of 94% with no break-up score provided for the three associates. More work to be provided to the associates this week & if the quality score remains at 94% then Prudential team would look at completing the training & certification for EXL QCAs.