Leigh informed that Prudential team had been providing minimal cases till date to EXL. Since we are nearing December so there is an expectation to ramp up as per the expected numbers with respect to volumes for Lumpsum.

Suhel informed that based on past discussions with Flora, the volumes that EXL team is currently receiving is the maximum volumes with a few exceptions. Leigh informed that based on handoffs that have been happened post Emily leaving not many cases were being given to EXL.

Suhel asked what is the expected numbers to be what is the is expected numbers would be , Leigh informed that specific to Lumpsum is where Prudential team is not assigning many cases to EXL. On a normal day we are handling 10-13 cases a day per associate but Leigh informs that they expect EXL to handle 80-100 cases per day. Leigh informed the expectation is atleast 77 cases per day.

Suhel informed that during the Due diligence phase on a given day there understanding was that the volumes would be 130 cases a day for Lumpsum. During DD the maximum volumes were 150 & minimum being 100.

Suhel informed that during DD there was variance noticed in AHT calculations. It was initially shared that AHT was 5-7 minutes & in some of the cases it was 15 minutes based on the data shared to EXL.

Suhel asked since Lumpsum is pulled from General queue. There could be backlogs due to the way it is processed. Leigh confirmed that there was no line of sight when it comes to Lump sum during due diligence.

Shikha informed that the team is doing 12 cases per associate on Lumpsum category & increasing them to 77 drastically might have an impact on quality. So, what EXL team can do is work overtime on weekdays & weekends to clear backlogs, if required.

Leigh confirmed that having cases of 77 cases at one go will be not be ideal and hence asked EXL team to come up with a ramp plan to reach to the expected numbers of Prudential. Shikha suggested that similar to the current ramp plan we can have another plan where we can ramp up in a phased manner so that the team does not struggle around quality.

Alan informed that they were expecting ramp to be completed in the next two weeks. Suhel informed till date we are not meeting quality but whatever volumes have been assigned has been completed.

Suhel informed that we will be needing an additional ramp timeframe of 4 weeks based on volumes being received so that we catch up on quality and volumes. Judy and Jeff to decide and share the daily volumes to be on Lumpsum.

Suhel informed that the team’s performance is improving on a regular basis from the past two weeks. Shikha informed that some cases will be given to team members who are not strong with lumpsum so that they also can start supporting processing of Lumpsum cases , though the lesser numbers will be shared to them.

Shailesh informed that the team is currently processing 10 cases per day per associate & we can increase it to 15 cases per day as of now which was agreed by Leigh.Jeff informed that nearly 30-33 cases have already been assigned to EXL team so some of these cases will be taken back by Prudential team. However, this arrangement is for today and tomorrow only.

Regarding quality, Suhel informed that with Lumpsum the team has picked up, there are no challenges with respect to APO & RSA even though the cases allotted were minimal. However, there were few errors in Follow up.

Shika informed there is already a backlog of Lumpsum so the team of EXL can work on Thursday during Thanksgiving. Jeff to revert with details relating to the support to be provided during thanksgiving holiday. Prudential team to confirm if applications will remain working on Thursday.

Regarding quality audits for APO: APO certification has not been done so far. Suhel referred if Follow-up audits can be done by EXL team rather than APO since volumes for APO are less. Suhel asked if EXL team be certified to do follow up audits. Jeff to talk to Chris & revert back to Suhel on this topic.

With regard to associates consistently achieving quality targets for which Shailesh has already shared break up of data to take associates off QA, Jeff and Leigh to revert back to EXL on this clarification.

Alan requested for individual level quality scores to be presented during the weekly call, but there are challenges in receipt of the data. Suhel to get this data from Kamesh, if this is not feasible then Suhel to check with Alan.

Ramp extension: We are nearing the completion date for Ramp on 29th November. In order to ensure we meet the quality targets and also with lump sum numbers being updated an extension of timeframe was suggested by Suhel. Leigh informed that there should not be any change on the extension of Ramp. It was finally decided that once we have the updated numbers the extensition date for Ramp to be finalized.