

CONFIDENTIAL

INSURANCE FORM FILLING

BACK OFFICE / NON-VOICE

\$30-\$72/DAY PER OPERATOR, 10 OPERATORS

Information below is as submitted to BSA/U by Client:

PROCESS NATURE

This is a validation process in context of the existing customer base, their constant database issues and programs. This process involves regular updating of Client Information on to our own server. We follow the procedural norms as per the State Laws of Florida, Department of Social Security and Insurance.

Per the standard layout of the Federal Government we are required to maintain the database of every information revealed by the customer, till the time the policy of interest expires.

In reference to this context, we are required to update our DATABASE using the information send forward by the customers in form of filled in forms. These could be official forms or forms from brokers/distributors/retailers/chamber man or channel suppliers.

PROCESS MECHANISM

Our Brokers/Suppliers/Chain and Channel Vendors/Distributors/Retailers gather enormous information using the various legitimate forms for information capture. These forms are then converted into electronic modes using various procedures, with a final output of JPEG/TIFF/PDF files.

The Image files are sent across to a Center using our FTP, which in turn contains the following folders:

- NEW WORK – This contains images which need to be keyed in the database as per the priority report sent out.
- FINAL OUTPUT – This contains images which have been completed by the Center and now these files are required to be put under Quality Verification at the Database level.

There are 60-62 fields in every form which have to be correctly keyed into the MS-ACCESS DATABASE.

CENTER CAPACITY AND SELECTION GROUNDS

- The Center should have minimum 10 work stations with recent configuration systems.
- The Center should have enough bandwidth to support FTP connections using our domestic gateways.
- Server Capacity to support all stations on FTP and DATABASE access.
- Back up Lines for Bandwidth
- 100% power capacity for the 12 hours of operations as per our operational window.
- No core knowledge of Insurance projects is required, however if the Center has previously worked on similar campaign, it shall be an added advantage.

BENCH MARKS

We are currently updating the database at our end. This is for the first time we are willing to outsource the process outside the United States.

As per our norms and clinical observations of the forms and the operators who key in the information on the database, we could conclude the following:

- The QUALITY SCORES for all forms updated on DATABASE have to be minimum 97.5%. Under the pre-text of less than stipulated Quality Score, the Center has to REWORK on the files within 24 hours of the QC report submitted by us.
- Operators tend to move slow initially with an average output of 50 forms per day of the first week. They move to a more comfortable position by the end of second week, taking up their markings up to 80 forms per day. By the closing of the third week the operator should move to 100 forms per day and finally by the end of the month the related output of the operator should be 120 forms per day.

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- The Quality Bench Marking is stringent with a start up of 96% and then by the end of first month should be improved to a level of 98%. Below which the files keyed in will have to be reworked upon with no additional costing to us.
- The process works only MONDAY to FRIDAY. In case of any official leaves allocated during the week, we would want the Center to operate on the following Saturday to compensate for the work loss. The list of Holidays shall be discussed during Contract exchange.
- Daily Target shall for the first week be 500 forms, second week – 800 forms, third week – 1000 forms, and fourth week – 1200 forms.
- The forms shall be keyed in the format of database that we would select and send across.

RAMP UP PLAN/PROCEDURE

We have an influx of more than 10,00,00 forms per day which need to be keyed in our database. However, with Centers with strict Quality Measures shall be able to ramp up in no time, provided they deliver as per the standards.

- Initially the Target for the Center would be 1200 forms per day. Monthly output of 26,400 forms per month, keeping an average of 22 working days available for the Center. This period does not include the initial ONE Month of the learning curve.
- Post 3 months of a consistent performance of 26,400 forms/month, we shall increase the volume levels to a 25% higher output.
- If the Center is able to handle the additional volumes consistently for the next 2 months, the volumes shall be increased by another 50%.

PROCESS REMUNERATION

As the process is Quality Driven we shall follow the same metrics as any other Insurance database management system would apply.

- All forms completed with 98% accuracy, shall invite a payment structure of \$0.60 (Sixty Cents) per form.
- All forms completed with 97.5% accuracy, shall invite a payment structure of \$0.50 (Fifty Cents) per form.
- All other formats of Accuracy shall have to be RE-KEYED, without hurting the actual Target for the day/week/month.
- The REWORK has to be submitted with 24 hours of QC report issuance. There shall be NO ADDITIONAL PAYMENTS for the re-work.
- The Billing Cycle shall be weekly. Invoice for work completed from Monday to Friday for a particular week, the invoice can be raised on Monday and shall be cleared in the next 24 hours.

PROCESS SUPPORT MECHANISM

- Dedicated OSE (Online Support Executive) for every Center.
- Dedicated PCT (Process Coordination Team) for every Center.
- OSE shall be the all point of contact for the Center.
- All issues to be resolved in 12 hour notice.
- Complete assistance in QC and Quality Improvement Measures.

Full contact information of the Client is available from BSA/U (e-mail, US landline, Skype). As has been BSA/U policy, BSA/U will endorse selected Members who can then communicate directly with the Client. We will endorse only 3 Members (with signed Agreement with the BSA/U). Priority will be given to Members who are or have undertaken BSA/U-referred campaigns, in good standing and with experience in the field.

The Client charges a One Time Payment of \$198 (One Hundred & Ninety Eight US Dollars). Though none of this amount goes to the BSA/U, this amount will be deductible from dues to BSA/U as part of our service to the selected Members.