

ANNEXURE – B
RESIGNATION LETTER

To,

The People Leader – India & Philippines

FIS Global Business Solutions India Pvt. Ltd.

Dear Sir,

As I have voluntarily accepted the alternative employment with Teleperformance Global Services Private Limited in terms of the Mutual Separation and Release Agreement dated 06 Jul, 2023, I hereby voluntarily resign from my current position at FIS with immediate effect. My last working day at FIS would be on 16 Jul, 2023

I would be available to provide any support / assistance to FIS during this transitioning period.

Thank you!

Sincerely Yours,

Signed by :Pragati Verma / E5684371

Date : 06 Jul, 2023

ANNEXURE C – ESTIMATE ONLY

Details of Full and Final Payments	Amount (INR)
Gross Salary up to the Separation Date	10,839
Leave Encashment(amount will be calculated based on annual leave to your credit as on the Separation Date subject to a maximum cap of 45 days)	4,296
Payment towards MICP/ APP/ QIP/ MIP (select as appropriate)	1,177
Statutory Bonus(if applicable)	0

All final payments will be subject to applicable taxes and statutory deductions as well as deduction from you and a detailed payroll advise will be provided.

16 / 17

s

ANNEXURE IIDECLARATION AND UNDERTAKING REGARDING NON-DISCLOSURE

I, **Pragati Verma** working as **Senior Customer Care Executive**, do hereby solemnly state, undertake and declare that:

1. I will faithfully, truly and to the best of my skills and ability, execute and perform the duties required of me as an employee of **Teleperformance India**, a Company having its registered office at Teleperformance Towers, Plot CST No. 1406-A/28 Mindspace, Malad (West), Mumbai- 400090, Maharashtra, India.
2. I shall comply with all Teleperformance policies.
3. I will maintain the highest standard of confidentiality towards **Confidential Information**, by not, directly or indirectly, making known, or permitting such Confidential Information to be disclosed or made known to any person or entity, either inside or outside the Company. I acknowledge that such information is valuable, sensitive and a unique asset of the Company and/or of the Company's clients. I shall faithfully and diligently hold such Confidential Information from being disclosed to unauthorized persons, which may include, but are not limited to, employees of the Company that do not need to know the Confidential Information, persons not employed by the Company, persons that are not bound by a written confidentiality agreement with the Company, with regard to the specific Confidential Information, persons not directly aware of the proprietary and trade secret nature of the Confidential Information.
4. All documents, files, records, project plans, software tools as well as methods and techniques of doing business, including patents, trade secrets and other proprietary rights associated therewith, Strategies, Customer details and items of information or equipment relating to Company's business are and shall remain the property of the Company, including notes, documents, and files created in the performance of my duties of employment. I shall not under any circumstances remove such property from the Company premises without prior written consent. I further agree that all information relating to existing customers and potential customers of the Products, whether recorded in Company's database or otherwise is confidential to the company and that any ownership in respect thereof resides in the company and that it cannot be used by employee for any purpose not specifically referred to in this employment.
5. I understand and acknowledge that as set forth under the **Login Provisioning and De-provisioning Policy (GECSP 11)**, my employee ID and password used to access Company or its Clients' systems are personal and confidential, are **Proprietary Information**, and shall not be disclosed to anyone. Non-compliance with this Policy may lead to disciplinary sanctions upto and including discontinuation of services, consistent with applicable law.
6. Notwithstanding the separation of my employment with the company for any reason whatsoever I will not communicate or allow to be communicated to any person not legally entitled thereto any information relating to the Confidential Information and affairs of Teleperformance.
7. I will immediately report to the Company, any violation or breach of the commitments made in this declaration, whether the breach or violation is intentional or inadvertent and I agree that:
 - (i) In the event of a breach or threatened breach of the provisions of this declaration, the Company shall be entitled to an injunction restraining from using or disclosing, in whole or in part, such Confidential Information, or from rendering any services, to any person, firm, corporation, association or other entity to whom any such information has been disclosed or is threatened to be disclosed, which injunction shall be available without the posting of any bond or other security and the issuance of which is hereby consented to by Employee,
 - (ii) Any such breach would cause injury to the Company, and
 - (iii) The remedies provided for in this Section shall be cumulative to and not exclusive of any and all other remedies which may be available, either at law or in equity.

Ref ID: TPGGN4371

July 04, 2023

Pragati Verma

Letter of Appointment

Dear Pragati

We are pleased to make you an Offer of Employment in our Company. Your Grade will be **Grade I** and you will be designated as **Senior Customer Care Executive**. You are required to report to for duties on **July 17, 2023** ("Joining Date") at **9:30 AM** or as per the agreed time during work hours.

Your employment will be as per the following terms and conditions:

1. Your remuneration is detailed in the enclosed **Annexure I**. All tax liabilities arising out of your entire compensation package, present or future, shall be borne by you.
2. Your duties and responsibilities will be as assigned by your immediate manager or other superior officer of the Company and the same will also include the jobs assigned by the Management from time to time.
3. The Company's business operates on a **24x7** basis and you may therefore be required to work in shifts including periodic night shifts. The work exigencies and the role may require you to extend your work-timings in accordance with the *Working Hour & Attendance Policy*. By accepting and signing this letter you affirm your willingness to abide by this requirement.
4. While you continue to work in the same model as currently, Work from Home/ Office, however your base location shall be **Gurgaon**. You are liable to be transferred to any department/office anywhere in India/Overseas, or a company/entity formed by the promoters or transferred/assigned responsibility in any associate company or be recalled to your original location. Accordingly, your working hours/shift timings could be changed periodically depending on the work/process requirements. All such transfers shall be governed by the *Transfer Policy* of the company. In the event of you being deputed overseas for training and operations you will be require to and shall sign all required documentation as per the rules, regulation and policies of the Company.
5. Your tenure with FIS will be taken into consideration for applicability of any tenure-based benefits of the Company. In the event your probation period was completed with FIS, you shall be a confirmed employee from the date of joining of Teleperformance. In case your tenure with FIS is less than 3 months, you shall be on probation for the period by which your tenure is less than 3 months in FIS or for an extended period of time ("Probation Period") if found necessary basis performance. Your employment with the Company will be confirmed on the expiry of your Probation Period unless you are specifically advised otherwise in writing.
6. Your appointment shall continue, during your Probation Period or thereafter upon confirmation, unless your employment is discontinued by the Company, by providing not less than **30 Days** ("Notice Period") prior written notice. In the event you decide to leave the employment of the Company, you will be required to provide **30 Days** prior written notice to the Company and in case you fail to actually serve the aforementioned notice period, your resignation will be deemed to be rejected and you will be treated as "Absent without leave"/"Absconding" and further disciplinary action will also be initiated against you. However, the Company may at its sole discretion relieve you of your duties anytime during the notice period. You will be paid salary up to the last working day.

MUTUAL SEPARATION AND RELEASE AGREEMENT

This Mutual Separation and Release Agreement ("the Agreement"), is made and entered at Gurgaon on this 6th day of Jul, 2023

BY AND BETWEEN

I, Pragati Verma (E5684371) (hereinafter referred to as "the Employee" which expression wherever the context so admits or requires, means, and includes their respective heirs, legal representatives, successors, and assigns), being party of the **FIRST PART**

AND

FIS Global Business Solutions India Pvt. Ltd. a company incorporated under the provisions of the Companies Act 2013 having its registered office at Regd. Office: S-405 (LGF), Greater Kailash Part II, New Delhi 110048 (hereinafter referred to as the **FIS** which expression wherever the context so admits or requires, means, and includes their respective heirs, legal representatives, successors, and assigns), being party of the **SECOND PART**

FIS and Employee are hereinafter collectively referred to as "**Parties**" and individually as "**Party**".

"**Group**" means (a) FIS; (b) any related companies of FIS (in accordance with the Companies Act, 2013); (c) any entity that controls, is controlled by or is under common control with FIS; and (d) any other entity that relates to FIS or any other member of the Group by a common interest in an economic enterprise, for example, a partner or another member of a joint venture. A reference to 'Group' includes any member of the Group.

RECITALS

WHEREAS

1. The Employee commenced employment with FIS on 16 May, 2022 and was issued a letter of appointment which specifies the terms and conditions of the Employee's employment with FIS (" **Letter of Appointment** ").
2. FIS has decided to outsource a part of its business operations to Teleperformance Global Services Private Limited (" **Service Provider** ") and accordingly, the role of the Employee with FIS could become redundant.
3. To safeguard the interest of the Employee, FIS has entered into an arrangement with the Service Provider, wherein it has been agreed that the Service Provider will extend a new offer of employment to the Employee wherein the Service Provider will take into consideration the Employee's years of service with FIS for calculating any tenure-based benefits mainly for the purpose of payment of gratuity, severance compensation, long service awards, internal growth and promotions.
4. Based on the aforesaid arrangements, the Parties, now wish to mutually bring their employment relationship to an end and accordingly, the Parties have decided to set forth their respective rights and obligations with respect to the Employee's separation from FIS and to finally settle and resolve all matters amicably concerning the Employee's employment with FIS and the separation thereof in accordance with the terms and conditions of this Agreement.
5. FIS has agreed to pay the Employee in accordance with this Agreement in satisfaction of all the legal and contractual entitlements accruing to the Employee pursuant to her employment with FIS and the separation thereof and, in consideration of which, the Employee has agreed to be bound by the release and other obligations contained in this Agreement.



FIS Global Business Solutions India Pvt. Ltd.
CIN : U72900DL1997PTC088532
402, RMZ Infinity, Plot No.15 Udyog Vihar Ph-IV,
Gurgaon 122016, INDIA.
Tel. +91 124 392 7500 | www.fisglobal.com

Aug 01, 2023

Pragati Verma

Employee ID : E5684371

eMail ID :pragativerma80577@gmail.com

SERVICE CERTIFICATE

Dear Pragati,

This is to inform you that your exit formalities have been completed and you stand relieved from the services of the company with effect from **16 Jul, 2023** at the close of business hours.

Your employment details are as follows:

Employee Number:	E5684371
Date of Joining:	16 May, 2022
Last Working Day	16 Jul, 2023
Designation:	Team Member DX

We wish you best of luck in your future endeavors.

Sincerely,

For **FIS Global Business Solutions India Pvt. Ltd.**

Tushar Desai
Director, People Office - Shared Services

In case of any query post exit, please write to FIS_TPO_OperationalCoE@fisglobal.com

PAY ADVICE FOR FIS Global Business Solutions India Private Limited (FISGBS)
 FIS Address : S-405 LGF, GREATER KAILASH PART-II,
 New Delhi -110048 Pay Period 01.05.23 - 31.05.23
 Employee No : 5684371 PAN : BIVPU6200K
 Employee Name : Ms Pragati Verma UAN : 101824123428
 Designation : TEAM MEMBER DX
 DOJ : 16.05.2022 Emp PF Number : GNGGN00105920000069341
 COA : 9801 Emp Pension Number :
 Gender : Female ESIC Number :
 Department : BPO Bank A/c Number : 50100379177533
 Location : Gurgaon-RMZ Bank Name : HDFC
 DOB : 21.08.1999 IFSC Code : HDFC0001668
 Paid Days : 31.00 days Last working day :

EARNINGS & ALLOWANCES	UNITS	INR	Deductions	UNITS	INR
Basic Salary		15,100.00	Ee LWF contribution		25.00
Overtime		2,863.51	Ee PF contribution		1,812.00
House Rent Allowance		3,261.00			
WFH Allowance		1,500.00			
Incentive		6,392.19			
Statutory Bonus Fixed		2,640.00			
MIP		2,600.63			
Total Gross		34,357.33	Total Deduction		1,837.00
EMPLOYER CONTRIBUTIONS		INR	PAY SUMMARY		INR
Er LWF contribution		50.00	NET PAY		32,520.33
Er PF contribution		1,812.00	Claim		0.00
			YTD Gross(incl.Reimbursements)		62,006.71
			YTD TAX		0.00
			YTD Employee PF		3,624.00
			YTD Employer PF		3,624.00
			YTD Employer Pension		0.00

(*) Denotes any arrears of previous pay cycles

This is a computer generated document, hence no signature is required.

PAY ADVICE FOR FIS Global Business Solutions India Private Limited (FISGBS)
 FIS Address : S-405 LGF, GREATER KAILASH PART-II,
 New Delhi -110048
 Employee No : 5684371 PAN : BIVPV6200K
 Employee Name : Ms Pragati Verma UAN : 101824123428
 Designation : TEAM MEMBER DX
 DOJ : 16.05.2022 Emp PF Number : GNGGN00105920000069341
 COA : 9801 Emp Pension Number :
 Gender : Female ESIC Number :
 Department : BPO Bank A/c Number : 50100379177533
 Location : Gurgaon-RMZ Bank Name : HDFC
 DOB : 21.08.1999 IFSC Code : HDFC0001668
 Paid Days : 30.00 days Last working day :

EARNINGS & ALLOWANCES		UNITS	INR	Deductions	UNITS	INR
Basic Salary			15,100.00	Ee LWF contribution		25.00
Overtime			3,500.17	Ee PF contribution		1,812.00
Smile Shift			3,328.43			
House Rent Allowance			3,261.00			
WFH Allowance			1,500.00			
Incentive			3,105.90			
Statutory Bonus Fixed			2,640.00			

Total Gross	32,435.50	Total Deduction	1,837.00
EMPLOYER CONTRIBUTIONS			
Er LWF contribution	50.00	PAY SUMMARY	
Er PF contribution	1,812.00	NET PAY	INR
		Claim	30,598.50
		YTD Gross(incl.Reimbursements)	0.00
		YTD TAX	94,442.21
		YTD Employee PF	0.00
		YTD Employer PF	5,436.00
		YTD Employer Pension	5,436.00
			0.00

(*) Denotes any arrears of previous pay cycles

This is a computer generated document, hence no signature is required.

PAY ADVICE FOR FIS Global Business Solutions India Private Limited (FISGBS)
 FIS Address : S-405 LGF, GREATER KAILASH PART-II,
 New Delhi -110048 Pay Period 01.07.23 - 31.07.23
 Employee No : 5684371 PAN : BIVPV6200K
 Employee Name : Ms Pragati Verma UAN : 101824123428
 Designation : TEAM MEMBER DX
 DOJ : 16.05.2022 Emp PF Number : GNGGN00105920000069341
 COA : 9801 Emp Pension Number :
 Gender : Female ESIC Number :
 Department : BPO Bank A/c Number : 50100379177533
 Location : Gurgaon-RMZ Bank Name : HDFC
 DOB : 21.08.1999 IFSC Code : HDFC0001668
 Paid Days : 16.00 days Last working day : 16.07.2023

EARNINGS & ALLOWANCES	UNITS	INR	Deductions	UNITS	INR
Basic Salary		7,793.55	Admin Recovery		300.00
Leave Encashment	5.27	5,030.69	*Ee LWF contribution		6.00
Overtime		305.91	*Ee LWF contribution		6.00
House Rent Allowance		1,683.10	*Ee LWF contribution		6.00
WFH Allowance		774.19	*Ee LWF contribution		6.00
Bonus		12,393.40	*Ee LWF contribution		6.00
Incentive		6,391.80	*Ee LWF contribution		6.00
Statutory Bonus Fixed		1,362.58	Ee PF contribution		935.00
*MIP		1,177.42			

Total Gross	36,912.64	Total Deduction	1,271.00
-------------	-----------	-----------------	----------

EMPLOYER CONTRIBUTIONS	INR	PAY SUMMARY	INR
*Er LWF contribution	12.00	NET PAY	35,641.64
*Er LWF contribution	12.00	Claim	0.00
*Er LWF contribution	12.00	YTD Gross(incl.Reimbursements)	131,354.85
*Er LWF contribution	12.00	YTD TAX	0.00
*Er LWF contribution	12.00	YTD Employee PF	6,371.00
*Er LWF contribution	12.00	YTD Employer PF	6,371.00
Er PF contribution	935.00	YTD Employer Pension	0.00

(* Denotes any arrears of previous pay cycles

This is a computer generated document, hence no signature is required.