

January 04,2022

Veeraraghavan Devadoss
Chennai.

Offer Letter

Dear Veeraraghavan,

Congratulations!

Further to successful completion of interview at AGS Health, we are pleased to offer you the position of **Junior Process Associate** at AGS Health Private Limited.

Your annual cost to company (CTC) would be **₹.261132**, In addition to this, you will also be eligible for a performance based incentive up to **₹.102000 per annum**, to be paid as per the Company's incentive policy, after your successful completion of On the Job Training (OJT) which will vary from process to process. Annexure A contains the break-up of your compensation package.

Your base location will be at Chennai. You will be required to work in any of our office locations and such locations are subject to change at the discretion of the company. Further, you agree and understand that depending on the business requirements of the company, you may be asked to change your project/process and you may be asked to work in different shift timings.

We request you to join us on or before **January 04, 2022**. Please note that this appointment is subject to satisfactory completion of background verification and other joining formalities.

You would be provided with an appointment letter along with the Terms and Conditions of Employment upon your joining. We look forward to you joining us.

AGS Health treats Information Security Compliance with paramount importance. As a candidate seeking employment with AGS Health, it is imperative that you adhere to the Information Security policy guidelines in vogue. You would be briefed about the guidelines at the time of joining.

Please do not hesitate to call us for any information you may need. Please sign the duplicate of this offer letter as your acceptance and forward the same to us.

Sincerely,



Kiran Guntur
Executive Director – Human Resources

Acceptance of Invite:

I accept the terms and conditions of this offer letter and the attached annexures, and agree to be legally bound by the same.

Signature:

Date:

1. The compensation matrix may differ as per prevailing market indices of the base location (i.e. where you will be based out of and will work for AGS Health).

2. At the time of joining, please bring all the documents as mentioned in the Joining Checklist (Annexure B).

Annexure A:

CONFIDENTIAL

	Monthly ₹	Annual ₹
CTC		
Base Salary + Retirals	21,761.00	261,132
Base Salary + Retirals + incentive (See Note below)	30,261	363,132
Base Salary		
Basic Salary	11,100	133,200
Statutory Bonus	1,400	16,800
BOA	6,978	83,736
Gross Salary	19,478	233,736
Retirals and Insurance		
Provident Fund (Employer)	1,332	15,984
Gratuity	534	6,407
Health Insurance	417	5,004
Retirals Total	2,283	27,396
Performance Incentive		
Monthly Performance incentive (See note Below)	8,500	102,000

* includes city compensatory allowance.

* This offer is being made inclusive of coder or Auditor allowance of Rs.

Note:

Performance incentive is paid based on company's incentive policy. You have potential to earn maximum of Rs.8,500 per month based on achievement of certain key performance and quality metrics as per the incentive policy applicable for different processes. The targets and actual performance (production and quality) are measured using tracking tools and are available for the agents to view online.

Signature:

Date:

Candidate's Name:

Offer finalization checklist		
S. No	Checklist	Comments
1	About AGS	
2	Department	
3	Title	
4	Process/ Specialty (if applicable)	
5	Job Description	
6	Facilities/ Project (okay to work out of any facility and project?)	
7	Shift	
8	Working hours & days	
9	Dress Code	
10	Offered Compensation (explain all the components) annual CTC	
11	Incentives	
12	Buddy Referral Scheme	
13	Appraisal	
14	Career progression	
15	Aspire	
16	Date of joining	
17	Documents Checklist	
18	Do you have any other offer?	
19	Final status	

Additional Comments (if any):

Applicant's signature

Date:

Recruiter's signature

Date:

Welcome to AGS Health!

The documents mentioned below are mandatory and need to be submitted on or before the joining day. Appointment letter will be issued only after verification of all documents.

Passport Size Photograph - 3 nos.

Documents Required	Please Tick
Government Identity /Address Proof (copy of any 3 of the following)	
Permanent driving license	
Voters ID card	
Bank pass book with attested photo	
Passport copy (first and last page)	
Ration card	
Aadhaar Card	
PAN card copy	
Education Proof (copy of all documents)	
10 th Std School SSLC Mark Sheet / Certificate	
12 th Std School HSC Mark Sheet / Certificate	
UG Degree certificate / Mark Sheets (if any)	
PG Degree certificate / Mark Sheets (if any)	
Diploma certificate (if any)	
Certificate courses completed (if any)	
Previous Employment Proof (copy of all documents)	
Latest 3 months pay slip	
Offer Letter from all the previous employer	
Relieving letter / Experience letter from all previous employer	
Bank statement of salary account matching pay slip	

Ok to work in the following locations	Ok to work in the following shifts
Tidel Park	Morning (8.00 am till 5.00 pm)
RWD (Nungambakkam)	Morning (6.30 am till 3.30 pm)
Ticel	Night (6.30 pm till 3.30am)
Prince towers (OMR)	Night (4.00 pm till 1.30 am)
-	DST Timings

Note – It is mandatory that you submit your pan card & passport copy at the time of joining. If you do not have a pan card or passport, please apply for the same and submit the acknowledgement slip to the HR team on the date of joining. For pan card assistance please follow <https://www.tin-nsdl.com/bank-center.php>

CTC:

Take home:

Date & Signature:

DOCUMENT OF UNDERSTANDING

Facility / Place of work:

- I will be required to work out of any office in Chennai based on business requirements.
- Experienced: I have been made aware that I will be required to work from office based on business requirement.
- Freshers: I have been made aware that I will need to report to office post completion of my training program or as per business requirement.

Vaccination:

- I was offered company sponsored vaccination or reimbursement of vaccination cost by AGS Recruitment SPOC.

Shift Hours / Process / Project:

- I will be required to work any 9 hour shift and be deployed in any project / process based on business requirements

Compensation / Salary:

- The take-home offered by AGS Health is pre-tax. Any professional / income tax that is applicable will be deducted from the take-home offered

Transport:

- I will be eligible for a common point pick-up / home drop facility based on my shift hours as listed below

Shift Hours	Common Point Pick-up	Home Drop
Day shift	NO	NO
1pm to 10 pm	NO	YES
3pm - 12am	YES	YES
Evening / Night Shift	YES	YES
DST Timing	YES	YES

I understand and agree to abide by all the requirements mentioned above as part of my employment with AGS Health

Signature:

Date:

Annexure 2 - EMPLOYMENT LETTER

We are pleased to provide you an Employment Letter with AGS Health Private Limited ('the Company') with appropriate responsibilities for such role. This Agreement is effective as from your date of joining.

This letter will set forth the economic and key employment terms and conditions of your employment which are binding on both the Company and you, and by signing a copy of this letter, you accept our offer based on the valid consideration of a professional opportunity of employment with appropriate remuneration in our Company.

1. Probation Period

You will be on Probation from the date of commencement of your employment for a period of six (6) months. Your probation period will continue to be so unless and until you are expressly confirmed in the regular service of the Company but in any event shall not be for a period exceeding one year.

Notwithstanding anything stated herein, during the probation period, if your services are found unsatisfactory at any time during the period of your probation, your appointment will be terminated/cancelled without notice or compensation in lieu of notice. This Letter is contingent upon satisfactory completion of a pre-employment background verification process.

In the event of your resigning from the services of the Company during probation period, you will be required to give one month notice or an amount equivalent to one month's gross salary in lieu thereof. However, it would be at the discretion of the Company to waive the notice period on a case-to-case basis.

2. Compensation & benefits

Your compensation & benefits will be as mutually agreed and specified in the offer letter provided to you. During your employment period your compensation & benefits are subject to change based on your performance and based on the Company's performance. You will also be eligible to participate in other benefit plans that are made available by the Company from time to time, as applicable to your Grade. The Company reserves the right to terminate, change or modify any or all aspects of any compensation & benefits programs at any time.

As mutually agreed, between us, any incentive or variable pay that may be applicable to you, will be paid based on achievement of certain key result areas on such parameters as may be fixed by your reporting authority with your concurrence. Such payment being purely linked to performance will vary according to performance. Statutory Bonus as applicable will be paid to you at the appropriate rates either monthly or annual basis at the discretion of the Company. Your monthly compensation has been fixed for a 48-hour working week.

3. Leave Policy

You shall be governed by the Leave Policy of the Company as amended from time to time.

4. Medical Fitness

You will be requested to provide medical fitness certificate or undergo certain medical tests either on your joining date or during your employment at the discretion of the management.

5. Other Key Employment Conditions:

- i. The Company shall be entitled to modify the terms of your employment subject to applicable statutory legislations and after taking your due consent for the same. You will, in addition to the terms and conditions of employment specifically stated herein, also be governed by the rules, regulations and such other practices, systems, procedure, and policies framed, amended, modified, or omitted by the Company from time to time. Such announcement will be communicated through mail or through the **Employee Handbook**. Any non-compliance will be subject to disciplinary action. The Employee Handbook, as amended from time to time, will always be available with Human Resources Department and in Company's Intranet which will govern the conditions of your employment. It is your responsibility to go through the Employee Handbook and update yourself periodically with the changes that are made.
- ii. You can be transferred to any location where the Company is carrying on its business, as per the business requirements of the Company.
- iii. During the course of your Employment with the Company, you may be asked to sign a commitment bond, for undergoing certifications/ specialized training program provided by the Company. As part of the consideration for providing such learning opportunity, you fully agree to abide by all the terms and conditions of such bond, and you will not raise any objection or concerns at the time of signing such bonds.
- iv. You warrant that you do not own or possess any information or property belonging to any of your previous employers and that your performance of your duties as an employee of the Company will not breach any inventions, assignment, proprietary or confidential information, declarations, and non-disclosure agreements with any of your former employers or any other party.
- v. You are not allowed to undertake any other activity in the nature of employment or business except with the prior written consent of the Company whether or not you receive financial compensation for such activities. You understand that the position with AGS Health calls for full time employment and you are expected to commit yourself exclusively to the business of the Company. You cannot take up any other work whether by yourself or in the name of any of your family members, on part time or otherwise, whether for profits or not, or as freelancer, or work on advisory capacity or be interested directly or indirectly in any other trade or business, during the course of your employment with the Company, without obtaining prior written consent of the Company.
- vi. Any inventions, improvements, reports, manuals, or any other form of publication containing information relating to the services of the Company ("Intellectual Property Rights") you may produce or formulate during the course of your employment, shall always remain the property of the Company. You agree and understand that such



Intellectual Property Rights in respect of any work created or performed will be deemed to have been assigned to the Company.

- vii. You must always maintain highest degree of secrecy of the strategy, names of fellow employees, business lines, Intellectual Property Rights, records, and any other information relating to our Company as may be deemed as "confidential information" from time to time.

If you are found to be violating any of these key employment conditions, you will be subjected to strict disciplinary action against you by the Company and you agree to abide by any decision that the Company may take in this regard including termination of your employment with the Company and / or claiming compensation for any damages suffered by the Company because of such violation. You agree that the Company can seek monetary damages as may be quantified by the Company for any such violation or breach of your employment, without having to show anything other than the fact of such breach or violation.

6. Termination of Employment

During the term of your employment, your services with the Company are liable to be terminated at any time, by giving two months' notice except in case of a termination due to misconduct. The Employee shall be eligible for Salary and benefits only until the last date of actual employment with the Company. If the Employee is required to serve full notice period, he shall not be entitled to avail of (or adjust/set off) any accrued leave during / against such notice period.

7. Resignation by Employee

- i. You may terminate employment with the Company subject to you giving not less than two month's written notice to the designated officer of the Company.
- ii. The Employee shall either be required to continue working for AGS Health for the full applicable notice period or for such short period as may be required for transition or be relieved from the services immediately, solely at the discretion of the management.
- iii. If required by the management of the Company, you will also be required to train your replacement during such notice period.

8. Restrictions during and after employment

You will not during the term of your employment with the Company and for a period of 1 (one) year following the date of termination of your employment, do or permit any of the following without prior written consent of the Company:

- i. Solicit any client of the Company or its associates or clients of the Company's clients for the purpose of offering to that person services similar to or competing with those of the Company.
- ii. Cause or permit any person directly or indirectly under your control to do any of the acts or things specified above; and

iii. Solicit any employees of the Company, which includes the persons employed by the Company after termination of your employment with the Company, for the purpose of offering to that person an employment of any interest in any other company, institution, organization, or any business whether owned by you or not.

Actual or suspected breach of any of the above conditions shall entitle the Company to injunctive relief to enforce the restrictions given above.

In view of the nature of your duties with the Company, and the compensation and benefits granted by the Company to you, each of the Company and you consider the undertaking in this paragraph to be reasonable in

all circumstances. However, if one or more undertakings in this paragraph are held invalid as unenforceable or invalid for any reason by a competent court, adjudicator or arbitrator, the undertakings shall apply with such modifications as to the period, territory or scope of their operations as may be necessary to make them enforceable and valid.

9. Indemnity

You will fully and effectively indemnify the Company against all losses, damages and expenses incurred due to any breach or alleged breach of the terms of this Employment Letter, or any fraud, misconduct, or negligence on your part in the course of your employment with the Company.

10. Governing Law, Arbitration and Severability of Terms

This Employment will be subject to jurisdiction of courts in Chennai, Tamil Nadu, India, without regard to its choice of law provisions. Any dispute or claim that arises out of this Employment Letter shall be resolved by final and binding arbitration in accordance with Indian Arbitration and Conciliation Act, 1996, by an arbitrator to be appointed by the Company. If any provision of this Employment Letter may be held invalid or unenforceable, such provision shall be ineffective without invalidating the remaining provisions of this Employment Letter.

If the terms of this Employment Letter are acceptable to you, please sign below.

We look forward to a long and mutually rewarding relationship.

Sincerely,



Name: Prasad P K

Title: General Counsel. VP – Legal and Corporate Affairs



ACCEPTANCE BY EMPLOYEE

I have read & understood and agree to the above terms and conditions governing my services and employment with AGS Health Pvt Ltd.; I hereby agree to be legally bound by the same.

Signature of Employee:

Name:

Place:

Date: