

Aishwarya R
596, Shylaja building, 2nd Cross, Konappana Agrahara



Dear Aishwarya R,

Congratulations!

Sub: Offer of Employment

You have been selected to join 24/7 Customer Private Limited, a company that has been rated amongst the "Top 5 best performing Contact Centers in the World" consistently for 3 years in a row. We are hopeful and confident that you will be able to build a successful career with us and become a part of the "out-performance" culture at 24/7 Customer Private Limited.

We are pleased to offer you the position of **Advisor** in 24/7 Customer Private Limited commencing from the Date **20-Apr-2023**. The following are the terms of employment with 24/7 Customer Private Limited.

1. Your Cost to Company ("CTC") will be as per the Annexure I enclosed. This will be applicable from your Date of Joining and provided you complete the first Training assessment (the FLE as indicated in Point 5 below).
2. You will be required to work in shifts for **5 days a week**, with **any two days of rotational offs**.
3. Apart from the offer letter you will receive a Letter of Appointment on the date of your joining and the letter of Appointment will supersede / replace this offer letter.
4. Upon joining, you will be provided Foundation Level Education ("FLE") and Product Level Education ("PLE"). Once you complete your FLE, the company will pay you the CTC retrospectively from the date of your joining the company. It is hereby clarified that your entitlement of the CTC would depend on completion of FLE.
5. During the training period you will be entitled only two weekly offs. However, in case you require leave during training period on account of any medical emergency, you may request the trainer and the trainer may consider your request on case to case basis.
6. In the event of permitted absence exceeding two continuous days, you will be required to restart the training program with the next batch. Please note in such a case, your employment will commence from the date you start training in the next batch and your stipend/salary eligibility will commence accordingly.
7. During the Training Period (Foundation Level Training & Process Level Training) the services can be terminated by giving one day notice on either side. After successfully completing the training and on regular work, your notice period shall be for one Month on either side.
8. You are requested to bring along the documents listed below WITHOUT FAIL on your day of joining for the purpose of submission/verification:
 - Passport size color photographs with white background in formal attire
 - Date of Birth proof certificate (Original and Photocopy)
 - Latest Mark Sheet/ Education certificates (Original and Photocopy)
 - Previous Employment details (Service Certificate/ Relieving Letter, if applicable in Original)
 - Last drawn Pay slip (If applicable, in Original)
 - A valid Passport / Driver's license/ Aadhar Card/ Voter ID / Nationalized Bank Passbook with photo attested (Original & Photocopy)

If you have any queries pertaining to this offer letter please call us at - **9845526247 / 8197178404**

Please confirm the acceptance of the offer letter by clicking the link sent to your registered email id along with your offer letter. If we do not receive the acceptance by 10:00 PM of **19-Apr-2023** and if you do not join the Company on **20-Apr-2023** this offer will automatically expire and deemed to have been withdrawn.

Once again wishing you the very best and looking forward to your successful career at 24/7 Customer Private Limited.

Please note that this a Conditional Offer Letter and will become a Confirmed Offer Letter after all of the documents and information are available to 247 and are validated to be accurate and as per our requirements. This letter is not a guarantee of employment.

With Best Wishes,

Brian Alfred Dsouza
AVP - HR-Recruitment

This is a system generated letter and does not require any signatures.

Name : Aishwarya R

Annexure I

Annexure - 1

| | | |
|--|---------------|----------------|
| Level / Grade : L1G1 | | |
| Designation : Advisor | | |
| Salary Components | | |
| Fixed Gross Salary Components | PM | PA |
| Basic | 6,000 | 72,000 |
| House Rent Allowance | 2,400 | 28,800 |
| Advance Statutory Bonus | 1,248 | 14,976 |
| Special Allowance | 14,886 | 178,632 |
| Total Gross Salary (I) | 24,534 | 294,408 |
| Retirals- Employer's Contribution | | |
| PF Contribution by Employer | 1,800 | 21,600 |
| Gratuity | 289 | 3,468 |
| ESI Contribution by Employer @ 3.25% | - | - |
| Total Retirals(II) | 2,089 | 25,068 |
| Variable Components* | | |
| Performance Incentive (ECOP) | 1,400 | 12,600 |
| Total of Variable components (III) | 1,400 | 12,600 |
| Approx. Take Home PM | 22,534 | |
| Approx. Take Home (with Variable pay) PM | 23,934 | |
| Total CTC (I+II+III) | 28,023 | 332,076 |
| Retention Bonus | | 14000** |
| Benefits (As per policy, refer to description in Annexure 2) | | |
| 1. Insurance(Medical, Accidental & Life) | | |
| 2. Leave | | |
| 3. Door to Door Pickup (when within transport limits/ hiring zones) | | |
| 4. Employer Provident Fund | | |
| 5. Gratuity | | |
| 6. ECOP(*Performance Incentive) | | |
| 7. Self to Work | | |
| 8. Broadband Reimbursement | | |
| 9. Employee referral scheme | | |
| 10. Programme Sales incentives- (** Average payout Rs.6,000/- ** based on achievement of sales targets, kindly refer to enclosed Programme Sales Incentives declaration) | | |
| 11. Retention Bonus | | |

With Best Wishes,
Brian Alfred Dsouza
AVP - HR-Recruitment

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Annexure II

| Benefits / Schemes | Description |
|---|---|
| Advance Statutory Bonus | Statutory Bonus is applicable to those employee's whose basic salary is less than or equal to Rs. 21,000/- pm as per the Payment of Bonus (amendment) Act, 2015. |
| Performance Incentive (ECOP) | As per Employee Cash Option Plan Policy of the company. The incentive is paid only if you meet all the performance requirements. The sla are based on role / current program and subject to change in case of movement, internal policy changes, etc. ECOP payout will be paid from 3rd month onwards, since you will be part of mandatory training & assesment as required for your job role. |
| Company Transport | Company sponsored transport will be provided to employee from second day of FLE training (Residing in areas within the hiring radius as per company policy) Please update your address and contact details in HRMS. Employees who do not opt for company transport are eligible for STW (if applicable as per policy). |
| Self To Work (STW) | Applicable as per 'Self to Work' Policy. This amount is payable if employee opts for STW on HRMS and working from office. Actual payout may vary based on attendance for the month. This is not applicable for female employees working in shifts beginning and ending between 7pm to 7am. |
| Broadband Reimbursement | Applicable as per Broadband Reimbursement policy. This amount is payable if employee is working from home. |
| Group MediClaim Policy (GMC) | You are covered under the voluntary Group Medical Insurance Policy of the Company. Employees are responsible to enroll dependents as per company's mediclaim insurance policy. |
| Group Insurance in Lieu of EDLI (Under PF) | An Insurance benefit in the event of demise of an employee is provided under this Group Insurance Scheme during an employee's term, to his Nominee/Family. |
| Group Personal Accident (GPA) | You are covered under the Group Personal Accident insurance policy of the company. |
| ESI | Processed as per Employees' State Insurance Act, 1948. ESI is applicable for employees whose actual gross income pm is less than or equal to Rs. 21,000/-. For calculation purposes we have taken fixed and Shift allowance to check the eligibility. If the actual gross earnings pm is more than Rs. 21,000 , then the above mentioned ESI contribution will not be applicable. Employee's contribution - 0.75 % of actual gross salary including Shift Allowance, STW (if applicable), etc. will be deducted accordingly. The Employer contribution will be at 3.25% of the actual gross salary. |
| Provident Fund | Employees' Provident Funds Act, 1952 respectively. PF contribution is based on min wages and capped at 12% of Rs. 15,000 pm (as applicable). Employer Contribution - Provident Fund will be paid to the employee PF account from the company and will not be part of take-home salary. * Employee Contribution to PF will be deducted from Monthly Gross Salary. |
| Gratuity | Processed as per the Payment of Gratuity Act 1972 * Gratuity to employees on resignation, retirement upon the completion of 5 continuous years of service from the date of joining. |
| Employee Referral Scheme | We have employee referral scheme, you can refer the potential candidate for hiring the Digital Chat Agents & Voice Agents roles. |
| * Benefits as per Statutory Law is subject to change from time to time. | |
| * * These are voluntary schemes offered by the Employer, which may change, including withdrawal at any time without any notice. | |

With Best Wishes,
Brian Alfred Dsouza
 AVP - HR-Recruitment

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