

Date: 08-09-2021

## Individual Development Plan

Employee Name	Anile Achil	Pesudo Name	Christopher Paul
Employee ID	APD-0544	Designation	Collections Officer
Date of Joining	22-02-2021	Manager's Name	Aneeq Servar
Last KPI Date	07-09-2021	Next KPI Date	08-09-2021
Last Month's Target	33,000	Target Achieved	10

### KPI Summary: Last 5 Days

Files Touched	635	Talk Time	02:18:57
File Initiative	0	Contact Established	0
Review Notes	0	Due Diligence	0
Follow-Up's Created	0	Follow-Ups Worked	0
Letters Escalated	0	DOR Escalated	0
Custom	none		

### Session Summary:

below is the summary of his achieved vs assigned settlements;

July 18,000/29000

August 10,000/33000

The core reason behind this performance is working on files without verification (he only verified 7 files in the month of August), he hardly spends any time calling adjusters, which he has been highlighted and coached for several times, I even made a rebuttal sheet available to help him and team be more confident while tackling objections. He only works on a number of insurances which limits his options of getting responses. His only focus is on sending faxing throughout his shift which is useless if not followed by calls. Even when I send out a message via pm or on group, there is no acknowledgement from his end. People who joined after him have managed to put up a better performance than him such as Dave Smith. He only settled 4 files in August. he worked on only 669 files last month which is an average of 30 files per day whereas a resource is supposed to cover 50 files minimum per day. Out of these 669 files 200 are from Sedgwick only & 81 from Gallagher. He has barely touched any other insurance.

He was working from home until last month and due to his poor performance, I have called him back to Office from Sept so if he fails to achieve his target this month, I'm going to need a replacement.

Thanks,

### Action Items:

file verificaiton

talk time

less coverage of carriers

**This is a system generated Letter and does not require a signature**