Job Title:	Payment Redeemer	Job Category:	Agent
Department/Group:	MLM	Job Code/ Req#:	PR
Location:	Karachi	Travel Required:	No
Primary Reporting	Team Manager	Secondary	Team Manager

Job Description

ROLE AND RESPONSIBILITIES

This role is responsible for managing settled liens for collections and/or recovery. Basic responsibilities include coordination with insurance companies and attorney's to release the due payments and recover settlements made in-house cases and board using phone, email and fax. Secondary responsibilities include proper file servicing using guidelines and SOP's published on training site and ensuring target achievement.

Specifics

1. A payment redeemer should touch <u>60</u> files a day prioritizing files with file status **Settled W Agreement** first.
2. Payment redeemer must status 30 new files daily.
3. Payment redeemer must touch all files assigned to them every 60 days.

Time Calculation

Total Number of Hours a Day: 8 Hours
Total Number of Minutes a Day: 480 Minutes
Total Number of Files To Work per Day: 60 Files
Number of Minutes Spent per File: 8 Minutes (Average)

Targets

Minimum 30 files statuses daily.

Incentive

KPI Incentives: A Payment Redeemer is entitled for PKR 5,000 if KPI specifics are met.

- Touch 60 files a day.
- Status 30 file a day without duplication within the same week.

Reviewed By:	Masood Sabir	Date:	October 14, 2020
Approved By:	Ali Akbar	Date:	October 14, 2020

Name : Rodney Rock Robin
CNIC : 42401-6748310-9
Date: 08/12/2020

Signature :