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| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Collections Officer | <b>Job Category:</b>    | Agent             |
| <b>Department/Group:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MLM                 | <b>Job Code/ Req#:</b>  | CO                |
| <b>Location:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Islamabad           | <b>Travel Required:</b> | No                |
| <b>Primary Reporting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Team Manager        | <b>Secondary</b>        | Floor Manager     |
| <b>Job Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                         |                   |
| <p><b>ROLE AND RESPONSIBILITIES</b></p> <p>This role is responsible for managing liens for collections and/or recovery. Basic responsibilities include coordination with insurance companies and attorney's to negotiate and resolve outstanding balances on liens using phone, email and fax. Secondary responsibilities include proper file servicing using guidelines and SOP's published on training site and ensuring target achievement.</p> <p><b>Specifics</b></p> <ol style="list-style-type: none"> <li>1. A collector should touch <u>50</u> files a day prioritizing files on <b>Follow-up Calendar</b> first, and then inactive files on <b>Dashboard</b>.</li> <li>2. Collectors are required to complete <b>Due Diligence</b> on <u>40</u> files a day, per guidelines mentioned on training site. Primary action status being "<b>Case File Missing</b>" and "<b>File Verified</b>".</li> <li>3. Collectors should be able to complete <b>Collector File Review Notes</b> on <u>25</u> files a day, per guidelines mentioned on training site.</li> <li>4. A collector must have at least <b>10 follow-ups</b> per day for a potential settlement.</li> <li>5. Collections officer should submit at least <b>01 new offer</b> a day.</li> </ol> <p><b>Time Calculation</b></p> <p>Total Number of Hours a Day: 8 Hours<br/> Total Number of Minutes a Day: 480 Minutes<br/> Total Number of Files To Work per Day: 50 Files<br/> Number of Minutes Spent per File: 9.6 Minutes (Average)</p> <p><b>Targets</b></p> <p>100% of settlement target assigned and 85% servicing in 45 Days.</p> <p><b>Incentives</b></p> <p>Weekly Incentives: Entitled per monthly plan published.<br/> Monthly Incentives: Entitled per monthly plan published.<br/> KPI Incentives: A Collections Officer is entitled for PKR 5,000 if KPI specifics are met.</p> <ul style="list-style-type: none"> <li>• For team MH, POS and Med-Vantage point 1 – 5 must be completed.</li> <li>• All other teams are exempt from point 2 and 3.</li> </ul> |                     |                         |                   |
| <b>Reviewed By:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Aniq Sarwar         | <b>Date:</b>            | September 1, 2020 |
| <b>Approved By:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Ali Akbar           | <b>Date:</b>            | September 1, 2020 |

Name: SHAHRUKH ALI KHAN  
Employee ID: PRO-0070  
Date: 9/9/20  
Signature: 