

<b>Job Title:</b>	Payment Redeemer	<b>Job Category:</b>	Agent
<b>Department/Group:</b>	MLM	<b>Job Code/ Req#:</b>	PR
<b>Location:</b>	Karachi	<b>Travel Required:</b>	No
<b>Primary Reporting</b>	Team Manager	<b>Secondary</b>	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 60 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.

<b>Reviewed By:</b>	Masood Sabir	<b>Date:</b>	October 14, 2020
<b>Approved By:</b>	Ali Akbar	<b>Date:</b>	October 14, 2020

Name :

CNIC :

Date :

Sign :

Rayle D'souza  
42301-1594177-1  
7/12/2020  
Rayle