

October 15<sup>th</sup>, 2020

To Whom It May Concern

This is to certify that SYED HAMZA QADEER, holding CNIC: 422012-358577-7 has been an employee of IBEX. from 01/27/2020 till 08/08/2020 as a Customer Services Specialist in Operations for Sqaure Trade.

*(This certificate is being issued for reference purposes only without any liability on the company or its employees)*

For & on Behalf of IBEX.

  
**Maheen Fatima**

**Vice President-Human Resources**

July 2<sup>nd</sup>, 2020

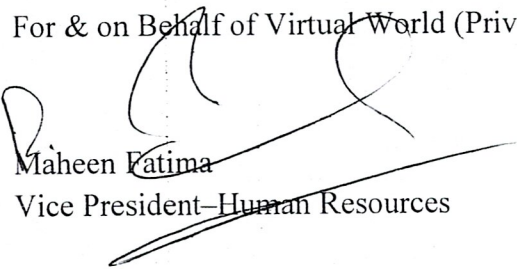
To Whom It May Concern

This is to certify that SYED HAMZA QADEER, holding CNIC 42201-2358577-7 has been a full time regular employee of Virtual World (Private) Limited from 11/02/2019 till 01/26/2020 in the capacity of Customer Support Executive in Operations for Careem Now.

During his tenure, SYED HAMZA QADEER has been a diligent and dependable resource. We wish him all the best for his future endeavors.

*(This certificate is being issued for reference purposes only without any liability on the company or its employees)*

For & on Behalf of Virtual World (Private) Limited

  
Maheen Fatima

Vice President-Human Resources

Syed Hamza Qadeer  
CNIC:42201-2358577-7

PRIVATE & CONFIDENTIAL

December 01<sup>st</sup>, 2019

## APPOINTMENT LETTER

Dear Syed Hamza Qadeer,

Virtual World (Private) Limited, a company existing under the laws of Pakistan and having its registered office at Plot #7, Atchison Street, 1 KM Thokar Niaz Baig, Raiwand Road, Lahore, Pakistan (hereinafter referred to as the "Company"), based on your representations, assurances, expertise and qualifications, is pleased to appoint you for the position of **Customer Support Executive in Operations**. Your appointment will be subject to your antecedents being verified and found to be satisfactory by the Company and you continuing to be qualified, competent and medically fit to the satisfaction of the Company.

The terms and conditions for your employment are as follows:

- i. You will render the necessary services at the offices of Virtual World (Private) Limited, 5 IBEX Tower, Block B, SMCHS, Shahrah-e-Faisal, Karachi 74400, provided the Company reserves the absolute right of changing your position, duties, and work location from time to time as it deems necessary.
- ii. Your work timings will vary according to Pakistan standard time. However, you are required to work a nine hour shift on your working days as necessitated by business requirement.
- iii. You will be on probation till **May 01<sup>st</sup>, 2020**. Upon satisfactory completion of your probationary period, the Company at its sole discretion shall confirm you in your role.
- iv. If your work performance falls below a satisfactory level at any time, you are subject to immediate termination of employment.
- v. During the term of this agreement, the Company or you can terminate the employment by giving **One Month** prior notice or **One** month's pay in lieu thereof. In the event you do not serve the full notice period the Company shall have sole discretion to impose penalties on you which may extend to your full salary for the specific period for which notice period requirements are not fulfilled by you.
- vi. Your employment will be effective from **November 02<sup>nd</sup>, 2019** at which time you will attend training and shadowing. However, the Company may, in view of your progress, at its sole discretion, extend your training period. Upon completion of the training course, you will be judged on your performance and considered for a full time position. The said salary, after completion of your training period, on a monthly basis will consist of the following:

Basic Salary:	PKR 11,419
House Rent Allowance:	PKR 5,139
Utilities Allowance:	PKR 1,142
Conveyance Allowance:	PKR 300
<b>Gross Salary:</b>	<b>PKR 18,000</b>

In addition to this, you will be eligible to receive a **bilingual bonus** of **Rs.7,000/- per month** and a **monthly incentive** based on your performance, quality score and dependability for up to **Rs.15,000/-** based on your performance and assessment review. Please note that all payments will be made after deduction of applicable income tax and all required withholdings.

- vii. All provisions of the company policies as available to you on the HR portal are hereby incorporated herein and shall be deemed terms and conditions of this agreement. If at any time during your employment in the Company, the Company finds you guilty of any violation of the Company's Code of Conduct, and/or company policies, and/or misconduct, involved directly/indirectly in a fraud or a beneficiary of a fraud, breach of fiduciary duty, breach of trust or any representation or information given by you is found to be incorrect, it may (without prejudice to its rights under law) terminate your services immediately without prior notice or payment in lieu of notice and upon such determination you shall not be entitled to claim any compensation or damages for or in respect or by reason of such determination.



PRIVATE & CONFIDENTIAL

Syed Hamza Qadeer  
CNIC: 422012-358577-7

January 27<sup>th</sup>, 2020

APPOINTMENT LETTER

Dear Syed Hamza Qadeer,

IBEX Global Solutions (Private) Limited, a company existing under the laws of Pakistan and having its registered office at Plot # 7, Atchison Street, 1 KM Thokar Niaz Baig, Raiwand Road, Lahore, Pakistan (hereinafter referred to as the "Company"), based on your representations, assurances, expertise and qualifications, is pleased to appoint you for the position of **Customer Service Specialist in Operations** Department. Your appointment will be subject to your antecedents being verified and found to be satisfactory by the Company and you continuing to be qualified, competent and medically fit to the satisfaction of the Company.

The terms and conditions for your employment are as follows:

- i. You will render the necessary services at the offices of the Company. Plot # 5B IBEX Tower, Block B, SMCHS, Shahrah-e-Faisal, Karachi Pakistan; provided the Company reserves the absolute right of changing your position, duties, and work location from time to time as it deems necessary.
- ii. Your work timings will vary according to Pakistan standard time. However, you are required to work a nine hour shift on your working days as necessitated by business requirement.
- iii. You will be on probation till **July 26<sup>th</sup>, 2020**. Upon satisfactory completion of your probationary period, the Company at its sole discretion shall confirm you in your role.
- iv. If your work performance falls below a satisfactory level at any time, you are subject to immediate termination of employment.
- v. During the term of this agreement, the Company or you can terminate the employment by giving **30 days** prior notice or **one** month's pay in lieu thereof. In the event you do not serve the full notice period the Company shall have sole discretion to impose penalties on you which may extend to your full salary for the specific period for which notice period requirements are not fulfilled by you.
- vi. Your employment will be effective from **January 27<sup>th</sup>, 2020** at which time you will attend training and shadowing. However, the Company may, in view of your progress, at its sole discretion, extend your training period. Upon completion of the training course, you will be judged on your performance and considered for a full time position. The said salary, after completion of your training period, on a monthly basis will consist of the following:

Basic Salary:	PKR 15,935
House Rent Allowance:	PKR 7,171
Utilities Allowance:	PKR 1,594
Conveyance Allowance:	PKR 300
<b>Gross Salary:</b>	<b>PKR 25,000</b>

In addition to this, you will be eligible to receive a monthly incentive based on your performance and quality score up to **Rs. 15,000/-** and dependability up to **Rs. 5,000/-**. You will also be eligible to receive an additional amount up to **Rs. 10,000/-** per month as an allowance (prorated for number of days worked).

Please note that all payments will be made after deduction of applicable income tax and all required withholdings.