

SHREYA BUSAMWAR
2-30/40,Shilpi Chaitanya Towers,Oppo Sbi Bank

Offer Id : 46634



Dear SHREYA BUSAMWAR,

Congratulations!

Sub: Offer of Employment

You have been selected to join 24/7 Customer Private Limited, a company that has been rated amongst the "Top 5 best performing Contact Centers in the World" consistently for 3 years in a row. We are hopeful and confident that you will be able to build a successful career with us and become a part of the "out-performance" culture at 24/7 Customer Private Limited.

We are pleased to offer you the position of **Digital Interaction Advisor** in 24/7 Customer Private Limited commencing from the Date **13-Nov-2020**. The following are the terms of employment with 24/7 Customer Private Limited.

1. Your Cost to Company ("CTC") will be as per the Annexure I enclosed. This will be applicable after your training period.
2. You will be required to work in shifts, with rotating weekly offs.
3. We will provide you a separate **Letter of Appointment** on the date of your joining.
4. Your joining formalities will be conducted remotely and is scheduled on **13-Nov-2020 at 2:00PM**. You will receive a Zoom invite on your registered email ID. You are requested to join the Zoom meeting on time without fail and be available throughout the session to complete joining formalities.
5. Upon joining, you will be provided Foundation Level Education ("FLE") and Product Level Education ("PLE"). Once you successfully complete your FLE, the Company will pay you the CTC retrospectively from the date of your joining the Company. It is hereby clarified that your entitlement of the CTC (retrospectively from the date you joined the Company) would depend on the outcome of your FLE results.
6. During the training period you will be entitled only two weekly offs. However, in case you require leave during training period on account of any medical emergency, you may request the trainer and the trainer may consider your request on case to case basis.
7. In the event of permitted absence exceeding two continuous days, you will be required to restart the training program with the next batch. Please note in such a case your employment will commence from the date you start training in the next batch and your stipend/salary eligibility will commence accordingly.
8. You are requested to bring along the documents listed below **WITHOUT FAIL** on your day of joining for the purpose of submission/verification:
 - Six passport size color photographs (important) with white background (Formal Attire)
 - Date of Birth proof certificate (Original and Photocopy)
 - Latest Mark sheet/ Education certificates (Original and Photocopy)
 - Previous Employment details (Service Certificate/ Relieving Letter if applicable in original)
 - Last drawn Pay slip (if applicable in original)
 - A valid Passport / Driver's license/ Aadhar Card/ Voter ID / Nationalised Bank Passbook with photo attested (Original & Photocopy)

If you have any queries pertaining to this offer letter please call us at - 9845526247/9945200330

Please confirm the acceptance of the offer letter by clicking the link sent to your registered email id along with your offer letter. If we do not receive the acceptance by 10:00 PM of **12-Nov-2020** and if you do not join the Company on **13-Nov-2020** this offer will automatically expire and deemed to have been withdrawn.

Once again wishing you the very best and looking forward to your successful career at 24/7 Customer Private Limited.

With Best Wishes,

Shivesh Kundan
VP - HR-Recruitment

This is a system generated letter and does not require any signatures.

Name : SHREYA BUSAMWAR

Annexure I

Level / Grade : L1G1
Designation : Digital Interaction Advisor

Salary Components							
Fixed Components	CTC Per Month (1 to 3 months)	CTC Per Month (4 to 12 months)	1st Year Per Annum	CTC Per Month (13 to 15 months)	CTC Per Month (16 to 18 months)	CTC Per Month (19 to 24 months)	2nd Year Per Annum
Basic	4,500	4,500	54,000	4,500	4,500	4,500	54,000
House Rent Allowance	1,800	1,800	21,600	1,800	1,800	1,800	21,600
Advance Statutory Bonus	869	869	10,428	869	869	869	10,428
Special Allowance	7,991	7,991	95,892	7,991	7,991	7,991	95,892
Total of Fixed components (I)	15,160	15,160	1,81,920	15,160	15,160	15,160	1,81,920
Benefits							
Provident Fund - Employer's Contribution	1,499	1,499	17,988	1,499	1,499	1,499	17,988
Medical Insurance	195	195	2,340	195	195	195	2,340
Life Insurance	50	50	600	50	50	50	600
Gratuity	216	216	2,592	216	216	216	2,592
Total of Benefits(II)	1,960	1,960	23,520	1,960	1,960	1,960	23,520
Variable Components							
Performance Incentive							
ECOP A+	-	1,400	12,600	6,000	6,000	6,000	72,000
ECOP A	-	1,400	12,600	4,000	4,000	4,000	48,000
ECOP B	-	1,400	12,600	1,750	1,750	1,750	21,000
ECOP C	-	-	-	-	-	-	-
CTC With ECOP A+	17,120	18,520	2,18,040	23,120	23,120	23,120	2,77,440
CTC With ECOP A	17,120	18,520	2,18,040	21,120	21,120	21,120	2,53,440
CTC With ECOP B	17,120	18,520	2,18,040	18,870	18,870	18,870	2,26,440
CTC With ECOP C	17,120	17,120	2,05,440	17,120	17,120	17,120	2,05,440
Approximate Take home With ECOP A+	13,347	14,737		19,302	19,302	19,302	
Approximate Take home With ECOP A	13,347	14,737		17,317	17,317	17,317	
Approximate Take home With ECOP B	13,347	14,737		15,084	15,084	15,084	
Approximate Take home With ECOP C	13,347	13,347		13,347	13,347	13,347	
ESI - Employer's Contribution @ 3.25%	493	493	5,916	493	493	493	5,916
Broadband Reimbursement (Work From Home)	1,300	1,300	15,600	1,300	1,300	1,300	15,600
Self To Work (Work From Office)	2,200	2,200	26,400	2,200	2,200	2,200	26,400

With Best Wishes,
Shivesh Kundan
VP - HR-Recruitment

This is a system generated letter and does not require any signatures.

Annexure II

Benefits / Schemes	Description	Value
Advance Statutory Bonus	Statutory Bonus is applicable to those employee's whose basic salary is less than or equal to Rs. 21,000/- pm as per the payment of bonus (amendment) Act, 2015.	As applicable*
Production Incentive (ECOP)	As per Employee Cash Option Plan Policy of the company. The incentive is paid only if you meet all the performance requirements. The slabs are based on role / current program and subject to change in case of movement, internal policy changes, etc.	As per Policy**
Self To Work (STW)	Applicable as per 'Self to Work' Policy. This amount is paid only if employee opts for STW on HRMS and working from office. Actual payout will vary based on attendance for the month. This is not applicable for female employees working in shifts beginning and ending between 7pm to 7am.	As per Policy**
Company Transport	Company sponsored transport will be provided to employee from second day of FLE training (Residing in areas within the hiring radius as per company policy) Please update your address and contact details in HRMS. Employees who do not opt for company transport are eligible for STW (if applicable as per policy)	As per Policy**
Broadband Reimbursement	Applicable as per Broadband Reimbursement policy. This will be paid to you on actuals only if you are working from home.	As per Policy**
Group MediClaim Policy (GMC)	You are covered under the voluntary Group Medical Insurance Policy of the Company. It's the employee's responsibility to enroll dependents as per	Rs.1.50,000 **
Group Insurance in Lieu of EDLI (Under PF)	An Insurance benefit in the event of demise of an employee is provided under this Group Insurance Scheme during an employees term, to his Nominee/Family.	Rs.6.02,000 *
Group Personal Accident (GPA)	You are covered under the voluntary Group Personal Accident Insurance policy of the company	Rs.3,00,000 **
Group Term Life (GTL)	You are covered under the voluntary Group Term Life Insurance policy of the company	Rs.3,00,000**
ESI	Processed as per Employees' State Insurance Act, 1948. ESI is applicable for employees whose actual gross income pm is less than or equal to Rs. 21,000/- .For calculation purposes we have taken fixed to check the eligibility. If the actual gross earnings pm is more than Rs. 21,000, then the above mentioned ESI contribution will not be applicable. Employee's contribution - 0.75 % of actual gross salary including variable, STW (if applicable), etc. will be deducted accordingly.	As applicable*
Gratuity & Provident fund	Processed as per the Payment of Gratuity Act 1972 & Employees' Provident Funds Act,1952 respectively. PF contribution is based on min wages and capped at 12% of Rs.15,000 pm (as applicable). Employee and employer will contribute accordingly.	As applicable*

* Benefits as per Statutory Law is subject to change from time to time.

** These are voluntary schemes offered by the Employer, which may change, including withdrawal at any time without any notice

PAN Card, Aadhar Card and UAN number are statutory requirements. In case if you don't have a PAN card, please contact the HR.

With Best Wishes,
Shivesh Kundan
VP - HR-Recruitment

This is a system generated letter and does not require any signatures.