

We need to produce the updated stats, and I'd like to reiterate the smooth out.

Oliver, please plan to give an update on the dialogue with Irwin and the information shared for him to go to Global AFC. Wayne – if Irwin is not on the call, perhaps you can comment if needed.

We should also note the overdue current status and the projected status. Ideally we should be able to say the following, but not sure if our data is solid enough:

“last month, we had 40 overdue high risk items. Of those 40, 30 were approved and 10 remain outstanding. Xx new cases are overdue and we now have a total of zz cases overdue. Next month, we anticipate bb to be overdue. Sll in place on low/medium...”

We should also note actions taken with regard to the three levers and/or how we are improving throughput (written quickly, please don't take this verbatim):

- All the information shared/sent to AFC for a final determination on the smooth out schedule to follow
- Put in place a 48-hour rejection turnaround for the case managers; while tracking is difficult, communication is reiterated and we expect that AFC should start to see an improvement in another week.
- Staffing update – 5-6 new temps interviewed and expect to extend offers by the end of the week in Mumbai
- Kicking off small account closure.
- How far away are we from having all the cases submitted by June 15<sup>th</sup>? We NEED to be on track to have them all submitted by month end. I know there has been an uptick and confusion given the schedule.

Feel free to add points.

Adrienne – I understand you are having IT issues. If someone else should have the initial pen, let us know.

Kind regards,

Sheffali



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