

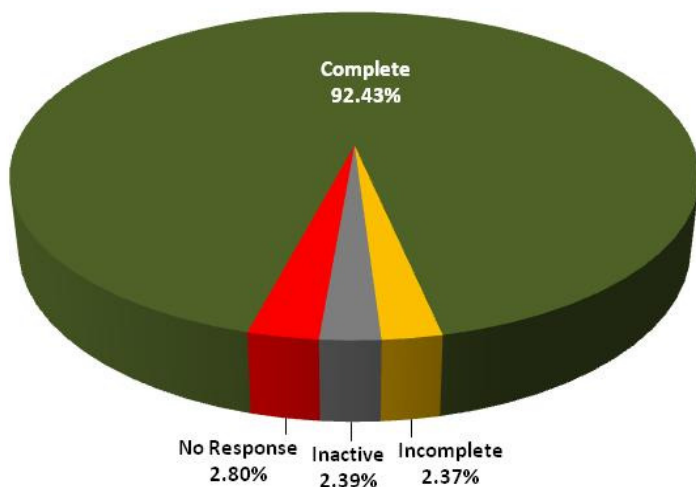
DEPENDENT ELIGIBILITY VERIFICATION – SAMPLE CLIENT

ONLINE REALTIME DEPENDENT VERIFICATION STATUS REPORT

Status as of December 18, 2009

TOTAL POPULATION: 37,340

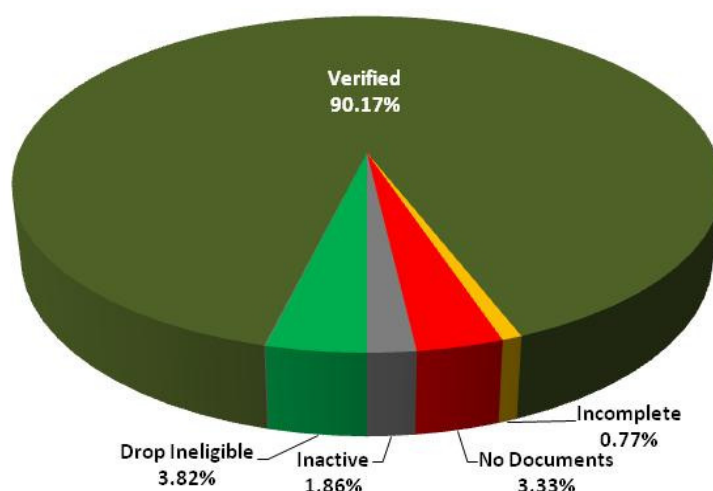
Participant Verification Status



Status as of December 18, 2009

TOTAL POPULATION: 80,722

Dependent Verification Status



Participant verification status

Particulars	Count	%
Complete	34,513	92.4%
Incomplete	886	2.4%
Inactive	894	2.4%
No Response	1,047	2.8%
Total	37,340	100%

Dependent verification status

Particulars	Count	%
Drop Ineligible	3,086	3.8%
Drop Ineligible - Amnesty	0	0.0%
Drop Ineligible/ Inactive	37	0.0%
Verified	72,790	90.2%
Incomplete	623	0.8%
No Documents	2,687	3.3%
Inactive	1,499	1.9%
Total	80,722	100%

VERIFICATION PROGRESS SUMMARY REPORT

CALL CENTER

Date	Calls Received	ASA (in HH:MM:SS) ≤ 45 secs	Abandon % ≤ 5.00%	Blocked Calls % ≤ 3.00%
Week 1	6	0:00:12	0.00%	0.00%
Week 2	1,341	0:01:19	8.10%	0.00%
Week 3	3,432	0:02:03	19.97%	0.00%
Week 4	1,912	0:00:46	3.89%	0.00%
Week 5	2,373	0:00:32	2.28%	0.00%
Week 6	2,467	0:00:37	3.20%	0.00%
Week 7	3,004	0:00:11	0.75%	0.00%
Week 8	3,056	0:00:13	0.75%	0.00%
Week 9	4,465	0:00:34	1.86%	0.00%
Week 10	7,003	0:00:58	4.20%	0.00%
Week 11	13,942	0:02:07	8.48%	0.00%
Week 12	1,787	0:00:29	1.21%	0.00%
Week 13	667	0:00:35	3.08%	0.00%
Week 14	1,047	0:00:34	4.69%	0.00%
Week 15	2,102	0:00:24	2.99%	0.00%
Week 16	1,379	0:00:38	3.46%	0.00%
Week 17	585	0:00:15	4.76%	0.00%
Sun 12/13/2009	5	0:00:04	0.00%	0.00%
Mon 12/14/2009	230	0:00:05	0.00%	0.00%
Tue 12/15/2009	61	0:00:06	0.00%	0.00%
Wed 12/16/2009	88	0:00:05	0.00%	0.00%
Week 18	384	0:00:05	0.00%	0.00%

Cumul: Avg. (since 08/21/2009)	50,952	0:00:42	4.09%	0.00%
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DOCUMENTS

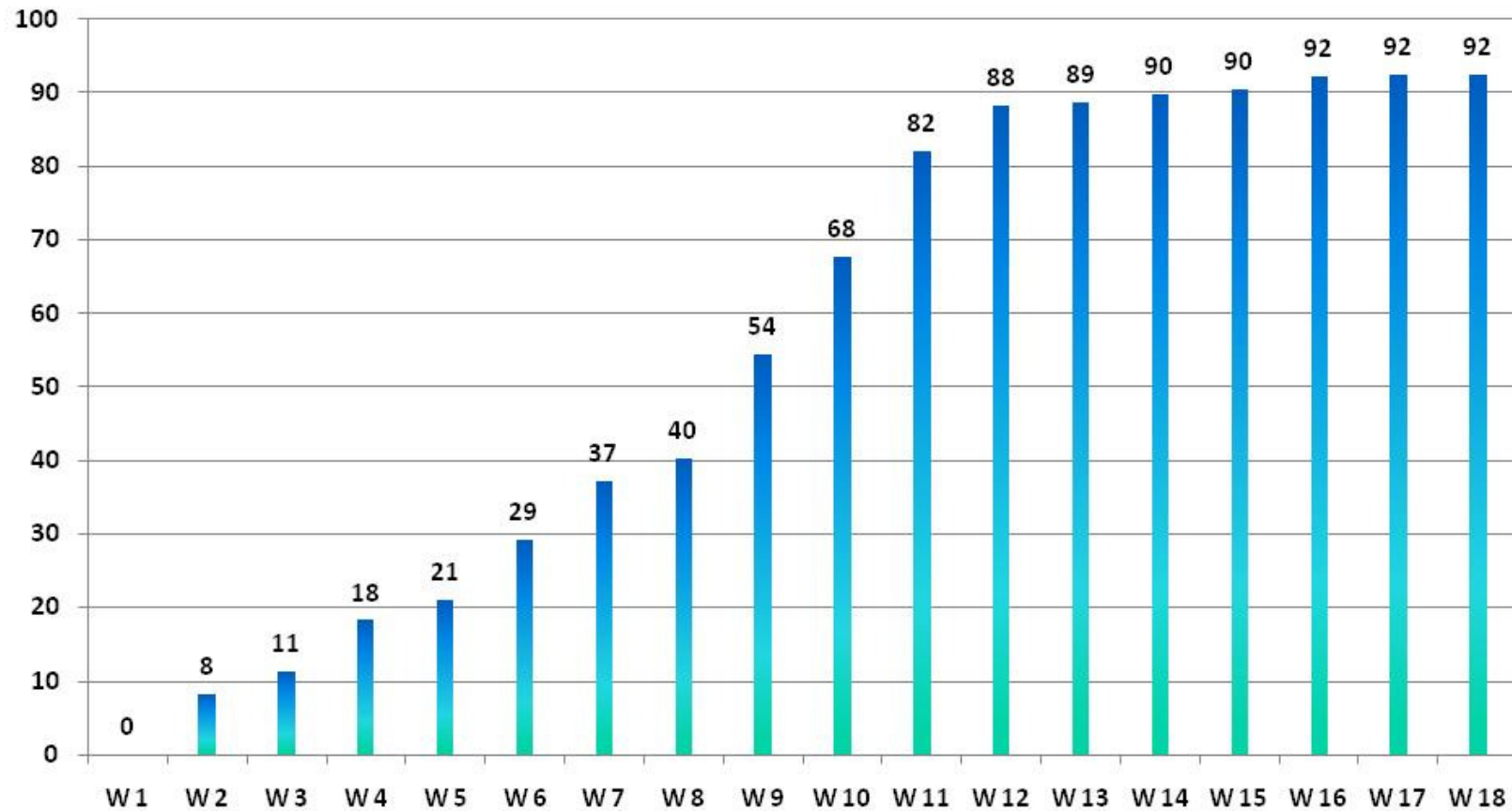
Date	Mails received	Mails Scanned	Mails pending scanning	Fax received	EE uploads	Total Documents	Returned Mails
Week 1	0	0	0	1	0	1	0
Week 2	0	0	0	190	201	391	0
Week 3	4,268	4,268	0	1,191	495	5,954	161
Week 4	3,542	3,542	0	775	361	4,678	34
Week 5	3,186	3,186	0	1,177	283	4,646	20
Week 6	2,414	2,414	0	1,373	307	4,094	17
Week 7	2,340	2,340	0	1,498	308	4,146	18
Week 8	2,801	2,801	0	2,044	440	5,285	107
Week 9	2,442	2,442	0	2,503	506	5,451	44
Week 10	2,327	2,327	0	3,915	571	6,813	13
Week 11	1,681	1,681	0	7,898	1,020	10,599	21
Week 12	406	406	0	705	44	1,155	71
Week 13	45	36	0	414	5	464	20
Week 14	57	66	0	410	4	471	25
Week 15	34	34	0	799	0	833	31
Week 16	11	11	0	694	0	705	15
Week 17	1	1	0	0	0	1	1
Sun 12/13/2009	0	0	0	0	0	0	0
Mon 12/14/2009	0	0	0	0	0	0	0
Tue 12/15/2009	0	0	0	0	0	0	0
Wed 12/16/2009	0	0	0	0	0	0	0
Week 18	0	0	0	0	0	0	0
As on date	25,555	25,555	0	25,587	4,545	55,687	598

DEM DAILY NOTIFICATIONS TO EMPLOYEES

Date/ Type of outbound communication	7 day reminders - Email	Confirmation - Email	Confirmation - Letter	Incomplete Letter - Email+print	Receipt of documents	Cover letter - Email	Cover Letter - Reprint
Week 1	0	0	0	0	1	0	0
Week 2	0	0	3	0	1	0	0
Week 3	0	18	17	0	1	0	0
Week 4	0	0	17	0	1	0	0
Week 5	0	0	2	0	1	0	0
Week 6	0	0	0	0	1	0	0
Week 7	1	150	266	112	113	8	36
Week 8	21	466	875	967	968	7	59
Week 9	61	349	681	561	562	63	248
Week 10	61	200	282	132	133	29	50
Week 11	70	498	764	287	288	46	89
Week 12	74	898	1318	515	516	77	163
Week 13	93	783	1199	489	490	31	71
Week 14	61	927	1460	549	550	60	111
Week 15	11	684	1362	627	628	15	108
Week 16	0	347	626	404	405	8	29
Week 17	11	696	1083	329	330	23	60
Sun 12/13/2009	0	13	14	114	115	1	11
Mon 12/14/2009	0	22	64	15	16	0	0
Tue 12/15/2009	0	79	172	46	47	2	4
Wed 12/16/2009	0	219	381	60	61	3	6
Week 18	0	333	631	235	236	6	21
Total	464	6,349	10,586	5,207	5,225	373	1,045
% of employee population	1.24%	17.00%	28.35%	13.94%	13.99%	1.00%	2.80%

PARTICIPANT VERIFICATION REPORT – WEEKLY PROGRESS

% of Participants completed verification



DEPENDENT VERIFICATION REPORT – WEEKLY PROGRESS

% of Dependents completed verification

