

**CLEARANCE PROCESS AND EXPECTATION LETTER**

Thursday, April 11, 2019

Separation Date:	<u>3/26/2019</u>
Date Hired:	<u>2/20/2018</u>
Date of Clearance Submission:	<u>4/11/2019</u>
Employee Name:	<u>Alico, John Paul L.</u>
Position:	<u>Customer Service Representative</u>
Employee Number:	<u>2752681</u>

Dear Mr. / Ms. **Alico, John Paul L.,**

Your clearance is currently being processed. The standard turnaround time in processing the Employee Exit Clearance will take sixty to ninety days from the date of submission. The process involves routing the process ownerships to other departments involving HR, IT, Administration, Custodian, and Payroll to review, finalize and clear you from all your accountabilities, and process your last pay. By the end of the process cycle, the following are expected to be produced for release:

1. Last Pay Claim Stub (will be presented to the partner bank to get the last pay check and process encashment of the same)
2. Certificate of Employment (COE, original copy)
3. Clearance Certification (photocopy)
4. Quit Claim Form (photocopy)
5. Last Pay Computation
6. BIR Form W2 or 2316 for the current fiscal year

We hereby request you to follow up with us on or after the sixtieth day from the date you have processed the exit clearance by sending an email to [FinalPayInquiryCebu@teleperformance.com](mailto:FinalPayInquiryCebu@teleperformance.com) so you will be given further instructions on how you can claim your collectibles.

Please ensure that you type CLEARANCE on the subject line of your email and the following details must be provided in the body of the message:

1. Complete Name
2. Employee Number (CCMS ID Number)
3. Site where you were assigned
4. Date when you processed your clearance
5. Last account/program handled
6. Date of birth
7. Name of last supervisor
8. Hire date
9. Separation date
10. Preferred schedule to receive the collectibles (should state specific date that befits Monday or Tuesday; releasing will be made anytime between 1200 through 1400)

In our effort to make sure that proper expectations are set before you leave the company, please see below important reminders:

In accordance with the policies governing the use of headsets, your failure to surrender the property on or before your separation date and / or surrendering the headset without the TP Asset Tag or serial number will result to a deduction in your last pay, equivalent to Php 3,500.00.

Proximity Access Badge that are defective or damaged will result to corresponding deduction from the last pay tantamount to Php 300.00. The slightest dent, chip, crack, or any forms-of... deformation on the card is considered defective or damaged, preventing the device to be re-used.

The notice period condition, stipulated in the Employee Contract is a primary consideration on all forms of employee exit. Not observing the said contract provision will compel the company to effect proportionate deductions on the unserved days from the last pay accordingly. This applies on immediate resignation, abrupt or incomplete notice period resignation, and absconding. Involuntary exits under just causes are not covered by the notice period rule. Breach of the notice period requirement and involuntary exits will not merit eligibility for rehire in any TP sites.

Zero pay may result for former employees with existing loans from SSS and / or HDMF.

Negative pay, determined to former employees that resulted from applicable deductions will not be issued the collectibles unless the accountability is settled before Payroll. Upon presentation of the payment receipt, the same items will be released accordingly by Human Resources.

For employee exits with positions assuming managerial to executive functions, final pay processing can take more that the above expectations due to the nature of financial accountabilities that need to be verified. You may still opt to follow-up on the regular time frame to check on how soon your collectibles can be released. While your record is being queued in the Exit Management System for clearance processing, the Payroll Team will be putting your salary on hold.

*"You shall continue to treat and keep as private and privilege all confidential information, and shall not release or in any way disclose such confidential information to any person, firm, corporation, or other entity, in any manner or form, either by statement, deposition, or as a witness, except upon direct written authorization of the Company through its duly authorized representative, gained because of your employment as described in your contract."*

Please be guided in the schedule of the last pay and credentials releasing:

1. Former employee will email Site HR Operations on or after the sixtieth day from the date of clearance processing to ascertain the availability of the collectibles: [Philippines@teleperformance.com](mailto:Philippines@teleperformance.com) or [FinalPayInquiryCebu@teleperformance.com](mailto:FinalPayInquiryCebu@teleperformance.com), see message format above.
2. Site HR will respond to the email inquiry to confirm availability and if this is true, a release schedule will be appointed on a Monday or a Tuesday, between 1200 through 1400.
3. Once a schedule is identified, the former employee will appear before the company representative on the agreed date and time to collect the expected items. Two valid IDs with identical signatures will be required to serve proof of identity and ownership.
4. Attorney-in-fact will be considered for former employees' name, place, and stead; deputized by virtues of a notarized Special Powers of Attorney, two photocopies of the owner's valid ID's with identical signatures, and two photocopies of the representative's valid ID's with identical signatures.
5. The HR Representative will discuss the details of the issued documents and provide pertinent instructions relating to the matter.
6. Answers to possible questions will also be provided.
7. "Acknowledgement Receipt Form" and "Quitclaim and Release Waiver Form" will be presented before the former employee or the representative to acknowledge receipt of the collectibles and establish closure of the process.

Thank you and we wish you luck in your future endeavors.

Sincerely,

Teleperformance

Generated and Issued by

**Jonalyn L. Colorado**  
Supervisor, Human Resources  
Teleperformance Philippines FHCS Incorporated  
Teleperformance Towers, Villa Ines Street, Cebu IT Park, Cebu City, The Philippines, 08000

**ACKNOWLEDGEMENT OF RECEIPT OF THIS MEMO:**

Received by: \_\_\_\_\_ at \_\_\_\_\_ on \_\_\_\_\_  
Signature over printed name City Date