

Date : 16th March 2024

CORRIGENDUM # 1

The following corrigendum is issued to the RFP for Inbound Contact Centre and Related Services, RFP No. SBILIFE/ OPS/CE/SK/23-24/15 rolled out for potential participants on 15/03/2024.

1) The Indicative Service Level Agreements (Clause 5)

This is with reference to Clause 5, Desired Service Quality (Clause 5.2, 5.3) and Penalty (5.4) for Fatal Error, in the context of the RFP which stands altered as hereunder:

| Page No. | Clause No. | Process | Particulars | Existing Desired Service Quality | Revised Desired Service Quality |
|----------|------------|-------------------|-------------|--|--|
| 15 | 5.2 | Voice Process | Fatal Error | Not exceeding 2% of the volume of calls audited | Not exceeding 1% of the volume of calls audited |
| 15 | 5.3 | Non-Voice Process | Fatal Error | Not exceeding 2% of the volume of emails audited | Not exceeding 1% of the volume of emails audited |

| Page No. | Clause No. | Sr. No. | Existing - SLA | Revised - SLA | % of total monthly bill |
|----------|------------|---------|-------------------------------|-------------------------------|-------------------------|
| 15 | 5.4 | 3 | Fatal Errors (should be <=2%) | Fatal Errors (should be <=1%) | 10% |

SBI Life Insurance Company