



International Task Distribution Guidelines

Below breakdown will act as a guideline when allocating Client inquiries to international teams in Dubai and Slovakia.

Dubai team

1. The Dubai team (Kunal, Chrissi and Seth) will reply, call, distribute and work on sales emails and tasks received or allocated during 9:00am to 9:30pm Singapore time (up to 5:30pm Dubai time);
2. Sales emails received after 5:30pm Dubai time, will be forwarded to Petar, for his reply;
3. As much as possible, Dubai team will reply to high quality sales emails received between 5:30 to 6pm Dubai time;
4. For high quality sales emails received close to 6pm Dubai time, the Dubai staff ring the Client and agree sales invoice and engagement deadlines; completing our phone questionnaire. You then have the following options:
 - a. Send holding email to Client and advise you will send engagement advancement email reply tomorrow am; or
 - b. Ask Petar to send the engagement advancement email that same day; or
 - c. Ask Simon to send the engagement advancement email during Singapore am;

Slovak team

5. Petar will reply, call, distribute and work on sales emails and tasks received or allocated between 9:00am and 12:00am Singapore time (up to 6:00pm Slovakia time);
6. Should there be any urgent sales emails past these hours, Petar will advise if he is able to reply to emails from 12:00am to 1:00am Singapore time.
7. Emails received past 1:00am Singapore time will be handled by Singapore team;
8. For emails received close to 6pm Slovak time, Petar to ring the Client and agree sales invoice and engagement deadlines; completing our phone questionnaire. You then have the following options:
 - a. Send holding email to Client and advise you will engagement advancement email reply tomorrow am; or
 - b. Ask Simon to send the engagement advancement email during Singapore am;

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International Task Distribution Guidelines

Distribution timeframes

	9am to 6pm SG time	6pm to 10pm SG time	After 10pm
Monday to Thursday	Simon to distribute emails	Chrissi/Kunal to distribute emails	Emails received to be answered by Petar. Petar to email Simon the remaining emails for distribution the following morning.
Friday	Simon to distribute emails	Petar to distribute between him and Seth	Emails received to be answered by Petar. Petar to email Seth the remaining emails to be answered by Seth on Saturday
Saturday	Seth/ (and Petar when available) to answer emails received	Seth/ (and Petar when available) to answer emails received	Emails received to be distributed by Chrissi/Kunal on Sunday
Sunday	Chrissi/Kunal to distribute emails	Chrissi/Kunal to distribute emails	Emails received to be distributed by Simon on Monday

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International Task Distribution Guidelines

Distribution of sales emails and calls

Distribution of emails

1st preference – distribute emails according to the citizenship

Sales email from a person from this country	Preferred person to answer email	Back up person to answer email
Africa based Clients	Seth	Kunal
South Africa Clients	Kunal	Chrissi
Europe based Clients'	Kunal and Petar	Chrissi
South America Clients'	Kunal	Chrissi
Asia north Clients'	Chrissi	Kunal
Australia and New Zealand	Kunal and Petar	Seth
Russia or CIS based Clients'	Petar and Seth	Petar or Seth
India based Clients'	Kunal	Seth and Chrissi
USA based Clients'	Chrissi	Kunal/ Petar
Middle East Clients	Kunal, Seth, Petar and Chrissi	all
Citizens from other countries	See table below to help you decide	

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International Task Distribution Guidelines

2nd preference – distribute email depending on their country requirement

Sales email about	Preferred person to send email out	Back up person to to send email out
Africa business set up	Seth and Kunal	Seth and Kunal
Europe	Kunal and Petar	Kunal and Petar
South America	Kunal and Chrissi	Kunal and Chrissi
Asia north	Chrissi	Kunal
Indonesia and Philippines	Chrissi	Kunal
Australia and New Zealand	Kunal	Chrissi/ Petar
Tax havens	Seth and Petar	Seth and Petar
Russia or CIS	Petar	Seth
Vietnam	Kunal	Chrissi
Thailand	Chrissi	Simon
India	Kunal	Chrissi
USA	Seth and Petar	Seth and Petar
Middle East	Petar, Kunal, Seth and Chrissi	all
Bitcoin, corporate bank account, merchant accounts, correspondent bank accounts, bank purchase	Petar and Seth	Petar and Kunal

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International Task Distribution Guidelines

Distribution of calls (when direct call, without sales email)

<u>1st preference – distribute according to Client's citizenship</u> Client citizenship	Preferred person to receive or make the call	Back up person to receive or make the call
African countries	Seth and Kunal	Seth and Kunal
Western Europe	Petar and Kunal	Chrissi and Kunal
Central & Eastern Europe	Seth and Petar	Kunal and Petar
South America	Kunal and Chrissi	Kunal and Chrissi
Asia north	Chrissi	Kunal
Indonesia and Philippines	Chrissi	Kunal
Australia and New Zealand	Kunal	Chrissi/ Petar
Russia or CIS	Petar	Seth
Vietnam	Kunal	Chrissi
Thailand	Chrissi	Simon
India	Kunal	Chrissi
USA	Seth and Petar	Seth and Petar
Middle East	Petar, Kunal, Seth and Chrissi	all

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International Task Distribution Guidelines

2nd preference – distribute depending on the sales emails requirements

Sales email about	Preferred person to receive or make the call	Back up person to receive or make the call
Africa business set up	Seth and Kunal	Seth and Kunal
Europe	Kunal and Petar	Kunal and Petar
South America	Kunal and Chrissi	Kunal and Chrissi
Asia north	Chrissi	Kunal
Indonesia and Philippines	Chrissi	Kunal
Australia and New Zealand	Kunal	Chrissi/ Petar
Tax havens	Seth and Petar	Seth and Petar
Russia or CIS	Petar	Seth
Vietnam	Kunal	Chrissi
Thailand	Chrissi	Simon
India	Kunal	Chrissi
USA	Seth and Petar	Seth and Petar
Middle East	Petar, Kunal, Seth and Chrissi	all
Bitcoin, corporate bank account, merchant accounts, correspondent bank accounts, bank purchase	Petar and Seth	Petar and Kunal

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