2014/2015 Incentive Structure

CSR

MTM recognizes the hard work and dedication that you put forth every day. Without your commitment to quality, it would be impossible for MTM to meet our goals and provide our clients and their members with excellent customer service. Your time, effort, and skills are what make MTM successful, and now you have the opportunity to directly benefit from the determination you apply to your daily activities.

We are excited to announce the new 2014/2015 incentive structure that rewards your outstanding performance. Now, not only will you be rewarded on a monthly basis, but quarterly and semi-annually as well. It's simple: put in the effort, meet your goals, and get the cash—up to $6,000 each year.

Up to

$6,000

each year

CSR

Metric	Incentive Pay Levels			
	Bronze	Silver	Gold	Platinum Performers
Monthly Cumulative Attendance Points	4:51-6:00	3-4:50	<3	Random recognition, including cash and other prizes
Average Handle Time (Month Over Month Improvement)	Determined at each contact center location			
Schedule Adherence	97%	97.5%	98%	
Call Quality Average	96%	97%	98%	
Monthly Incentive	$125	$250	$500	
Available Annual Incentive	$1,500	$3,000	$6,000	

** Management has flexibility to change this plan at any time.*

Agent Eligibility for Incentive Plan

- Agent must meet all measures at each level to receive the monthly incentive.
- Agent must have successfully graduated from Nesting Phase.
- Agent must not be on a Written Level or Higher for PIP.
- Agent must work at least 95% of scheduled hours for the month.
- Agents who are actively employed by the contact center at the day of payout will be eligible.
- Part-time agents will be issued payouts that are prorated based on the number of hours they are scheduled to work.
- All incentives received will be taxed at the appropriate rate and will be classified as part of your annual income.

MTM

2014/2015 Incentive Structure

CSCOT

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We are excited to announce the new 2014/2015 incentive structure that rewards your outstanding performance. Now, not only will you be rewarded on a monthly basis, but quarterly and semi-annually as well. It's simple: put in the effort, meet your goals, and get the cash—up to $4,800 each year.

Up to

$4,800

each year

CSCOT

Metric	Incentive Pay Levels			
	Bronze	**Silver**	**Gold**	**Platinum Performers**
Monthly Cumulative Attendance Points	4:51-6:00	3-4:50	<3	Random recognition, including cash and other prizes
Quality of Call Average	96%	97%	98%	
Team Goal: Work Queue	95% or higher (trips worked three days out)	95% or higher (trips worked three days out)	95% or higher (trips worked three days out)	
Team Goal: Abandonment Rate	5% or less	5% or less	5% or less	
Team Goal: Average Speed of Answer	30 seconds or less	30 seconds or less	30 seconds or less	
Monthly Incentive	$100	$200	$400	
Available Annual Incentive	$1,200	$2,400	$4,800	

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Agent Eligibility for Incentive Plan

- Agent must meet all measures at each level to receive the monthly incentive.
- Agent must have successfully graduated from Nesting Phase.
- Agent must not be on a Written Level or Higher for PIP.
- Agent must work at least 95% of scheduled hours for the month.
- Agents who are actively employed by the contact center at the day of payout will be eligible.
- Part-time agents will be issued payouts that are prorated based on the number of hours they are scheduled to work.
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MTM

2014/2015 Incentive Structure

SNT

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Up to

$6,000

each year

SNT

Metric	Incentive Pay Levels			
	Bronze	Silver	Gold	Platinum Performers
Monthly Cumulative Attendance Points	4:51-6:00	3-4:50	<3	Random recognition, including cash and other prizes
Quality of Call Average	96%	97%	98%	
Percent of Trips Successfully Scheduled	94%	95%	96%	
Team Goal: Work Queue	95% or higher (trips worked three days out)	95% or higher (trips worked three days out)	95% or higher (trips worked three days out)	
Monthly Incentive	$125	$250	$500	
Available Annual Incentive	$1,500	$3,000	$6,000	

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Agent Eligibility for Incentive Plan

- Agent must meet all measures at each level to receive the monthly incentive.
- Agent must have successfully graduated from Nesting Phase.
- Agent must not be on a Written Level or Higher for PIP.
- Agent must work at least 95% of scheduled hours for the month.
- Agents who are actively employed by the contact center at the day of payout will be eligible.
- Part-time agents will be issued payouts that are prorated based on the number of hours they are scheduled to work.
- All incentives received will be taxed at the appropriate rate and will be classified as part of your annual income.

MTM

2014/2015 Incentive Structure

Team Coach

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Up to

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each year

Team Coach

Metric	Incentive Pay Levels			
	Bronze	**Silver**	**Gold**	**Platinum Performers**
Percent of Coach's Team at Bronze, Silver, and Gold Level	50% at Bronze or Higher	60% at Silver or Higher	70% at Gold or Higher	Random recognition, including cash and other prizes
Monthly Incentive	$125	$250	$500	
Available Annual Incentive	$1,500	$3,000	$6,000	

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Agent Eligibility for Incentive Plan

- Agent must meet all measures at each level to receive the monthly incentive.
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- Agent must not be on a Written Level or Higher for PIP.
- Agent must work at least 95% of scheduled hours for the month.
- Agents who are actively employed by the contact center at the day of payout will be eligible.
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MTM

2014/2015 Incentive Structure

TP Helpdesk

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Up to

$4,800

each year

TP Helpdesk

Metric	Incentive Pay Levels			
	Bronze	**Silver**	**Gold**	**Platinum Performers**
Monthly Cumulative Attendance Points	4:51-6:00	3-4:50	<3	Random recognition, including cash and other prizes
Average Handle Time (Month Over Month Improvement)	4:15	3:45	3:30	
Schedule Adherence	97%	97.5%	98%	
Quality of Call Average	96%	97%	98%	
Resolve IssueTraks	Three business days	Two business days	One business day	
Monthly Incentive	$100	$200	$400	
Available Annual Incentive	$1,200	$2,400	$4,800	

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Agent Eligibility for Incentive Plan

- Agent must meet all measures at each level to receive the monthly incentive.
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