



Dear Partners,

Global tax information reporting is increasingly evolving as a significant business landscape owing to substantial changes in this industry. As it becomes more widespread with more countries introducing global laws, financial institutions worldwide are being continually challenged by the dynamics of ever-changing regulatory landscape and increasing compliance burden. At Intelenet®, we continually utilize a market-driven approach for all global compliance processes to ensure full compliance, reduced risk and increased efficiency in line with financial regulations like the US Foreign Account Tax Compliance Act (FATCA) among others. Our unwavering commitment to quality service along with consistent methodologies, exceptional speed to delivery and lead time to market have enabled our customers build robust compliance and reporting foundations.

This sustained approach of service excellence has been instrumental in Intelenet® being identified as a Leader in the CMS Analytics 'Overall' and 'Increased Revenue Capability' market segments by NelsonHall. This reflects Intelenet's® overall ability to meet future client requirements, as well as delivering immediate benefits and increased revenues. Our emphasis on continued innovation around improving customer experience by leveraging the power of technology and analytics has enabled clients transform business processes, improve competitiveness and meet ever changing regulatory requirements.

As we continue to hone our commitment towards setting new benchmarks of service excellence across industries and clients including the tax and regulatory services practice, our recognition at the Corporate Excellence Awards and Employer Branding Awards are yet another endorsement of our steadfast focus towards top-class quality and delivery.

Best regards,
Bhupender Singh, CEO,
Intelenet® Global Services

INDUSTRY ALERT

"Tax compliance for internationally active entities gained prominence when the U.S. Foreign Account Tax Compliance Act (FATCA) was introduced in 2010, though compliance seemed a long way off then. However, the time has arrived, and while the heaviest burden has fallen on non-U.S. financial institutions (including foreign domiciled banks, brokers and investment funds), multinational companies in nonfinancial services industries are also affected by requirements under these rules.

As regulators increasingly tell companies to bolster their compliance programs, some of them are turning to outside experts to provide the creation or management of such programs by outsourcing all or parts of the chief compliance officers job. The one compliance duty that most clearly merits hiring a vendor is the firm's performance in mock audit to proactively spot any compliance program weaknesses. The idea of having an outside professional's trained eye conduct an independent analysis of a firm's compliance program is now a rapidly growing trend."

Source: Reuters

Wins

- F&A Services for an International Telecom Major
- Knowledge Services for a Global Healthcare Major
- Managed Services for a Global Technology Major
- Complaints Handling Services for a Government Tax Authority
- Voice Services for a Leading Mobile Ecommerce Major
- HRO Services for a Multinational Public Sector Banking & Financial Services Major
- Elite Services Desk for an Entertainment Major
- Voice, Chat, Email & Collections Services for a Leading Bank

MONTHLY HIGHLIGHTS



INTELENET® GLOBAL SERVICES WINS 'CORPORATE EXCELLENCE AWARDS'



Intelenet® has won three awards at the Corporate Excellence Awards, in which best practices were rewarded for efforts of companies and individuals who demonstrated service excellence:

- Use of Technology for Operational Excellence by deploying TAP™ Framework
- Campaign of the Year for Mortgage Campaign - Integrated Communication Approach to create an award winning campaign
- HR Leadership Award - Kevin Dias, Senior Vice President (Director), Corporate HR was awarded HR Leadership Award



INTELENET® GLOBAL SERVICES WINS 'THE EMPLOYER BRANDING AWARDS'

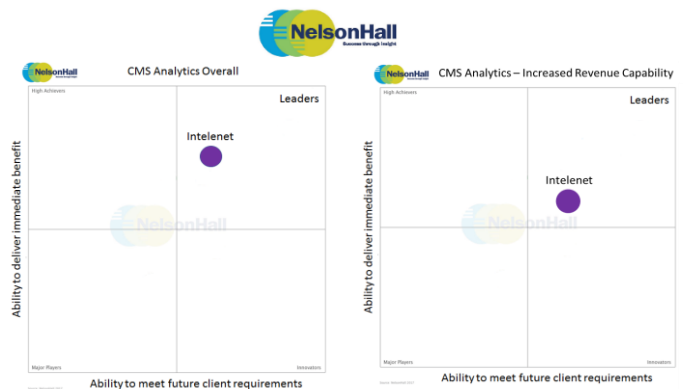


Intelenet® has won two awards at 'The Employer Branding Awards 2016-17', the highest honor for Training and Recruitment initiatives:

- Award for Excellence in Training – For outstanding achievement in implementing quality training and development programs
- Award for Innovation in Recruitment - For deploying innovative recruitment programs



INTELENET® GLOBAL SERVICES RECOGNIZED AS A 'LEADER IN CUSTOMER MANAGEMENT SERVICES'



Intelenet® has been recognized by NelsonHall as a Leader in Customer Management Services (CMS) Analytics including speech, text and social media analysis, and predictive analytics. NelsonHall's Evaluation and Assessment Tool (NEAT) identified Intelenet® as a Leader for –

- Overall Analytics Capability- Ability to meet future client requirements and deliver immediate benefits to CMS Analytics clients
- Increased Revenue Capability - Ability to meet future client requirements and deliver immediate benefits to CMS Analytics clients with a specific focus on delivering increased revenues