

Zimbra**ramya.tantry@harbingergroup.com**

FW: Elite

From : Samir Shaikh <samir@harbingergroup.com> Fri, Feb 23, 2018 05:19 PM
Subject : FW: Elite
To : Ramya Tantry <ramya.tantry@harbingergroup.com>
Cc : Satya Prakash <satyap@harbingergroup.com>, Nandkumar Karlekar <nandkumar@harbingergroup.com>

FYI

Regards,
Samir

From: Chimane Rhodes [mailto:chimane@workterra.com]
Sent: 23 February 2018 07:34
To: David Rhodes
Cc: Samir Shaikh; Satya Prakash; Bharti Satpute
Subject: Re: Elite

Hi Samir

The client was not sending terminations for over 15 months. And they are a temporary staffing firm with tons of turnover. They had over 50k in the system and they are saying they should average 14k active per month.

So they have sent us a series of 6 files trying to add retroactive termination dates all the way back to 2016.

Each file has had issues and so they send a next one to fix. Which compounds the problems.

We had asked development to give us the number of actives for 4 historical months October November and December of 2016 and January of 2017.

The numbers for all months except December are about 3500 lives not the expected 14k. And December is 19k so why that one in the middle is higher I don't know.

Also in reviewing data for the 2017 1095s today it was noted that term dates were wrong on a few people from a small sample. Which confirms that they sent wrong data.

They have very few elections and with each file Kevin (WT) has confirmed with the client whether or not to term the benefitted people. So I don't think we have a benefits problem.

Please let me know if you need more information.

I need to know the time this will take so I can quote to the client.

Thanks

Sent from my iPhone

On Feb 22, 2018, at 5:15 PM, David Rhodes <David.Rhodes@workterra.com> wrote:

I believe it is demographics data that contained erroneous termination dates and status changes.

Chimane can add more details.

Dave

David Rhodes
Chairman & CEO
www.workterra.com

On Feb 22, 2018, at 5:02 PM, Samir Shaikh <samir@harbingergroup.com> wrote:

Hi Dave,

Recovering from backup will be more accurate. Can you please share more details on the bad data is it demographics or election data?

I have raised a ticket with Verizon for latest backup before February 2nd. Will keep you informed on this

Regards,
Samir

From: David Rhodes [<mailto:David.Rhodes@workterra.com>]

Sent: 23 February 2018 00:37

To: Samir Shaikh; Satya Prakash; Bharti Satpute

Subject: Elite

Apparently there have been some files loaded for Elite that have caused a lot of data problems. This is not due to the software but them sending us bad data. What is the best way to back these out? Can we back the files out or do we need to restore from a backup. If they backups restore is necessary we need the backup from before February 2nd.

Dave

David Rhodes
Chairman & CEO

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