

Subject: New Operations Protocol for Recording Exited Clients or Cancelled Services

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To: INFORMATION DESK <info@ssfservices.com.au>; VIC/ SA/ TAS OPERATIONS UNIT <southernfront@ssfservices.com.au>; WA & NT Operations <westernfront@ssfservices.com.au>; NSW/ QLD/ ACT- OPERATIONS UNIT <easternfront@ssfservices.com.au>; SSF Accounts <accounts@ssfgroup.com.au>; THE OAC GOVERNANCE UNIT <OAC-GOVERNANCE@ssfservices.com.au>; Kelvin Zeng- Quality Assurance Team <qualityassurance@ssfgroup.com.au>

MEMORANDUM**Subject: New Operations Protocol for Recording Exited Clients or Cancelled Services****To: Service Delivery Team (OPERATIONS) inc. OAC CONNECT****Effective Date: 05/05/2024**

Dear Team,

In our ongoing efforts to improve processes to avoid OVERSIGHT in the Accounts Department from actioning on EXITED clients, we are implementing a new protocol for documenting exited clients or cancelled services into our database. Please adhere to the following steps effective immediately:

1. Notification of Exit or Cancellation

- **Immediate Notification:** Upon confirmation of a client's exit or service cancellation, the responsible OAC member must RECORD the Cancellation information within 24 hours onto this EXITED tracker on SMARTSHEET <https://app.smartsheet.com/sheets/cFP3FP8qH29pjwrHX442wChR6PXM4vrv3RrGmJX1> using the designated communication channel (e.g., email, internal messaging system).

Protocol Implementation Support

- **Questions and Assistance:** For any questions or if you need assistance with the new protocol, please contact Marini via email on marini@ssfgroup.com.au
- **Feedback:** Your feedback is crucial for refining these processes. Please submit any suggestions or concerns to the Accounts Department.

Kind Regards

OAC-GOVERNANCE DEPARTMENT*The SSF Group of Companies*

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