

Exhibit A

QBEweekend.pdf – Weekend Chat Transcript and PowerPoint Revisions

Ruturaj Waghmode Friday 17:33



Hey

Friday 17:33

Hey

Ruturaj Waghmode Friday 17:33



I put George's and a co-pilot version of the decks here [Discovery engagement proposal](#)

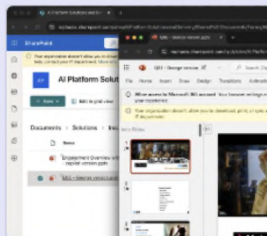
See if you can access and create one which blends these 2 + Lucid pitch

Friday 17:34

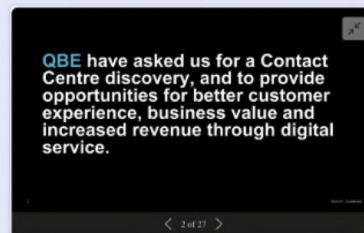
Copy...

Friday 18:02

Still the wrong slide. I even tried opening it in Incognito mode to rule out any caching issues.



you want your "QBE - George version" 2nd slide to look like this:



Ruturaj Waghmode Friday 18:14



Create your own

I don't like much of G slides

Leverage Lucid flow

Friday 18:16

Copy

Ruturaj Waghmode Friday 21:37



Where you able to draft a better version?

Friday 21:45 Edited

Of course—it's an art. I played a key role in building Oracle HQ's first CC recommendation engine (inverted index of incident histories) in Redwood Shores, where prompts return similar incidents submitted during interactive sessions. I'm confident we can walk away from the meeting with a two-week paid engagement to establish a baseline and provide our recommendations.



Albert Rojas 28/02/2025, 21:45

Of course—it's an art. I played a key role in building Oracle HQ's first CC recommendation engine (inverted index of incident...

Looking for the uplifted deck version if you have one

Friday 22:46



Like I said, it's an art. I'll have it ready first thing Monday. I'd love to present this to QBE because I enjoy showing QBE that we know how to make all the moving parts work, especially AI-driven enhancements that ensure users always have the latest data during interactive CC sessions.



Saturday

Saturday 14:34

Open this using the 'Your Browser' option to activate the hyperlinks, especially on slide 5. I assume there's awareness that QBE is facing Contact Center challenges. This presentation has two key objectives:

1. Mphasis understands how to make the moving parts work.
2. As Sales Consultants, we are here to help.

QBE

QBE Contact Center Transformation Proposal

Agenda

- Introductions
- Executive Summary & QBL's Challenges
- Proposed Transformation Strategy
- Why Mphasis? (With Live Demo)
- Next Steps

QBE CC Intro3 1.pdf

Stil WIP... 🤖



The PPT. But the href links will not work unless you can download the PPT to your desktop. Still WIP lol

QBE

QBE Contact Center Transformation Proposal

Agenda

- Introductions
- Executive Summary & QBL's Challenges
- Proposed Transformation Strategy
- Why Mphasis? (With Live Demo)
- Next Steps

QBE CC Intro2.ppt

Ruturaj Waghmode Saturday 14:44



You've gone a few steps ahead AI

What we need for now is a 2-3 weeks workshop to collect data on call volumes, ops processes and tech stack

Albert Rojas 01/03/2025, 14:43

The PPT. But the href links will not work unless you can download the PPT to your desktop. Still WIP lol 📎 File: QBE CC Intro2.ppt

This proposal should come after this discovey

Right now we don't know enough to make it specific to QBE

Saturday 14:51

Copy. This is a request for a two-week paid engagement to gather QBE Contact Center stats, conduct a review, and present our recommendations—great! The AI demo on slide 5 was just a quick showcase to demonstrate that we understand how to make the moving parts work. We're here to help! Even if we don't win this business, I'm confident the QBE team will reach out for the next opportunity because they'll know we have the expertise to make everything run smoothly.



Ruturaj Waghmode 01/03/2025, 14:44

What we need for now is a 2-3 weeks workshop to collect data on call volumes, ops processes and tech stack

QBE is likely already collecting machine data (call volumes, operational processes). Our task will be to aggregate and leverage that data to optimize their contact center.

Ruturaj Waghmode Saturday 14:57



Albert Rojas 01/03/2025, 14:55

QBE is likely already collecting machine data (call volumes, operational processes). Our task will be to aggregate and leverag...

Unsure about what data they have

Leverage the Lucid slides

Saturday 14:58

Ruturaj Waghmode 01/03/2025, 14:44

You've gone a few steps ahead AI

Great! That's exactly what I want QBE to realize. Collecting data is easy—it's how you use it that matters. At Mphasis, we're experts in not just gathering machine data but turning it into actionable insights. Had QBE done this, they wouldn't be facing their current contact center challenges.



Ruturaj Waghmode 01/03/2025, 14:57

Unsure about what data they have

That's what the 2-week paid engagement is for.

Ruturaj Waghmode 01/03/2025, 14:57

Leverage the Lucid slides

I can, but if this is a *Discovery* meeting, those Lucid slides are more suited for the *We're Already Married* meeting—where we're figuring out how to move in together. Just saying boss.

Ruturaj Waghmode Saturday 15:04



Albert Rojas 01/03/2025, 15:01

... but if this is a Discovery meeting, those Lucid slides are more

↘ New messages



Albert Rojas 01/03/2025, 15:01

I can, but if this is a Discovery meeting, those Lucid slides are more suited for the We're Already Married meeting—where we're figuri...

May be use the first few slides

Saturday 15:20

If we're planning to present this at the QBE offices in London next week, I'd love to be there. I can meet you the next time you're in New York. As for presenting the Lucid slides, you already have them. I know the team at QBE—most likely, they won't understand the Lucid slides because if they did, they would have already taken action. Please let me know your thoughts, and I can coordinate with George in London next week.

Ruturaj Waghmode Saturday 15:45



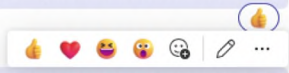
This stakeholder is in Sydney

Saturday 16:39

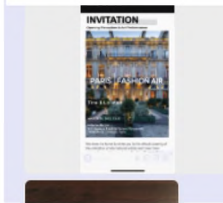
At the Sydney office or Teams?

Edited

If Teams, I would love to listen in. See you Tuesday in NY unless I hear otherwise.



Anna and I were working at the hotel today, and she invited me to her Paris show on March 6. I really think I should attend—it'll be a great networking opportunity for Mphasis. You know I love hunting for business, and the tech side comes naturally to me. I've been coding longer than anyone you have at Mphasis. I promise I'll fly back to New York right after the show.
Let me know your thoughts.



↓ New messages

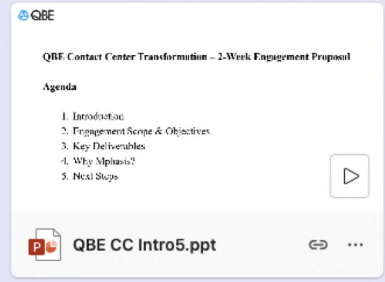
Ruturaj Waghmode 01/03/2025, 14:57
Unsure about what data they have

One more point:
If we're uncertain about their data, that's even more reason to hold off on presenting the Lucid slides for now, sir. The two-week engagement may reveal that the CC software is functioning perfectly and that the issue lies in how QBE is using it—just like what happened with LLMs decoding NDAs. The LLM performed as designed; the problem was in how QBE was using it.
Respectfully,
Albert

Yesterday

Yesterday 10:54 Edited

I've refined it into an 7-page, 2-week paid engagement presentation, assuming we only know they're facing challenges with their Contact Center software. Slide 6 is my favorite.



Yesterday 23:00

I'll be in the London office from Tuesday to Thursday, then in Paris on Friday for the fashion show—it's going to be quite an event. Fortunately, my daughter, the Instagram PM, can help me navigate it! 🥰 Safe travels to New York. I'll be standing by for instructions on the QBE demo prep—I'm confident I can help the team close business.



Today

17:49

17:49

Safe travels!
I'm thrilled to be working for Mphasis and excited for the journey ahead. Enjoy the city, and I look forward to the day we can share a beverage.
Sincerely,
Albert
P.S. I'm keeping an eye out for any instructions regarding the QBE presentation.



Ruturaj Waghmode 17:51



I've to get the ppt in shape today & send out

I need to make a go/no-go decision for you coming into the SC role

I don't have enough data points to make this call

17:55

Ruturaj Waghmode 03/03/2025, 17:51
I've to get the ppt in shape today & send out

Copy. If the goal of the QBE meeting is to secure a two-week paid engagement to assess their Contact Center operations and provide recommendations, consider it done.

Ruturaj Waghmode 03/03/2025, 17:51
I don't have enough data points to make this call

To make what call? Apologize if I am missing something.

Please advise

18:04 Edited

Ruturaj Waghmode 03/03/2025, 17:51
I need to make a go/no-go decision for you coming into the SC role

I'm about to put Mphasis in the spotlight during Paris Fashion Week. I excel at what I do, especially letting prospects know that we know how to make all the moving parts work! I am confident in my ability to help the team drive and close new business.

19:44

Albert Rojas 03/03/2025, 17:55
Copy. If the goal of the QBE meeting is to secure a two-week paid engagement to assess their Contact Center operations and provi...

And please feel free to share the PPT with me for any additional edits. I'm happy to make whatever changes are needed!

Last read

Ruturaj Waghmode 21:27



In a meeting

21:29 Edited

Your light was green (Available)
I'm here if you need help with that QBE deck. Cheers!

Ruturaj Waghmode 21:47



I'm in Vanguard client office



I'm here if you need help with that QBE deck. Cheers!

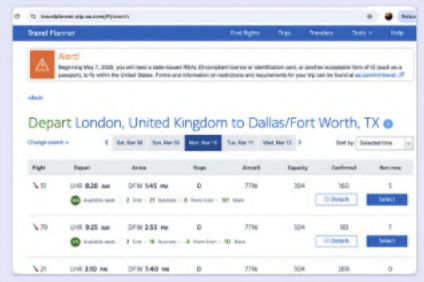


Raturaj Waghmode Monday 21:47

I'm in Vanguard client office

Monday 21:52

Copy. BTW - I can also fly from London to your neighborhood. No problem.



Raturaj Waghmode Monday 21:56



I created this QBE proposal deck [Discover workshop proposal for QBE CCaaS transformation 2025.03.03.pptx](#)



Discover workshop propos... ↵ ⋮

Monday 22:20 Edited

The proposal deck includes Lucid (slide 9). I was under the impression we were aiming for a two-week paid engagement —can you confirm?
Safe travels!
Best,
Albert

Raturaj Waghmode Monday 22:23



Please fix

Monday 22:24 Edited

you need to give me rights to the deck

Monday 22:31

Call me when you can. My cell 646-866-1669
Cheers!

Monday 23:30

Monday 22:31

Call me when you can. My cell 646-866-1669
Cheers!

Monday 23:30

Slide 5 mentions two streams running in parallel, but it describes Stream-2 as having a "foreign key" relationship to Stream-1. If I'm misinterpreting, feel free to disregard (though QBE might read it the same way I do).
Also, I now have access to your deck. Cheers!

Tuesday

Ruturaj Waghmode Tuesday 02:17



Hey

Was in transit

Let's talk tomorrow

Let's talk 1:1

Tuesday 07:05

Copy

Tuesday 09:52 Edited

I think you need to email me your deck as I can't download it. Some points: **Slide 3:** Rename to "*Our Contact Center Tuning Best Practices.*"

Monday 22:31

Call me when you can. My cell 646-866-1669
Cheers!

Monday 23:30

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Also, I now have access to your deck. Cheers!

Tuesday

Ruturaj Waghmode Tuesday 02:17



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Tuesday 09:52 Edited

I think you need to email me your deck as I can't download it. Some points: **Slide 3:** Rename to "*Our Contact Center Tuning Best Practices.*"



Let's talk 1:1

Tuesday 07:05

Copy

Tuesday 09:52 Edited

I think you need to email me your deck as I can't download it. Some points: **Slide 3:** Rename to "Our Contact Center Tuning Best Practices."

- **Slide 5:** Adjust the x-plot to show that *Stream 1 learnings feed into Stream 2*.
- **Slide 6:** Clarify that the *2-week Stream 1* supports the *recommendations* deliverable (remove the implication of needing 6 weeks).
- **Slides 6, 10, 11:** Fix the "Lucid Motoes" typo.
- **Slide 12:** Consider moving this to the beginning of the presentation.
- **Slides 13, 16, 18:** These may not be necessary for this *Discovery* presentation.

Tuesday 10:00 Edited

safe travels. Last question, who is giving the presentation to QBE/Sydney? Would be great to have a quick Team's talk with him or her. Cheers!



Regarding your "SC" note on the VMware project at Flagstaff Bank (Long Island)—if you give me the presentation for QBE in Sydney, I'll secure the business for you. Let me know how you'd like to proceed.

Raturaj Waghmode Tuesday 18:40



AI, when can we talk?

You are going all over the place

Raturaj Waghmode Tuesday 18:52



Can we schedule a time?

Tuesday 19:01



Raturaj Waghmode Tuesday 18:52



Can we schedule a time?

Tuesday 19:01

Raturaj Waghmode 04/03/2025, 18:40
You are going all over the place

I'm not sure if joining your team as an SE is the right move. After spending the weekend rewriting your deck, I'm not exactly feeling the support. If you want me on board, let's make it happen—but if not, I need to explore other opportunities.
Cheers AR

Raturaj Waghmode Tuesday 19:26



We haven't had a chat and I see you are trying to help. I need to give you a defined outline to operate and be within the role parameters. Will that work?

Tuesday 19:28

Of course! I'd like to see a quota and OTE. I'm eager to sell software and help our clients make better decisions with machine data!



Raturaj Waghmode Tuesday 19:29



Talk soon



Tuesday 20:01

I'm on deck

Wednesday

Wednesday 00:17

Thanks for the teams call today and safe travels to New Mexico. Cheers! Albert



Type a message



B

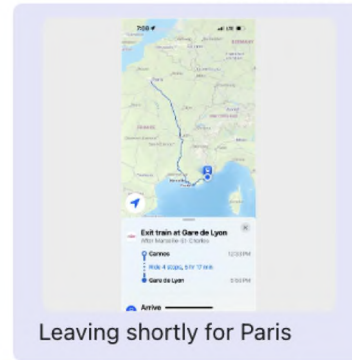


wednesday 00:17


Thanks for the teams call today and safe travels to New Mexico. Cheers! Albert



Wednesday 07:56



<https://drive.google.com/file/d/12BaPm-ebwscf4kKrGDB5VCYAMxKLDnBW/view?usp=drivesdk>



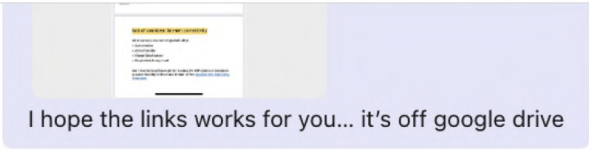
DOE- Final (unclassified).pdf - Google D... X

drive.google.com

Edited

Link to my AI project monitoring glove-boxes in volatile environments for LANL (unclassified)





I hope the links works for you... it's off google drive

Ruturaj Waghmode Wednesday 12:49



You called me at 6 AM?

Wednesday 12:49

Sorry! It may have been a "pocket call"

Ruturaj Waghmode Wednesday 12:49



Ok

Wednesday 13:21

Are you still in the city? Let me know if you want VIP to the top of the Empire State Building

Ruturaj Waghmode Wednesday 14:31



I'm heading out in a hour

Cheers

Wednesday 14:32

Next time. It's a great trip to the top with my son. Safe travels

Today

13:25

Just checking in from Paris before our Team meeting in four hours. Hope the QBE presentation went well! I don't have any updates on my end, as the Schwab intro call is still set for Monday, as you know. Team you soon! Albert

14:10

My only question: Am I part of your group?

Type a message



Down

Exhibit B

Clarification on AI Tools Discussion Cancellation – Email Evidence of Discrimination



A R <rojas.albert@gmail.com>

Request for Assistance – Workplace Concern

Albert Rojas <albert.rojas@mphasis.com>

Sun, Mar 9, 2025 at 6:26 AM

To: POSH <POSH@mphasis.com>

Cc: Albert Rojas <albert.rojas@mphasis.com>, "rojas.albert@gmail.com" <rojas.albert@gmail.com>

Dear Posh,

I would appreciate your guidance on a matter that concerns me. I believe I may be experiencing workplace harassment—not of a sexual nature, but rather age discrimination.

On **Friday, February 28, at 6:14 PM**, I received a request from our team lead, **Ruturaj Waghmode**, stating that he was dissatisfied with much of **George Ioannou's** PowerPoint Slides content. I know George, and this made me uncomfortable, as I believe it would have been more appropriate to include him in the weekend slide revisions. Nonetheless, per Ruturaj's request, I rewrote George's **QBE proposal** over the weekend. A transcript of our weekend chat is attached ("**QBEweekend.pdf**").

Then, on **Friday, March 7**, Ruturaj informed me that he had "bad news" and was **removing me from all assignments**. I was given no clear reasoning for this decision and would appreciate an explanation. A transcript of our conversation that day is attached ("**Ruturaj Today Chat.png**").

I am an experienced technologist with a track record of working across the entire stack—building dynamic systems in both **shared and shared-nothing architectures**. I have contributed to projects domestically and internationally, across **commercial and secure data centers**. Whether it's fine-tuning a **database process** or a **PowerPoint presentation**, I am always happy to assist. However, these unexpected decisions from Ruturaj have been challenging to navigate.

I would truly appreciate your insight on this matter.

Best,

AI Rojas

From: Albert Rojas <albert.rojas@mphasis.com>

Sent: Sunday, March 9, 2025 5:05 AM

To: Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>; Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>

Cc: Albert Rojas <albert.rojas@mphasis.com>; rojas.albert@gmail.com <rojas.albert@gmail.com>

Subject: Clarification on AI Tools Discussion Cancellation

Team,

I received a cancellation notice for Monday's AI Tools Discussion from **Vijayalaxmi**, but the meeting was originally scheduled with **13** Mphasis employees. Please see the attached "**Cancel 10-Mar.png**" for reference.

Additionally, the full list of **13 attendees** is attached in "**Attendees 10-Mar.zip**."

Could you clarify why I was the only one whose invitation was canceled?

Attendees List:

- **Vijayalaxmi A** – Bangalore, India (vijayalaxmi.a@mphasis.com)
- **Albert Rojas** – New York (albert.rojas@mphasis.com)
- **Anoop Prabhakar** – Bangalore, India (anoop.prabhakar@mphasis.com)
- **Ruturaj Waghmode** – Dallas, Texas (ruturaj.waghmode@mphasis.com)
- **John Carter** – Dallas, Texas (john.carter@mphasis.com)
- **Melvin Xavior Mathews** – Texas (melvin.mathews@mphasis.com)
- **Shashi Punagasela** – Chennai, India (punagasela.kanth@mphasis.com)
- **Gurunathan M** – Chennai, India (gurunathan.m@mphasis.com)
- **Imran Shaikh** – Pune, India (imran.a@mphasis.com)
- **Shalini Suresh** – Bangalore, India (shalini.suresh@mphasis.com)
- **Jancy Thankachan Samuel** – Pune, India (jancy.thankachan@mphasis.com)
- **Syed Sharieff** – Chennai, India (syed.sharieff@mphasis.com)

Looking forward to your response.

Best,
Albert

From: Albert Rojas <albert.rojas@mphasis.com>

Sent: Saturday, March 8, 2025 3:44 PM

To: Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>; Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>

Cc: Albert Rojas <albert.rojas@mphasis.com>; rojas.albert@gmail.com <rojas.albert@gmail.com>

Subject: Re: [Monday 10-Mar Meeting – Attendance & KYC Relevance] Clarification Needed on Project Changes

I'm still on the calendar invite for Monday, March 10, 2025. Noticing quite a few attendees on the invite. I plan to dial in unless I hear otherwise—especially given that the Charles Schwab project involves ingesting client PDFs for KYC purposes.

For context, I created [OFAC.ai](#), a KYC AI platform that helps banks verify clients' compliance with sanction regulations. The technology connects SEC Edgar 10-Ks with SEC OFAC sanction data and other relevant sources.

CC'ing my personal account, as I still don't have an Mphasis laptop like everyone else.

Kind Regards,

AI Rojas

From: Vijayalaxmi A

Sent: Thursday, March 6, 2025 2:18 AM

To: Vijayalaxmi A <vijayalaxmi.a@mphasis.com>; Albert Rojas <albert.rojas@mphasis.com>; Anoop Prabhakar <anoop.prabhakar@mphasis.com>; Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; Melvin Xavior Mathews <melvin.mathews@mphasis.com>; John Carter <john.carter@mphasis.com>

Cc: Shashi Punagasela <punagasela.kanth@mphasis.com>; Gurunathan M <gurunathan.m@mphasis.com>; Imran Shaikh <Imran.A@mphasis.com>; Shalini Suresh <Shalini.Suresh@mphasis.com>; Jancy Thankachan Samuel <jancy.samuel@mphasis.com>; Syed Sharieff <syed.sharieff@mphasis.com>; Sivaranjani R <sivaranjani.r@mphasis.com>

Subject: AI Tools Discussion - Schwab Project Money

When: Monday, March 10, 2025 11:00 AM-11:30 AM.

Where: Microsoft Teams Meeting

Hi Team - Setting up time to explore AI solutions & opportunities for Schwab - Project Money.

Regards,
Vijayalaxmi.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 480 957 237 162

Passcode: yN2aw9WK

Join on a video conferencing device

Tenant key: teams@mphasis.onpexip.com

Video ID: 131 383 906 3

[More info](#)

For organizers: [Meeting options](#)

Get [Outlook for iOS](#)

From: Albert Rojas <albert.rojas@mphasis.com>

Sent: Friday, March 7, 2025 7:18 PM

To: Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>; Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>

Cc: Albert Rojas <albert.rojas@mphasis.com>

Subject: Clarification Needed on Project Changes

Team,

I just finished a Teams meeting with Ruturaj, but due to a poor connection, I've attached a screenshot of our conversation: "**Ruturaj Today Chat.png**."

Per Ruturaj's request, I rewrote George's QBE proposal over the weekend. A transcript of our weekend chat is attached: "**QBEweekend.pdf**."

He then asked me to begin work on the Charles Schwab engagement, which I've also attached: "**Charles Schwab.pdf**."

