



ENNATE GLOBAL SERVICES (EGS)

(Excel Innovation Beyond Imagination)

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F-71, Sector-11, Noida-201301, Distt. Gautam Buddha Nagar, Uttar Pradesh, India. Ph: +91 98108 99493, +91 (0120) 421 4442
E: info@egsgroup.in w: www.egsgroup.in



DUE DILIGENCE DOCUMENT FOR SOURCE/STRATEGIC PARTNER

As part of Ennate Global Service (EGS) compliance process and internal due diligence, we require all potential Source Partners to confirm through this document, the internal procedures they undertake to ensure legislative and regulatory compliance, specifically data protection and consumer information compliance.

Kindly fill out, as completely and accurately all of the fields.

Company Information

Registered Business Name	
Business Address	
Company Registration Number and the government body regulating this in your country	
How long have you been operating as a business?	
Company Website	
What is your Company's field of specialization?	

Point of Contact

Complete the table below for the people responsible for this project

	Name	Skype	Email Address	Contact Number
Main POC				



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Your Call Centers

Please provide the location on where your Call Centre(s) are based including country, town and city	
Seat Capacity and Scalability	
No of Occupied Inbound Stations	
No of Occupied Outbound Stations	
No of Available Stations	
Total Seats (occupied + available)	
Please provide the approximate number of seats you have in your Call Centre	
Areas of Specialization	

Data Preparation, Processing and Safekeeping

Do you own any data UK, US and AUS: Who owns the data? How was the data/file generated or sourced? Describe the channel/s used to obtain these records.	
Please provide the opening script, opt-in statement and the closing script that you use in your calls:	
Can you describe to us the process you have to keep the data protected?	



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On your Connectivity and VOIP System

Who provides your VOIP provider?	
How many calls could be made at one time?	

We endeavor to do Weekly Billing, payment within 30 days. Will you accept this?	
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Quality Audit Process

Give us a brief overview of the quality and audit procedures	
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Affiliations / Accreditation / Memberships:

Please provide information about any affiliations, accreditation, memberships that you have (ex: ISO, Government Corporate Licenses etc) or other local bodies:

Name of Organization	Member Since	Purpose / Description

DIALLER SYSTEM

Are you using predictive dialer?	
If you are using predictive dialer, is it AMD enabled?	
What is the brand of Dialer is using?	
Please write here the details of your Dialer provider	

Name and Position	Company	Contact Number / Skype / Email Address

Required Attachments to this Due Diligence Form:

1. Photographs of the Call Centre to provide us a better understanding of your site and its operations
2. Provide us at least three (3) call recording from an on-going or previous process
3. Copy of your Company Profile (if you have)

I hereby agree that all the information stated above are true and correct to the best of my knowledge and belief.

I authorize Ennate Global Services(EGS) to investigate all statements and other information contained in this due diligence form and any attachment submitted with it, unless I have stated in writing to the contrary.

Filled By _____

Position _____

Contact Number _____

Thank you for taking the time to complete the request for Information Form. All information will be reviewed and verified, and if approved, we will include you in the EGS Channel for 3rd Party Data Supply. Any false or verified misleading information may lead to cancellation of application.