



December 2, 2019



Ms. Lisa Marshall
Employment Transition Team Coordinator
Division of Workforce Development
421 E Dunklin St Jefferson City, MO 65102
Email: lisa.marshall@ded.mo.gov

Re: WARN Act Notice of Layoff at ExlService.com, LLC's Operations located at 777 NW Blue Parkway, Suite 3200, Lee's Summit, Missouri 64086.

Dear Ms. Marshall:

We are sorry to inform you that ExlService.com, LLC ("EXL") will cease its roadside assistance operations at its location at 777 NW Blue Parkway, Suite 3200, Lee's Summit, Missouri 64086 effective January 31, 2020. A total of 82 individuals will be affected by the closure of those operations, comprised of 31 EXL employees, as well as 27 employees of Allied Global Services ("Allied") and 24 employees of Aerotek, Inc. ("Aerotek") who are assigned by those companies to work at EXL's roadside assistance operations at the Lee's Summit facility. The 31 EXL employees currently staffed at the center will be permanently laid off on January 31, 2020 or the 14-day period commencing on that date and we have provided notice of this to those employees. The assignments of the 27 Allied employees and 24 Aerotek employees who are currently assigned to the roadside assistance operations at the center will be ending on January 31, 2020 or the 14-day period commencing on that date.

Although we are not their employer, we have provided notice to the employees of Allied and Aerotek who are assigned by those companies to the roadside assistance operations at our facility, that those operations will be closing and that their assignment at our facility will therefore end as set forth above. Allied and Aerotek have advised us that they will seek reassignment for their employees.

A list of the job titles affected at this time, the number of affected EXL employees, Allied employees and Aerotek employees, in each job title, and a schedule of separations is attached as Exhibit 1. None of the EXL, Allied or Aerotek employees have a union representative. Bumping rights (that is, the right to avoid termination by displacing another employee) do not exist.



EXHIBIT 1

EXL Employees:

<u>Job Titles Affected</u>	<u>No. of Affected Employees</u>	<u>Date of Separation</u>
Roadside Rescue Agent	16	January 31, 2020
Roadside Rescue Agent II	7	January 31, 2020
Quality Control Analyst	4	January 31, 2020
Assistant Manager	3	January 31, 2020
Jr. Human Resources Business Partner	1	January 31, 2020

Allied Employees:

<u>Job Titles Affected</u>	<u>No. of Affected Employees</u>	<u>Date of Separation</u>
Roadside Rescue Agent	27	January 31, 2020

Aerotek Employees:

<u>Job Titles Affected</u>	<u>No. of Affected Employees</u>	<u>Date of Separation</u>
Roadside Rescue Agent	24	January 31, 2020