



TCLS Mortgage Processing Center of America, Inc
10th Floor Unit 1001
Summit One Office Tower
530 Shaw Blvd. Mandaluyong City

Memorandum #02-2019

January 8, 2018

FROM: RAMI ELMASRY
President

TO: ALL TCLS MORTGAGE EMPLOYEES

SUBJECT: PROTOCOL FOR THE INCOMING FANNIE MAE VISIT THIS COMING JANUARY 14-18 (US)

All TCLS Employees are expected to observe the following protocol during the Fannie Visit scheduled on January 14-18, 2019:

1. All employees are required to wear Business Attire for the entire duration of the visit.
2. Strictly English speaking
3. Strictly clean desk policy – only calculator is allowed
4. Attendance is a must and must come to work on time
5. Must strictly observe break time
6. Must wear ID all the time
7. Maintain cleanliness in your work area and pantry. Wash dishes after use.
8. No jackets hanging on the chairs
9. No eating on work stations
10. No browsing non-work-related sites

Your full cooperation is highly required.

A handwritten signature in black ink that reads 'Rami Elmasry'.

RAMI ELMASRY
President