



Chime, Inc. | 100 Hano Street, Suite 9 | Boston, MA 02134 | [peopleops@wave.com](mailto:peopleops@wave.com)

**Private and Confidential**

**Ministry Of Labour And Social Protection**  
**Bishops Road,**  
**Social Security House**  
**P.O. Box 40326 – 00100,**  
**Nairobi, Kenya**

**The Labour County Office**  
**Ministry of Labour and Social Protection**  
**Department of Labour**  
**PO Box 18483-00500**  
**Nairobi, Kenya**

*Delivered via email to impacted colleagues*

*Delivered in person to the Labour Offices*

16th May 2023

Dear Sir/madam,

Cc impacted colleagues

**RE: Notification of End of Employment by reason of Redundancy**

As the impacted colleagues are aware, the company (Sendwave, also known as Chime and Zepz) continually assesses our organisational design and operations to make sure we're running an efficient "cost to serve". As part of our 2023 strategy to Grow, Launch and Optimise, this assessment fits within our "Optimise" pillar supporting our sustainable growth. All functions across the business have been reviewing suitable opportunities for scaling our business whilst growing through automation and software rather than headcount. Sometimes acting like owners means we have to take tough decisions to make sure we're giving our users the best service - and we've had to take some tough decisions around our Customer Care team footprint. To remain competitive, Zepz needs to provide high customer care service levels to its customers in the most efficient way. Zepz is looking to optimise its customer care data and tooling stack, and will also increase its customer care staff footprint in more cost efficient locations while scaling down its team in Kenya. The change of geographic staffing footprint will allow for higher concentration of staff in key talent cluster locations enabling stronger learning loops, quality control and career pathing.



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This is to inform you that the 154 positions made up of;

- Customer Care Representatives I x 40
- Customer Care Representatives II x 74
- Customer Care Supervisor x 3
- Financial Accountant x 1
- Manager, Global Customer Care x 1
- Sanctions & Watchlist Screening Specialist (Rep, R2) x 4
- Sr. Customer Care Representative I x 27
- TM Analyst x 4

are positions declared redundant, because we are looking to ensure we have people in the right locations, driving simplicity and avoiding duplication, to best serve our users and support our growth.

### Illustration of Payments

The illustration below shows the redundancy payments that employees will receive, which vary depending on salary:

<b>Salary</b>	Continues as normal up to termination date	KES to be confirmed in each case
<b>Redundancy payment</b>		KES to be confirmed in each case (which is 15 days salary for each complete year of tenure (capped at five years) - or 15 days if one year's tenure has not been achieved )
<b>Payment in lieu of notice</b>		30 days KES
<b>Benefits</b>	Continue as normal up to termination date (see below for further details).	
<b>Accrued holiday</b>	Accrued unused holiday entitlement (less booked leave already taken) up to your termination date.	Paid at = (annual salary/260) x number of days unused



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Some of the above payments may be subject to local taxes and withholdings. If you have any questions about how these payments will be taxed, it is recommended that you seek independent financial advice.

Kindly note that following the approval of the restructuring/redundancy plan by the Zepz Executive Committee, your contract of employment with the company shall stand terminated on the 15th June 2023.

Entitlement to company funded benefits will cease on the last day at Sendwave (Zepz). Employees should please directly liaise with the Reward team regarding the options available to them with regards to pension plan. If there are any questions around outstanding payments or holiday balance, please email **[payroll@worldremit.com](mailto:payroll@worldremit.com)**.

Regarding the return equipment (including your laptop, pass and all cables, and any other company equipment), the People Ops team would be in touch with you to arrange collection of your kit in due course.

During employment at Sendwave, we processed employees personal data for the reasons set out in the employee privacy notice which was made available to employees. After the termination of employment, we will continue to process their personal data as per the retention periods in the privacy notice but the reason for processing will change. We will continue to process it for the purposes of payroll, and any legal requirements as an employer in line with current data protection legislation.

Thank you for your patience with this matter. We wish employees the very best of luck with their future endeavours.

Yours sincerely,

**Rebecca Geoghean**  
**Director, People Business Partners**