

1. Undertaking #027

MPI to provide the anticipated FTE reduction or saving to DVA line of business as a result NOVA once completed.

RESPONSE:

The FTE reduction/savings as it pertains to the DVA line of business is estimated to be approximately 28.9 FTE's and \$2,439,798 dollars per annum once the program has been fully deployed and the entire 123 FTE savings target has been met. It is worth noting that many of the FTE reductions that have been identified support multiple lines of business (call center customer care agents, service center reps, business analysts, etc.). The DVA estimates above are based on MPI current Nova allocation rules and are subject to change should the methodology be revised.