

11-25-19



November 12, 2019

**U.S.A. Medical Services Corporation**  
17901 Old Cutler Road, Suite 400  
Palmetto Bay, Florida 33157 USA

State Trade and Rapid Response Coordinator Steven K. Gustafson  
107 E Madison Street  
Caldwell Building, MSC G-229  
Tallahassee, FL 32399

T +1 305 398 7400  
F +1 305 275 8484

[www.bupasalud.com](http://www.bupasalud.com)  
[bupa@bupalatinamerica.com](mailto:bupa@bupalatinamerica.com)

RE: Mass Layoff Notice

Dear Mr. Gustafson:

I am writing on behalf of U.S.A. Medical Services Corporation and Bupa Worldwide Company to give you notice that there will be a mass layoff at our offices located at 17901 Old Cutler Road, Palmetto Bay, Florida 33157, beginning on January 20, 2020 ("Layoff Date"). This mass layoff is expected to be permanent.

All affected employees have been notified of their separation dates and that their separation from employment will be permanent. The separations will occur in phases. Employees are expected to be separated from employment beginning on the Layoff Date, with all separations to be completed by June 1, 2020.

The total number of individuals who will be permanently separated from employment is 63. The affected employees are not represented by a union.

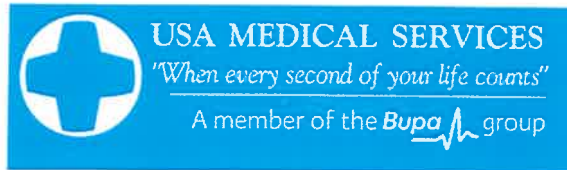
A list of the affected job titles and the number of employees in each position affected by the layoffs is available for review at 17901 Old Cutler Road, Suite 400, Palmetto Bay, Florida 33157.

There will not be any bumping rights for the affected employees, that is, employees will not be able to displace more junior employees out of their job positions as a result of this mass layoff.

If you have any questions or want additional information concerning this matter, please contact Adriana Leiro in Human Resources at 303-273-3496.

Sincerely,

Adriana Leiro  
People Director



November 22, 2019

Vanderlyn Richardson  
Government Operations Consultant I  
Florida Department of Economic Opportunity  
Bureau of One-Stop and Program Support  
REACT Program

**U.S.A. Medical Services Corporation**  
17901 Old Cutler Road, Suite 400  
Palmetto Bay, Florida 33157 USA

T +1 305 398 7400  
F +1 305 275 8484  
[www.bupalud.com](http://www.bupalud.com)  
[bupa@bupalatinamerica.com](mailto:bupa@bupalatinamerica.com)

RE: Mass Layoff Notice Information Request

Dear Mr. Richardson:

I am writing on behalf of U.S.A. Medical Services Corporation and Bupa Worldwide Company (the "Company") in response to your request received on November 20, 2019.

As requested, below please find the list of the affected job titles and the number of employees in each position affected by the Company's layoff.

Account Manager	2
Case Manager	1
Customer Care Executive	1
Customer Experience Analyst	1
Customer Service Representative	25
Customer Service Representative	1
Customer Service Team Manager	1
Jr. Case Manager	3
Mail Clerk	1
Medical Coordinator	11
Medical Coordinator	1
Quality Control Specialist	6
Regional MST Manager	1
Senior Customer Service Representative	2
Senior Mail Clerk	1
Senior US Relations Specialist	2
Support Services Representative	3
<b>Grand Total</b>	<b>63</b>

If you have any questions or want additional information concerning this matter, please contact Adriana Leiro ([aleiro@bupalatinamerica.com](mailto:aleiro@bupalatinamerica.com)) in Human Resources at (305) 273-3496 or Eva María González ([emgonzalez@bupalatinamerica.com](mailto:emgonzalez@bupalatinamerica.com)) in Legal at (305) 412-7020.

Sincerely,

Adriana Leiro