



Mr. OUSSAMA AI KAISSI
Chief Executive Officer
The Islamic Corporation for the Insurance of Investment & Export Credit (ICIEC)

Ref. ESK/MD 24:001
Date: 2nd Jan 2024

Subject: Status of the ESKADENIA Software Systems Implementation Project at ICIEC

السلام عليكم ورحمة الله وبركاته

Dear Mr. KAISSI,

Thank you for your later dated the 25th of December which again avoids to address the main issue of the difference of opinion between our teams and that is the additional Out-of-Scope Points the ICIEC team insists to include in the delivery before the Credit Insurance System UAT or Going Live. The Out-of-Scope Items are in Appendix 1 of my previous letter and we are confident both technically and legally that these items are Out- of-Scope and insisting on having them now will impede going live.

My letters are clear as I and my colleagues had to be direct in addressing the main issue and that is the only difference of opinion between ESKADENIA and ICIEC. We kindly ask you to address this issue by requesting the ICIEC staff to prove, with a reference to the signed scope documents, to our team that these points are part of the of the original scope of the signed Credit Insurance BRD & business processes of the 3 signed Change Requests.

I would like to refer back to our agreement during your visit to Amman last March where we discussed and agreed to do the Verification of the whole of CR 01/2022 and **verify important log points** of CR 01/2020 and CR 01/2021. ICIEC requested during the meeting to verify the points of Change Request 1/2020 and 1/2021 that take more than 15 to 20 days of development and these were written in the Minutes of Meeting by ICIEC as the **"very important points"**. What took place after the meeting was the verification of the whole of CR 1/2022 and more than 100 points of CR 1/2020 and 1/2021 contrary to our agreement. The ICIEC team now insists on the verification of all points even though that most of these points apart from 26 were verified during 2020 and 2021. We do not however mind to verify with the ICIEC team the 189 points conditional that we limit the verification duration to 2 or 3 weeks.

We are committed to the delivery of the remaining activities of the project such as the UAT of the 4 remaining systems based on the agreed scope and Service Agreement's Man Days, Data Migration and Reconciliation, Live Support etc. as included in our suggested delivery plan to close the project. We do not understand what is "elusive" in the above and all my previous letters that urge ICIEC to continue with the remaining tasks to complete the delivery and close the project within its Legal scope.

ESKADENIA is committed to the success of the project and we will be cooperative in making sure that the deferred requests will be discussed and agreed directly after Going Live with the agreed scope. ESKADENIA will after going live continue to support ICIEC operation with best practices and good will.

We hope for your positive response as we are sure that we are very close to making this project a great success for both parties conditional on the ICIEC staff cooperation and good will.

With our best regards,

Nael Salah
Managing Director
ESKADENIA Software