



A R <rojas.albert@gmail.com>

Re: [Regarding Charles Schwab Engagement] Re: Potential DLP Incident- DR110325111903

A R <rojas.albert@gmail.com>

Thu, Mar 13, 2025 at 6:57 AM

To: Charles F <Charles.F@mphasis.com>

Cc: Jitendra Borkar <Jitendra.Borkar@mphasis.com>, arojas@mphasis.nyc

Hi Charles,

One more point—I'm concerned that Ruturaj removed me from the Charles Schwab engagement last Friday (see attached **Fw_ - [Update] AI Tools - Discussion.pdf** for reference).

The first call on Monday had a significant number of attendees, and as Jitendra knows, I bring deep technical expertise and hands-on experience. If there were ever a clear case of age discrimination, this would be it.

Looking forward to your thoughts.

Best,
Albert

On Thu, Mar 13, 2025 at 11:38AM A R <rojas.albert@gmail.com> wrote:

Hi Charles,

Thank you for your email.

As requested, I've attached **QBEweekend.pdf** (chat history) and **Fw_ - [Update] AI Tools - Discussion.pdf** for reference.

A quick summary is provided below my signature. Looking forward to your guidance.

Best,
Al Rojas (from Paris)

Summary:

@Ruturaj Waghmode reached out last Friday requesting edits to a QBE presentation, including merging the Lucid Motors presentation. The attached **QBEweekend.pdf** chat history provides additional context.

I currently don't have an Mphasis laptop, and my security access is limited to read-only permissions. As a result, I had to complete the work on my personal Mac over the weekend.

On Wed, Mar 12, 2025 at 10:53 PM Charles F <Charles.F@mphasis.com> wrote:

Al,

None of the files you shared are accessible. Can you share more details on your claims.

Charles Francis

HR Lead – Canada

411, 1st Street SE Calgary, Alberta, Canada - T2G 4Y5

+1-782-778-2245 | charles.f@mphasis.com



From: A R <rojas.albert@gmail.com>
Sent: Wednesday, March 12, 2025 12:57 PM
To: Charles F <Charles.F@mphasis.com>; Jitendra Borkar <Jitendra.Borkar@mphasis.com>
Subject: [External] Re: Potential DLP Incident- DR110325111903

 **Exercise caution – External Mail.**

Follow-Up: Next Steps on QBE Laptop & Age Discrimination Case

I'm flying back to New York and still have the locked QBE laptop. No one has responded to me regarding the next steps. As you know, this is an age discrimination lawsuit. The attached file (**QBE & Charles Schwab.zip**) documents my efforts.

Albert

On Wed, Mar 12, 2025 at 7:01 PM A R <rojas.albert@gmail.com> wrote:

Gents,

My account just locked. Please advise.

Sent from my iPhone

Begin forwarded message:

From: Albert Rojas <albert.rojas@mphasis.com>
Date: March 12, 2025 at 6:36:51 PM GMT+1
To: Charles F <Charles.F@mphasis.com>, Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>, Puran Mehta <puran.mehta@mphasis.com>, Rajesh Nambiar <rajesh.nambiar@mphasis.com>
Cc: Raturaj Waghmode <raturaj.waghmode@mphasis.com>, George Ioannou <george.ioannou@mphasis.com>, Jitendra Borkar <Jitendra.Borkar@mphasis.com>, Arun Thomas <Arun.Thomas@mphasis.com>
Subject: Re: Potential DLP Incident- DR110325111903

Copy. I'm in Paris, 5 hours ahead of you. Feel free to call me anytime at **646-866-1669**.

FYI—there are a lot of moving parts, and I've had to do this work on my personal Mac since day one. The attached ZIP file contains the work I completed last week, including edits to the QBE PowerPoint (**QBEweekend.pdf**) and the Charles Schwab engagement (**Fw_ - [Update] AI Tools - Discussion.pdf**) as requested by management. And for the record, I only have my personal Mac here in France.

One last note—this effort is for a **two-week paid engagement** with QBE. Trust me, the 60+ page QBE and Lucid Motors PowerPoints are irrelevant.

Kind regards,
Albert

From: Charles F <Charles.F@mphasis.com>
Sent: Wednesday, March 12, 2025 1:19 PM
To: Albert Rojas <albert.rojas@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>; Puran Mehta <puran.mehta@mphasis.com>; Rajesh Nambiar <rajesh.nambiar@mphasis.com>
Cc: Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>
Subject: RE: Potential DLP Incident- DR110325111903

Shannon- I will take this ahead from here.

[@Albert](#) - Do wait for my meeting invite.

Charles Francis

HR Lead – Canada

411, 1st Street SE Calgary, Alberta, Canada - T2G 4Y5

+1-782-778-2245 | charles.f@mphasis.com

<image003.gif>

From: Albert Rojas <albert.rojas@mphasis.com>
Sent: Wednesday, March 12, 2025 10:58 AM
To: Shannon Mostafazadeh
<shannon.mostafazadeh@mphasis.com>; Charles F
<Charles.F@mphasis.com>; Puran Mehta
<puran.mehta@mphasis.com>; Rajesh Nambiar
<rajesh.nambiar@mphasis.com>
Cc: Ruturaj Waghmode
<ruturaj.waghmode@mphasis.com>; George Ioannou
<george.ioannou@mphasis.com>; Jitendra Borkar
<Jitendra.Borkar@mphasis.com>; Arun Thomas
<Arun.Thomas@mphasis.com>; Albert Rojas
<albert.rojas@mphasis.com>
Subject: Re: Potential DLP Incident- DR110325111903

Hi Shannon,

Thank you for your email.

This work was requested by management (Cc list). Had I been provided an Mphasis laptop, this issue wouldn't have occurred in the first place.

The CRO needs to review Mphasis policies—specifically why I was not provisioned an Mphasis laptop and was instead instructed to use the QBE client laptop, which poses a security risk. Additionally, the CRO should assess the **download blockers** policy. Please see the attached exhibit (**Download Alert.png**) for reference.

Kind Regards,
AI

From: Shannon Mostafazadeh
<shannon.mostafazadeh@mphasis.com>
Sent: Wednesday, March 12, 2025 12:42 PM
To: Albert Rojas <albert.rojas@mphasis.com>; Charles F
<Charles.F@mphasis.com>
Cc: Rajesh Nambiar <rajesh.nambiar@mphasis.com>;

Puran Mehta <puran.mehta@mphasis.com>

Subject: RE: Potential DLP Incident- DR110325111903

Albert – this is not appropriate or permitted to be adding these individuals into a CRO investigation without specific direction from the CRO. This investigation is confidential and is not related to your work. It is specifically the action of sharing confidential information to your personal email.

Receiving an Mphasis laptop is subject to manager approval as we discussed earlier.

Wait for further direction from the CRO for next steps or additional information.

Regards,

[Shannon Mostafazadeh](#)

HR Business Partner – E5, Silverline, Charles Schwab - USA

<image004.png>

San Jose, California, USA | shannon.mostafazadeh@mphasis.com

www.mphasis.com

From: Albert Rojas <albert.rojas@mphasis.com>
Sent: Wednesday, March 12, 2025 9:36 AM
To: Shannon Mostafazadeh
<shannon.mostafazadeh@mphasis.com>; Charles F
<Charles.F@mphasis.com>; Raturaj Waghmode
<raturaj.waghmode@mphasis.com>; George Ioannou
<george.ioannou@mphasis.com>
Cc: Rajesh Nambiar <rajesh.nambiar@mphasis.com>;
Puran Mehta <puran.mehta@mphasis.com>; Jitendra
Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas
<Arun.Thomas@mphasis.com>; Albert Rojas
<albert.rojas@mphasis.com>
Subject: Re: Potential DLP Incident- DR110325111903

Hi Shannon,

Thank you for your email. Please do not limit the scope of this thread—management needs full visibility into how all the moving parts have been functioning.

Last Friday, I was following [@Raturaj Waghmode](#)'s request to make updates to a QBE PowerPoint proposal originally drafted by [@George Ioannou](#). I've attached **QBEweekend.pdf** for reference.

Since I still don't have an Mphasis laptop, the only way to complete the work over the weekend was to download both the QBE and Lucid Motors PowerPoints on my personal Mac computer, and purchase a PowerPoint License.

I take Mphasis' data protection policies very seriously. This is why I informed you last year that I wasn't using the QBE laptop to access the Mphasis portal (<https://unifiedaccess.mphasis.com/>) and repeatedly requested an Mphasis-issued laptop—like everyone else on the QBE team—but was denied. For context, using a client laptop (QBE) to access the Mphasis portal is a security risk due to differing enterprise security policies. This is the same type of vulnerability that led to multiple breaches inside the US Federal Government, including the Microsoft Exchange Server data breach.

Pleasure meeting you, [@Charles F](#). I see you're in Canada—great! I was in Toronto when O.J. was being chased on the 5.

Kind regards,

Al Rojas, in Paris

From: Shannon Mostafazadeh
<shannon.mostafazadeh@mphasis.com>
Sent: Wednesday, March 12, 2025 12:10 PM
To: Albert Rojas <albert.rojas@mphasis.com>; Charles F
<Charles.F@mphasis.com>
Cc: Rajesh Nambiar <rajesh.nambiar@mphasis.com>;
Puran Mehta <puran.mehta@mphasis.com>
Subject: RE: Potential DLP Incident- DR110325111903

Reducing Scope via BCC

Hi Albert,

This is a data security concern raised by the CRO as you are not allowed to share client information to your personal email. They requested the below information to investigate this incident. I am including [@Charles F](#) who is your HR partner.

Regards,

Shannon Mostafazadeh

<image004.png>

San Jose, California, USA | shannon.mostafazadeh@mphasis.com

www.mphasis.com

From: Albert Rojas <albert.rojas@mphasis.com>
Sent: Wednesday, March 12, 2025 5:39 AM
To: Puran Mehta <puran.mehta@mphasis.com>; Rajesh Nambiar <rajesh.nambiar@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>
Cc: Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>; Albert Rojas <albert.rojas@mphasis.com>
Subject: Re: Potential DLP Incident- DR110325111903

Thank you for your email Puran!

Please find my responses below regarding the requested details:

- **Current Role with Mphasis, Tenure, and Business Support:**
This has already been addressed. Please refer to the attached **QBEWeekend.pdf**.
- **Reason for Sending Mail to Personal Email IDs:**
This has already been addressed. Please refer to the attached **QBEWeekend.pdf**.
- **Nature and Content of the Uploaded Data/File:**
This has already been addressed. Please refer to the

attached **QBEWeekend.pdf**.

- **Ownership of Email Addresses (rojas.albert@gmail.com, Arojas@docnote.ai, arojas@nist.ai):**

Yes, all these email addresses belong to me.

- **Whether the Uploaded Data Contained Any Project or Client-Related Information:**

This has already been addressed. Please refer to the attached **QBEWeekend.pdf**.

- **Further Transmission of These Contents to Other Devices:**

No, there was no further transmission to any other devices.

- **Understanding and Periodic Training on the ISMS Policy:**

I have not received any Mphasis training on ISMS policies.

However, I founded [NIST.ai](https://www.nist.ai) to help enterprises interpret and comply with **NIST, ISO, and other regulatory frameworks**.

- **Name of HR Representative:**

@Shannon Mostafazadeh

- **Any Previous Instances of DLP Notifications Against Me:**

No, there have been no prior DLP notifications. **Had I received an Mphasis laptop, this issue would not have arisen in the first place.**

Please let me know if further clarification is needed.

Kind Regards,

Al Rojas

From: Puran Mehta <puran.mehta@mphasis.com>

Sent: Wednesday, March 12, 2025 8:26 AM

To: Albert Rojas <albert.rojas@mphasis.com>

Cc: Rajesh Nambiar <rajesh.nambiar@mphasis.com>

Subject: RE: Potential DLP Incident- DR110325111903

Hi Albert,

Thanks for revert,

As part of the investigation process, we had DLP notification triggered against you for having shared documents to personal mail IDs " rojas.albert@gmail.com, Arojas@docnote.ai, arojas@nist.ai", on 28th Feb 2025, which is construed as violation of Mphasis ISMS policy.

Please share detailed note as per the above incident, covering the following points:

- Your current role with Mphasis and tenure and Business you support:
- Reason for having sent mail to personal email ids:
- Nature and content of the data/file that was uploaded:
- Both email rojas.albert@gmail.com, Arojas@docnote.ai, arojas@nist.ai belongs to you only:
- The uploaded data contained any project or client related data:
- Was there any further transmission of these contents to any other devices:
- Your periodic training and understanding of the ISMS policy:
- Provide the name of your HR:
- Any other previous instance of DLP notification against you and if yes – Details of it.

Note: kindly provide the screenshot of deletion process, which was sent to your personal email id.

Thanks,

Warm regards

Puran Mehta

Manager- Global Crisis & Command Center/

DLP Investigation/Chief Risk Office

<image005.png>

1st Floor, Wing A, Bagmane World Technology Center, WTC 3,
KR Puram, Marathahalli Outer Ring Road, Mahadevapura
Bangalore 560 048, India.

www.mphasis.com

From: Albert Rojas <albert.rojas@mphasis.com>
Sent: Wednesday, March 12, 2025 5:12 PM
To: Puran Mehta <puran.mehta@mphasis.com>; Rajesh Nambiar <rajesh.nambiar@mphasis.com>
Cc: Ruturaj Waghmode <ruturaj.waghmode@mphasis.com>; George Ioannou <george.ioannou@mphasis.com>; Jitendra Borkar <Jitendra.Borkar@mphasis.com>; Arun Thomas <Arun.Thomas@mphasis.com>; Shannon Mostafazadeh <shannon.mostafazadeh@mphasis.com>; Albert Rojas <albert.rojas@mphasis.com>
Subject: Re: Potential DLP Incident- DR110325111903

Hi Puran et al.,

Thank you for the email.

[@Ruturaj Waghmode](#) reached out last Friday requesting edits to a QBE presentation, including the concatenation of the Lucid Motors presentation. Please find the attached **QBEweekend.pdf** chat history for reference.

As you know, I don't have an Mphasis laptop, and my current security access only grants **read** permissions. Since I've been working exclusively on my personal laptop, I'd appreciate the opportunity to transition my work to an Mphasis-issued laptop.

The attached ZIP file contains all my work to date for **QBE, Charles Schwab, and Lucid Motors**. Once I receive a company laptop, I'll migrate everything accordingly.

P.S. I'm a Mac user and even purchased a PowerPoint license last weekend to get the work done. If there's an option, I'd prefer a **Mac** over Windows—Windows hasn't been the same since **Server 2003** (granted, I may be biased as a database developer... but still!). 😊

Looking forward to your advice.

Cheers,
Al Rojas (from Paris)

Get [Outlook for iOS](#)

From: Puran Mehta <puran.mehta@mphasis.com>
Sent: Wednesday, March 12, 2025 6:38 AM
To: Albert Rojas <albert.rojas@mphasis.com>
Cc: Rajesh Nambiar <rajesh.nambiar@mphasis.com>
Subject: Potential DLP Incident- DR110325111903

Hi Albert ,

There is a DLP Incident- DR110325111903 triggered against you for having shared documents to personal mail IDs "rojas.albert@gmail.com, Arojas@docnote.ai, arojas@nist.ai", on 28th Feb 2025.

Need to understand the reason and your justification to upload the data on external environment.

Thank you for your attention to this matter

Warm regards

Puran Mehta

Manager- Global Crisis & Command Center/

DLP Investigation/Chief Risk Office

<image005.png>

1st Floor, Wing A, Bagmane World Technology Center, WTC 3,
KR Puram, Marathahalli Outer Ring Road, Mahadevapura
Bangalore 560 048, India.

www.mphasis.com

Information Transmitted by this Email is Proprietary to Mphasis, its Associated Companies and/or its Customers and is Intended for use only by the Individual or Entity to which it is Addressed, and may contain Information that is Privileged, Confidential or Exempt from Disclosure under Applicable Law. If you are not the Intended Recipient or it appears that this Email has been Forwarded to you without proper Authority, you are Notified that any use or Dissemination of this Information in any manner is Strictly Prohibited. In such cases, please Notify us Immediately at mailmaster@mphasis.com and delete this Email from your Records.

<QBE & Charles Schwab.zip>

<QBEweekend.pdf>

<Fw_-[Update] AI Tools - Discussion.pdf>

Information Transmitted by this Email is Proprietary to Mphasis, its Associated Companies and/or its Customers and is Intended for use only by the Individual or Entity to which it is Addressed, and may contain Information that is Privileged, Confidential or Exempt from Disclosure under Applicable Law. If you are not the Intended Recipient or it appears that this Email has been Forwarded to you without proper Authority, you are Notified that any use or Dissemination of this Information in any manner is Strictly Prohibited. In such cases, please Notify us Immediately at mailmaster@mphasis.com and delete this Email from your Records.

12 attachments



Anoop Prabhakar
251640 - BPO-BCM Project Money-CHE
BPO-BCM Project Money-CHE

[Overview](#) [Contact](#) [Organisation](#)

Send a quick message

Last seen Yesterday • Free on 10 Mar

Work hours: 9:30 AM - 12:30 PM

1:11 PM • Your time zone is 4 hours 30 minutes behind

Contact information

Email

anoop.prabhakar@myphaxis.com

Chat

anoop.prabhakar@myphaxis.com

Mobile

+11880164054

Work phone

+11880164054

Location

Bangalore, SEZ Tower E

Company

Myphaxis BPO

Show more contact information

Anoop Prabhakar.png
227K



Gurunathan M
251634 - BPO-BCM Project Money-CHE

[Overview](#) [Contact](#) [Organisation](#)

Send a quick message

Last seen Yesterday • Free on 10 Mar

Work hours: 9:30 AM - 12:30 PM

2:15 PM • Your time zone is 4 hours 30 minutes behind

Contact information

Email

gurunathan.m@myphaxis.com

Chat

gurunathan.m@myphaxis.com

Mobile

+11880008212

Work phone

+11880008212

Location

Mylu-EDU, Chennai, IN

Company

Myphaxis BPO

Gurunathan M.png
218K



Imran Shaikh
251632 - BPO-BCM Project Money-CHE

[Overview](#) [Contact](#) [Organisation](#)

Send a quick message

Last seen 4 hours ago • Free on 10 Mar

Work hours: 9:30 AM - 12:30 PM

2:11 PM • Your time zone is 4 hours 30 minutes behind

Contact information

Email

imran.s@myphaxis.com

Chat

imran.s@myphaxis.com

Mobile

+118820482280

Work phone

+118820482280

Location

Mylu-EDU Pune, IN

Company

Myphaxis BPO

Imran Shaikh.png
157K



Jancy Thankachan Samuel
250527 - BPO-BCM Project Money-FIN

[Overview](#) [Contact](#) [Organisation](#)

Send a quick message

Status message • 10/10/17:30

"Don't make excuses, make improvements"

Last seen Yesterday • Free on 10 Mar

Work hours: 9:30 AM - 12:30 PM

2:11 PM • Your time zone is 4 hours 30 minutes behind

Contact information

Email

jancy.samuel@myphaxis.com

Chat

jancy.thankachan@myphaxis.com

Mobile

+118827114278

Work phone

+118827114278

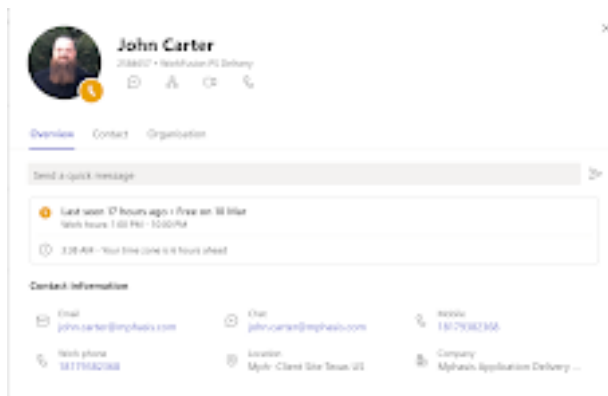
Location

Mylu-EDU Pune, IN

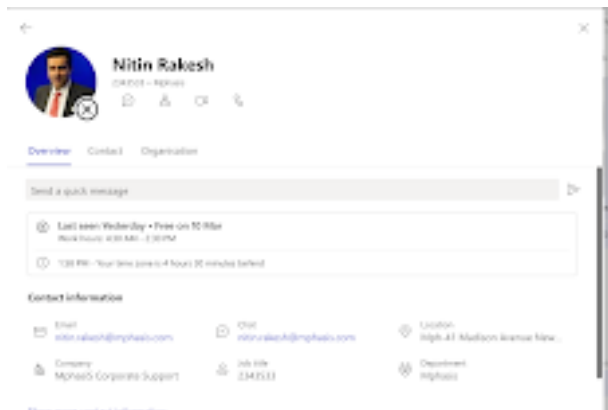
Company

Myphaxis BPO

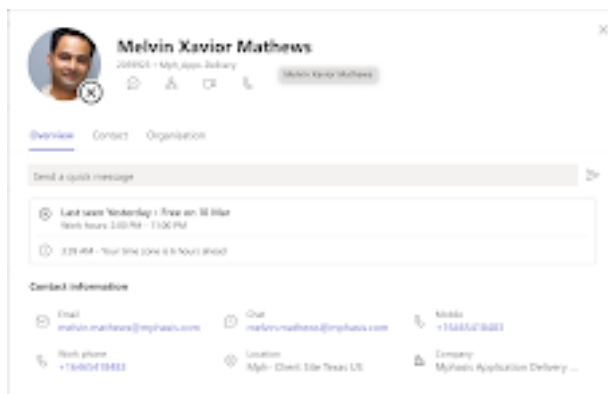
Jancy Thankachan Samuel.png
263K



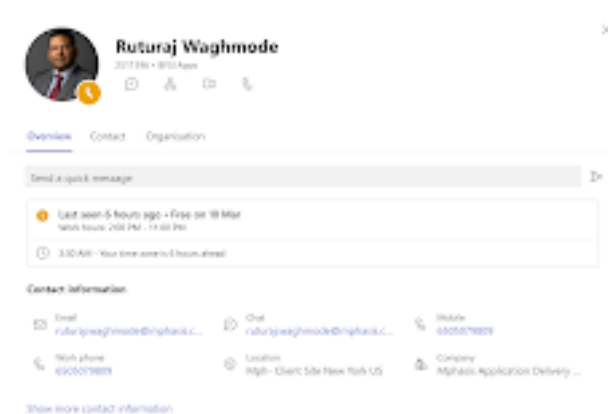
John Carter.png
218K



Nitin Rakesh.png
238K



Melvin Xavier Mathews.png
235K



Ruturaj Waghmode.png
224K

Shalini Suresh
2574137 • BPO-BCA Project Manager-BG-8

Overview Contact Organisation

Send a quick message

Last seen 4 hours ago • Free on 10 Mar
Work hours: 9:30 AM - 12:30 PM
2:16 PM • Your time zone is 4 hours 38 minutes behind

Contact information

Email: shalini.suresh@mgphaxis.com Chat: shalini.suresh@mgphaxis.com Mobile: 919916026128
Work phone: 919916026128 Location: Bangalore_SGZ Tower E, 4 Floor Company: mgphaxis BPO

Manage your contact information

Shalini Suresh.png
174K

Shashi Punagasela
2010362 • BPO-BCA Project Manager-BG-8

Overview Contact Organisation

Send a quick message

Status message • 11:02 11:40
In DMG 18 6:49pm IST

Available • Free on 10 Mar
Work hours: 9:30 AM - 12:30 PM
2:02 PM • Your time zone is 4 hours 38 minutes behind

Contact information

Email: punagasela.shashi@mgphaxis.com Chat: punagasela.shashi@mgphaxis.com Mobile: 919360505716
Work phone: 919360505716 Location: Myln-DST, Chennai, IN Company: mgphaxis BPO

Shashi Punagasela.png
232K

Vijayalaxmi A
2491329 • BPO-BCA Project Manager-BG-8

Overview Contact Organisation

Send a quick message

Last seen 16 hours ago • Free on 10 Mar
Work hours: 1:30 AM - 12:30 PM
2:22 PM • Your time zone is 4 hours 38 minutes behind

Contact information

Email: vijayalaxmi.a@mgphaxis.com Chat: vijayalaxmi.a@mgphaxis.com Mobile: 918095900077
Work phone: 918095900077 Location: Bangalore_WTC 1 Company: mgphaxis Application Delivery...

Vijayalaxmi A.png
229K

Syed Sharieff
2549576 • BPO-BCA Project Manager-CH-8

Overview Contact Organisation

Send a quick message

Last seen 1 hour ago • Free on 10 Mar
Work hours: 9:30 AM - 12:30 PM
2:20 PM • Your time zone is 4 hours 38 minutes behind

Contact information

Email: syed.sharief@mgphaxis.com Chat: syed.sharief@mgphaxis.com Mobile: 915867554098
Work phone: 915867554098 Location: Myln-DST IT INRX, Chennai, IN Company: mgphaxis BPO

Syed Sharieff.png
204K