

Fill in this information to identify the case:

Debtor AgileThought, LLC

United States Bankruptcy Court for the: _____ District of Delaware
(State)

Case number 23-11308

**Official Form 410
Proof of Claim**

04/22

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

Part 1: Identify the Claim

<p>1. Who is the current creditor?</p>	<p><u>Centricity Insurance Services, Inc.</u> Name of the current creditor (the person or entity to be paid for this claim)</p> <p>Other names the creditor used with the debtor <u>Bankers Financial Corporation, Bankers Warranty Group</u></p>	
<p>2. Has this claim been acquired from someone else?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. From whom? _____</p>	
<p>3. Where should notices and payments to the creditor be sent?</p> <p>Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)</p>	<p>Where should notices to the creditor be sent?</p> <p><u>Centricity Insurance Services, Inc.</u> <u>11101 Roosevelt Blvd N</u> <u>St. Petersburg, FL 33716, USA</u></p> <p>Contact phone <u>800 627 0000</u></p> <p>Contact email <u>See summary page</u></p>	<p>Where should payments to the creditor be sent? (if different)</p> <p>Contact phone _____</p> <p>Contact email _____</p> <p>Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____</p>
<p>4. Does this claim amend one already filed?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY</p>	
<p>5. Do you know if anyone else has filed a proof of claim for this claim?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Who made the earlier filing? _____</p>	



Part 2: Give Information About the Claim as of the Date the Case Was Filed

6. Do you have any number you use to identify the debtor? No
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 7528 ____

7. How much is the claim? \$ 32,630.00. Does this amount include interest or other charges?
 No
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).
Limit disclosing information that is entitled to privacy, such as health care information.
Credit on debtor account following agreement termination.

9. Is all or part of the claim secured? No
 Yes. The claim is secured by a lien on property.
Nature or property:
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.
 Motor vehicle
 Other. Describe: _____
Basis for perfection: _____
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)
Value of property: \$ _____
Amount of the claim that is secured: \$ _____
Amount of the claim that is unsecured: \$ _____ (The sum of the secured and unsecured amount should match the amount in line 7.)
Amount necessary to cure any default as of the date of the petition: \$ _____
Annual Interest Rate (when case was filed) _____ %
 Fixed
 Variable

10. Is this claim based on a lease? No
 Yes. Amount necessary to cure any default as of the date of the petition. \$ _____

11. Is this claim subject to a right of setoff? No
 Yes. Identify the property: _____



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,350* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$15,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)() that applies.	\$ _____

* Amounts are subject to adjustment on 4/01/25 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim pursuant to 11 U.S.C. § 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ _____

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 10/03/2023
MM / DD / YYYY

/s/Angel Cala
Signature

Print the name of the person who is completing and signing this claim:

Name Angel Cala
First name Middle name Last name

Title Associate Counsel

Company Bankers Financial Corporation
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address _____

Contact phone _____ Email _____



KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 548-5856 | International (781) 575-2073

Debtor: 23-11308 - AgileThought, LLC		
District: District of Delaware		
Creditor: Centricity Insurance Services, Inc. 11101 Roosevelt Blvd N St. Petersburg, FL, 33716 USA Phone: 800 627 0000 Phone 2: Fax: Email: angel.cala@bankersfinancialcorp.com	Has Supporting Documentation: Yes, supporting documentation successfully uploaded Related Document Statement:	Has Related Claim: No Related Claim Filed By:
Filing Party: Authorized agent		
Other Names Used with Debtor: Bankers Financial Corporation, Bankers Warranty Group	Amends Claim: No Acquired Claim: No	
Basis of Claim: Credit on debtor account following agreement termination.	Last 4 Digits: Yes - 7528	Uniform Claim Identifier:
Total Amount of Claim: 32,630.00	Includes Interest or Charges: No	
Has Priority Claim: No	Priority Under:	
Has Secured Claim: No Amount of 503(b)(9): No Based on Lease: No Subject to Right of Setoff: No	Nature of Secured Amount: Value of Property: Annual Interest Rate: Arrearage Amount: Basis for Perfection: Amount Unsecured:	
Submitted By: Angel Cala on 03-Oct-2023 4:29:09 p.m. Eastern Time Title: Associate Counsel Company: Bankers Financial Corporation		

From: TUS_AR <ar@agilethought.com>
Sent: Thursday, December 1, 2022 11:35 AM
To: CentricityAP <CentricityAP@Centricity.com>; TUS_AR <ar@agilethought.com>
Subject: RE: November Invoice

Hello Shana,

We're still working on getting this service billed, so I'll let you know as soon as it's generated

Additionally, I'd like to add that you have one outstanding credit that can be used to future references.

Reference	DocumentNo	Typ	Doc. .Date	Pmnt Date	Local Crcy Amt	LCurr
CENTRICITY TRNSF	1400001010	DZ	06.07.2022	06.07.2022	32,630.00-	USD

Please do let me know if we can take into this consideration this credit once your invoice be billed

Regards,



Felix Cadena | Accounts Receivable Analyst |
Mobile: +52 55 4170 7287 | México
www.agilethought.com



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From: CentricityAP <CentricityAP@Centricity.com>
Sent: Thursday, December 1, 2022 10:13 AM
To: TUS_AR <ar@agilethought.com>
Subject: November Invoice
Importance: High

***** WARNING: This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected emails. *****

Hello,

We have not received invoice for November for October's service.

Please provide as soon as possible.

Nellie DaSilveira

From: TUS_AR <ar@agilethought.com>
Sent: Friday, December 9, 2022 11:41 AM
To: CentricityAP; TUS_AR
Subject: RE: November Invoice
Attachments: AT Invoice_Centricity_90011680_SOW 31 2022 Maintenance and Support.pdf

Hello Centricity A/P,

This payment corresponds to a payment done on invoice no. 90009903, which was cancelled before, and unfortunately, there's no credit memo for this transaction.

Following-up your request, I'm including latest invoice billed

Kindly let me know if further information needed

Sincerely,



Felix Cadena | Accounts Receivable Analyst |
Mobile: +52 55 4170 7287 | México
www.agilethought.com



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From: CentricityAP <CentricityAP@Centricity.com>
Sent: Wednesday, December 7, 2022 2:17 PM
To: TUS_AR <ar@agilethought.com>
Cc: CentricityAP <CentricityAP@Centricity.com>
Subject: RE: November Invoice

***** WARNING: This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected emails. *****

Good afternoon Felix, we were not aware of the credit on our account. Would you please send us a Credit memo along with the latest invoice?

Thank you!

Nellie

Aneliya Da Silveira
Accounts Payable Supervisor

Kind Regards,

Shanna Fowler

Accounting Specialist

Centricity.com

Formerly Bankers Warranty Group and Bonded Builders



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Nellie DaSilveira

From: Nathan Schroeder
Sent: Tuesday, December 13, 2022 11:59 AM
To: Nellie DaSilveira
Subject: RE: AgileThought contract with BWG

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Orange Category

Request Refund. We are not utilizing them presently nor any time in the near future.

Thanks!
Nathan

From: Nellie DaSilveira <Aneliya.DaSilveira@BankersFinancialCorp.com>
Sent: Tuesday, December 13, 2022 11:55 AM
To: Nathan Schroeder <Nathan.Schroeder@bankersfinancialcorp.com>
Subject: AgileThought contract with BWG

Hi Nathan, the last invoice we got from Agile for BWG was for September services (attached). Did our contact end? I am asking because we contacted them for October and November invoices; they did not send any invoice, but told us that we have \$33k credit for the May invoice they've canceled and re-issued for a higher amount. I can send you the support if you need it. If BWG is not working with them anymore, we will request a refund for the \$33k.

Thanks
Nellie

From: CentricityAP
Sent: Tue Dec 13 12:34:58 2022
To: ar@agilethought.com
Cc: CentricityAP
Subject: FW: November Invoice
Importance: Normal
Attachments: image007.png; Centricity Letterhead - ACH Information (PNC 700 Master).pdf; image014.png; image015.png; image016.jpg; image017.jpg; image018.jpg; image019.jpg

Hello Felix,

I was informed that we no longer have a contract with Agile. Can you please submit a refund to us for the credit that is stated in the below email.

Attached is our ach details. Please confirm and let me know when we can expect this refund.

Thank you,

Shanna Fowler

Accounting Specialist

Centricity.com

Formerly Bankers Warranty Group and Bonded Builders

This e-mail, including attachments, contains information that is confidential and may be protected. This e-mail, including attachments, constitutes non-public information intended to be conveyed only to the designated recipient(s). If you are not an intended recipient, please delete this e-mail, including attachments, and notify me by return mail. The unauthorized use, dissemination, distribution or reproduction of this e-mail, including attachments, is prohibited and may be unlawful.

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We're still working on getting this service billed, so I'll let you know as soon as it's generated. Additionally, I'd like to add that you have one outstanding credit that can be used to future references.

Please do let me know if we can take into this consideration this credit once your invoice be billed

Regards,

Felix Cadena | Accounts Receivable
Analyst|
Mobile: +52 55 4170 7287| México
www.agilethought.com

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