

The

complete

News

Updated: May 20, 2022

It's spring time. A time when everything starts to blossom and grow. And just like nature, Complete Recovery continues to bloom and grow. In this week's edition of the Complete News, meet some of our newest team members, learn how you can make extra cash just by referring people to join our team, and learn about some updates on our newest projects. And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

Our People



Welcome to the team!

Welcome our completely fabulous group of new team members in Taylorsville! From left: Ludell, Cameron, Spencer (standing), Robert (seated), Joshua, Destiny and JoDee. We're glad you're here!

And welcome to our newest “Wave” in Bogata, Columbia!



Brahiam Corrales, Fredy Loaiza, Diego Gomez, Dana Quintero, Cristian Rodriguez (trainer), Adrian Lopez, Daniel Vega, Erick Ojeda.

Still hiring, still growing!

Other Open Positions:

- Systems Engineer
- Quality Assurance Manager
- Client Relations Manager
- Staff Accountant
- Collections Representative (Charlotte, NC.)
- Coming soon: Director of Sales

Check out all openings at our career site on [Indeed.com](https://www.indeed.com)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

Equipment/1st Party Collections



Drum Roll Please:

Complete Recovery Team,

Below is our Year-to-Date Rock Star Trip Update! We will be taking 8 front-line CEAs (and their guest) on an **incredible, epic, monumental, amazing, and legendary** ROCK STAR trip in early 2023!

You still have May – December to increase your Rock Star Wins / Scorecard performance, which will increase your odd of joining us on the trip!

We are still working with a Travel Agency on our destination (Possibly a Mexican Riviera Cruise / all inclusive resort / Vegas trip) --- No matter our final destination, we will create memories to last a lifetime!

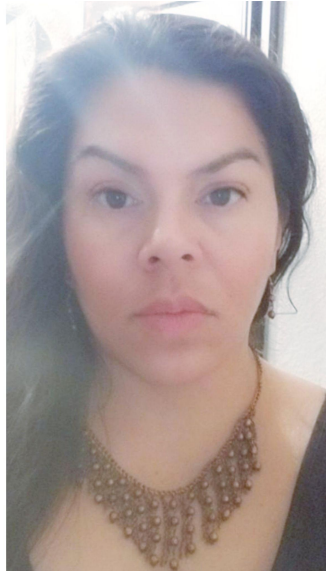
If you don't see your name on the list – don't be discouraged – it's not a "race", it's a "marathon" – Let's finish the back ½ of the year strong! Thank you for all that you do!

Agent	COUNTA of Rockstar	AVERAGE of Overall	Rank
UMUT.YORULMAZ	4	4.42	1
OSCAR.LASPRIELLA	4	4.17	2
GIOVANNA.PACHECO	4	4.14	3
NATALIA.LEANO	4	4.11	4
SHANAE.MILBURN	4	3.91	5
BELINDA.TRAVER	4	3.84	6
PAULA.RAMOS	4	3.83	7
CLAUDIA.CARO	4	3.82	8
DANIEL.VARGAS	4	3.79	9
RODRIGO.INFANTE	4	3.76	10
XAVIER.PETIT	4	3.75	11
LUANA.DE.LACEY-MOORE	4	3.72	12
REINHARD.HAIDENTHALL	4	3.66	13
DOLORES.FEBLES	4	3.64	14
ANGELO.GUIZA	4	3.62	15

1 Leader will be joining us on the Trip! It's a **TIGHT RACE!** Who's going to separate themselves from the pack!

Jan - April	Score Card	Rockstar Wins	Rank
JUAN.GUITIERREZ	3.40	3	1
KAILEE.SCRIBNER	3.35	3	2
CHANCY.RICHARDS	3.26	2	3

Employees to Notice



My name is Joyce Arzaga and I'm married with two kids. I love to read and write. I'm very passionate when it comes to doing my job and working. I have many years working in customer service of different types. I love to help people no matter the situation.

Joyce is a Lead Agent in Round Rock, TX and will be celebrating a year with Waypoint in July.

Outside Collection Agency (OCA) Business News

Get ready. Waypoint expects to go live with **Comcast Central** next week. When compared to our existing West and NE Comcast businesses, this project will eventually be larger than both of those projects combined. Waypoint is expected to receive 150,000 accounts to start. (\$42M). For sure, this opportunity is directly related to the great work the collection team has been doing in the other two Comcast Divisions. **Take a bow!**

Congratulations to the Waypoint team! First place in COX secondary placements for the month of April at 114% of goal achieved!

Jeff Parker has been visiting a number of our larger healthcare clients. He suggested that these visits have been very good but also that these organizations are very strong references for the PPA/WRG business. They continue to be excited to work with us and this is again tightly tied to the great work we do on that team.

We are seeing a lot of first place finishes on the **AT&T batch tracks**. PPA has a long history of dominating the competition, and now that the conversion is almost behind us, we are back. We do appreciate all the hard work our team has done on this portfolio while dealing with the new system. Bravo!

Question of Week



The Prince Parker team had a great visit with Miles Jensen and Andrea Graa as they worked to bring our work together this past week. And as you can see, they were also able to help celebrate Merlin's birthday.

Which brings us to this week's winner of the Question of the Week...Drum Roll please...Abisua Villalobos, from Waypoint in Texas is this week's winner of our random drawing, correctly identifying that Merlin's birthday was on May 19th. Abisua will be receiving a \$10 Amazon gift card!

This week's question?

Who is currently ranked number one in the equipment/first party Rock Star program?

E-mail your answers to chuck.k@complete1.com or look for a box at a center near you!

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogata), Tammy Honeywell (Charlotte)