

# The complete

## News

Updated: May 27, 2022

Memorial Day Weekend. In the US, it's a time to remember those who valiantly served others and gave the ultimate sacrifice of their lives protecting our nation in time of war. As we enjoy a three day weekend, take a few moments to reflect on the importance of selfless service and the lasting impact it can have on the world.

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)

### Our People

#### Welcome to the team!



Welcome our new terrific two in Charlotte! **Precious Pugh** and **Philip McCarten** started a great new career with our Waypoint team!. We're glad you're here!

And we are very excited about our newest partnership with Transaction Capital Risk Services. Our newest team Members in South Africa are off to an amazing start!



## Still hiring, still growing!

### Other Open Positions:

- Quality Assurance Manager
- Client Relations Manager
- Staff Accountant
- Collections Representative (Charlotte, NC.)
- Call Center Supervisor
- 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).

### Client Updates - from the desk of Misty Pina, Director of Client Relations



We have accomplished a lot in May and our partners have recognized all of the hard work that is making these GREAT things happen. Your skills in First Party have been proven month over month, we continue to beat our competition in saves. May is especially important, although it is not finalized we are ahead and when we beat our competitor we will get more market share, in turn, even more Comcast Customers will be saved. Another recognizable movement is in quality, continue to serve our customers by providing your expertise and helping the customer find solutions. We have made good movements and need to continue to grow. A big shout

out and welcome to our South Africa team who started in May, welcome and look forward to great successes.

### Equipment/1st Party Collections

Shout out to [@michelle poulson](#)!! Kudos from our customer saying how *"She was so patient, so kind, helpful, and explained how to use the Xfinity Mobile app and **took her time so I understand and don't feel rushed or stressed out"***

That's the experience we're striving for, great job Michelle, way to be!!



**Michelle Poulson**



xfinitymobile

On May 4<sup>th</sup>, 2022, we launched **Xfinity Mobile First Party Collections** in our Taylorsville Location! This was a huge accomplishment for Complete Recovery, to be trusted by Comcast Corporate and take on the incredible responsibility of servicing Xfinity Mobile customers across the country!

We sincerely appreciate all of our First Party employees being the “Pioneers” and “Pace-Setters” of our XM Launch! Although we are still encountering some expected growing pains (double authentication with our customers, unable to future date a secured payment arrangement, etc...), we can assure you that both Luke and Misty from our Client Relations team are working vigorously with Comcast to make the XM experience best in class for both our customer and employees. Your hard work and dedication is noticed and deeply appreciated.

Please help me in recognizing our TOP 3 Xfinity Mobile Employees, with the highest # of XM payments! Each of you will be rewarded with a \$20.00 Electronic Amazon Gift Card!



**Kristy (Ofa) Malohi**

42 XM Payments!



**Rachel Hugie**

38 XM Payments!



**Nashia (Ednashia) Mance**

35 XM Payments!

**Employees to Notice**



A true Rock Star, **Reinhard Haidenthal** has been with Complete Recovery since March of 2021. In 2021 --- He won 5 out of 6 months (and became a trip winner)... In 2022 - he has won every month (January - April with an overall scorecard result of a Highly Effective at 3.66)

He is “Mr. Consistent”, and his outstanding performance has earned him Customer Experience Associate III status in record time. Reinhard also anchors the desk outside of Chet’s office in the center, and is a great resource for those he comes in contact with.

## The Telecommunications Risk Management Association (TRMA)



risk while reducing fraud and uncollectibles for the benefit of our industry and paying customers. Complete Recovery is proud to be an invited member of the TRMA.

TRMA is a professional resource that is sought by industry leaders. It is a growing, diverse, and global organization that delivers quality information forums and strategies relevant to our members' changing and dynamic industries. The mission of TRMA is to promote cooperation within the

Telecommunications, Pay TV, Utility, Waste Management, and other industries to effectively balance



## Outside Collection Agency (OCA) Business News



PPA is moving back into first place as a servicer on the AT & T portfolio! We know that PPA's recent conversion has been, and continues to be, challenging. We are very proud of our team for fighting through these challenges, and the group deserves a lot of credit for this turnaround.

**Pictured Left to right: Mario Guandique, Johanna Ocasio, Wendy Brown, Michael Gray, Dawn Roaten, Penny Ham.**

The first drop of accounts from Comcast Central landed at Waypoint on 5/25. (150,000 for \$66 million) These accounts are now loaded into the Quantrax system. Big thanks to the team who are helping board this client, and also to the Waypoint collection team members whose performance paved the way for landing this project in the first place.

Go team!

## Upcoming Events

Luke Eichbauer and Miles Jensen to visit Bogata, Colombia - June 6th-10th

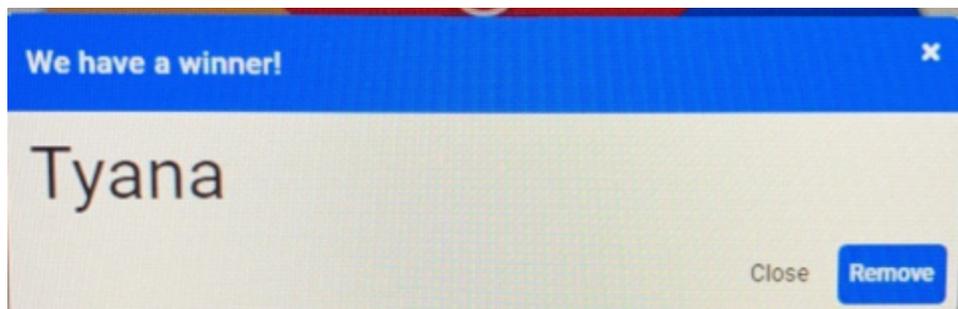
Chet Kastner to visit Johannesburg, South Africa - July 9th -15th

All Employee Town Hall Meetings - July 15th and 16th

Leadership Team Quarterly Meeting - June 22nd 23rd

## Question of Week

Which brings us to this week's winner of the Question of the Week...Drum Roll please...Tyana Utai, from Complete Recovery in Taylorsville is this week's winner or our random drawing, correctly identifying that Umut Yorulmaz was in the number position in the Rock Star standings. Tyana will be receiving a \$10 Amazon gift card!



### **This week's question?**

Who had the most XM payments?

E-mail your answers to [chuck.k@complete1.com](mailto: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)

**See below for even more!**

<p><b>Recipe of the Week - Mariam's Banana Sheet Cake Bars with Cream Cheese Frosting</b></p>
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**Banana Bars**

- **½ C Butter softened**
- **1 ½ C White Sugar**
- **2 Large Eggs**
- **1 C Sour Cream or Nonfat Greek Yogurt**
- **2 tsp. Of Vanilla extract (I like to use a little more)**
- **1 tsp baking soda**
- **2 tsp cinnamon powder**
- **½ t Salt**
- **2 Cups of Flour**
- **3 Medium to Large Ripe Bananas (I like mine to be very ripe) Mashed/pureed**

**Cream Cheese Frosting**

- **8 oz of softened Room Temperature Cream Cheese**
- **½ cup of softened Room Temperature Butter**
- **2 tsp vanilla extract (or a little more)**
- **2 ½ - 3 Cups of Powdered Sugar (depending on the texture of your liking)**
- **½ C - 1 C of chopped nuts optional on top**

**Instructions:**

**Preheat the oven to 375 and spray half sheet pan with cooking spray.**

- 1. Mix sugar and butter together until fluffy.**
- 2. Add in Pureed bananas.**
- 3. Add in Eggs and Sour Cream/Greek Yogurt and Vanilla.**
- 4. Add in all dry ingredients and incorporate but do not over mix - that will make them chewy.**
- 5. Pour batter into a greased pan and bake for 20 - 25 mins until edges brown and pull away from pan.**
- 6. Cool completely - this is hard to do....I have no patience lol**

**Frosting**

**Mixt all ingredients together (except nuts) until smooth. Might need to add a splash of whipping cream or milk to thin it out.**

**Frost and enjoy!**