

The

complete

News

Updated: May 6, 2022

Welcome to the first edition of the Complete News, a weekly update on all things concerning the Complete family of companies. A new edition will come out each Friday recapping the latest in team member moves, client updates, and other items of interest. We realize that to be a world class workplace we need to have world class communications, and see this as a step in the right direction. And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

And special shout out to all our Mother's as we celebrate Mother's Day this weekend!

Our People

Now Hiring!

Based on our anticipated growth, we are currently hiring for Customer Experience Associates in Taylorsville to start May 16th.

We are also looking to hire Call Center Associates at Prince Parker with a flexible start date.

Other Open Positions:

- Systems Engineer
- Business Analyst
- Coming soon: Quality Assurance Manager, Director of Sales, Client Relations Manager

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).

Room to Grow!

We welcome **Ellie Tripp** who will be joining Complete Sun as a Project Coordinator, effective **May 13, 2022**.

Also, we welcome **James Volkman** who will be joining us as a System Analyst effective May 16th.

And we are pleased to announce that **Candy Grady** (T'ville) and **Tammy Honeywell** (Charlotte) will now be supporting both HR and Operations in their respective roles with Waypoint and Complete Recovery.

For those in Taylorsville: We are currently participating in the Energage Employee Survey. We encourage everyone who received the e-mail invite to provide your honest feedback to help us make Complete Recovery the best workplace in Utah! The survey is open through May 15th. Did you not see the e-mail (like Merlin?). Let me know and I can send you a new one ;-)

Equipment/1st Party Collections

Congratulations to the following employees who have taken the next step in the Career Path with Complete:

Claudia Caro, Daniel Herrera, Esperanza Echeverria, Natalia Leano, Oscar Laspriella, Rodrigo Infante

We're off to a great start with our XM Mobile project in Taylorsville which started this week. We may have some overtime opportunities as we continue to recruit to staff up to meet the needs as our call volume grows!

Client Updates

Spectrum

Congratulations team! Your wonderful results of the pilot have earned us a permanent role in assisting Charter with their equipment returns in all markets. We will continue to work the rural markets, where no additional tactics are available in addition go head to head with field services in the downgrades and voluntary disconnects. Continue to bring your best to every call and Congratulations on the win!

XM Mobile

Comcast trusts us completely with their customers. As we all know, we work diligently on their equipment return and customer saves in their core video, internet services. We now are in the beginning stages of customer saves (first party collections) on the mobile side of the house. These customers are gold to Comcast, treat them with dignity and

grace, help them get their account current by taking payments and save Comcast customers.

Earthlink

Patience is a virtue they say, and with that we wait patiently for the Earthlink first party collections project to start. Stay tuned... more to come shortly.

Comcast Central

Waypoint for another win! Comcast NE and West benefit greatly from the wonderful efforts the Waypoint Group gives in collecting bad, charged off debt. The Central Division is joining the party launching May 22nd. We look forward to continued success.

OCA Business News

CRM Migration

With the purchase of Waypoint and Prince Parker this year it quickly became apparent that operating on two different CRMs was going to be very challenging so we decided to move quickly to get onto one system. We recently launched this project to migrate the clients on the Finvi/Artiva system over to the Quantrax CRM. We expect to move 2.7M accounts from one system to the other with a target date of June 1st. This will include a training plan for our team so expect to hear more on this soon.

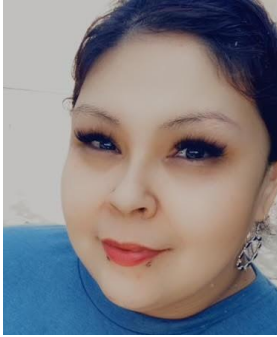
As mentioned elsewhere, Waypoint has been awarded a large warehouse project for Comcast central. We currently expect to receive this business 5/22.

Congratulations to Tammy Honeywell at Prince Parker for accepting the role of HR/Operational Support Specialist for the Waypoint/PPA OCA business.

Partner Center News

In addition to our strong partnership with Airtech Communications in Bogata, Columbia, we are excited to announce the launch of our latest partnership with Transaction Capital Risk Services in Johannesburg, South Africa. Our inaugural class started this past Monday and we welcome them to the Complete family!

Getting to know you



Elizabeth (Liz) Rodriguez-Waypoint Supervisor, Round Rock, TX “I started my career in third party collections in 2006 and am grateful to be part of the Complete family! I have 3 kids, ranging from 11 months to 19 years old! I like playing and listening to all types of music. I was that kid in middle school toting a flute, violin, guitar and a backpack full *just in case*. I love #2 pencils, cheese, a challenge and getting to know people!”

Question of Week

Answer our **Question of the Week** and be entered to win a cool prize!

This week’s question?

One of our Big Four projects is a Warehouse project with Comcast Central. When is it projected to start? [Submit your answers here.](#)

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)