

The

complete

News

Updated: August 19, 2022

Benefits Open Enrollment is here



One of the great benefits of working at Complete Recovery is benefits. We are fortunate to be able to offer a robust benefits package as part of our overall compensation package to all full time (working 30 hours or more) benefits eligible US employees of Complete. Starting Monday, **Aug 22, 2022** through **Sep 2, 2022** , benefits eligible employees will be able to review and elect their benefit selections that will go into effect **Oct 1, 2022** . With many options and choices available,

it can often be a challenging process to find out what might be best for you and your families. To help with this, in addition to the many resources available on the portal, we will be scheduling benefits meetings over the next week. Even if you believe you will not be making any changes to your benefits, all employees must review their elections and reconfirm for this year. One benefit that every eligible employee should select is the fully company paid life insurance policy, which will also require setting up a beneficiary in the portal. As you go through this process, we will be here to help.

Now Hiring!

We are currently filling the following positions:

- Customer Experience Associate I - Taylorsville (remote options)
- Collections Agent - Charlotte, NC
- System Analyst

Check out all openings at our career site on [linkedin](#) or [Indeed](#). 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).

Completely Awesome Team Spotlight (CATS)

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July Employee of the Month!

Taylorsville



Luana De Lacy-Moore
Customer Experience Associate

Luana Is a Awesome agent and applies her very best to all that she does! Luana has been married for 28 years. She has 3 boys(men Actually) And 16 Grandkids, And 5 Great Grandchildren.

Luana is from New Zealand, And came to the USA 35 years ago.

She Loves to go on cruises And travel. Loves spending Time with her Grandchildren! She books cruise lines for her and all them to go and have a great time.

She has 10 brothers and sisters. 3 Sisters in Salt lake and 1 Brother in Salt lake, And they all meet for lunch once a week. It's all sitting around the table in laughter. Her family is a super close family And She loves and enjoys all the time with them.

She loves her extended family here at CRC. And is very proud to be the eldest in the office :) And is very grateful and Thankful for job that supports her!

And congratulations to our Rock Stars in South Africa!
Pictured here on the left is Vusi Phakathi and on the right we have Wandile Malaza. Way to go!



Room to Grow



We are pleased to have Diego Vargas (left) move into a new role with the Workforce team and Adrian Lopez (right), who has moved into a role of Team Lead. Both are a part of our Bogota, Colombia team. We wish them great success in these new roles



What's Up at Waypoint



The Waypoint team would like to give special thanks to Miles Jensen for his tenacity in pursuing improvements with respect to stability with audio and computer problems for remote agents. In the end, Miles spent countless hours with various experts inside and outside of Complete to identify and resolve the issues. It was a difficult problem to solve, and we are very grateful to be back to optimal operations.

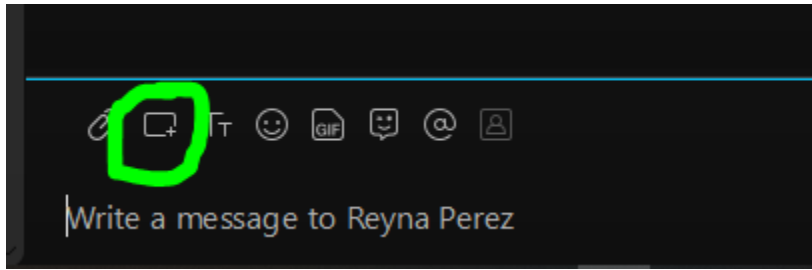
Now that the remote issues have been resolved, the team in Jacksonville can begin their migration to offsite operations. The first two Jacksonville team members will move to the remote solution on 8/22.

You may have noticed that the leadership team at Waypoint has been a bit distracted with the conversion from Artiva to Quantrax. It has been a very busy 5 weeks completing the integration with banks, clients, and vendors. Thank you team Waypoint for keeping performance up during this transition period!

WEBEX tip of the week: Sending Screenshots in Webex

Have you ever been working on a call and needed help so you reach out via webex and the team lead says, "Can you send me a screenshot so I can see what you're talking about"? With Webex, you can easily send screenshots simply by clicking on the second icon on the row of icons on each chat. This will "fog" your screen but allow you click and drag to select what you

want to screenshot and then will automatically add it to your chat for the lead to be able to review.



Upcoming Events

September 5th - Labor Day Holiday

September 7th and 8th - 3rd Quarter Leadership Meeting

September 13th and 14th - Town Hall Meetings

Save the date for **Summer Parties**:

Taylorsville- September 17th

Jacksonville - September 22nd

Charlotte - September 24th

Austin - October 1st

October 31s - Halloween!

Question of Week

This week's winner of *Question of the Week* is (drum roll please) Jesus Pareja, a customer experience associate in Bogota, Colombia, and our second two time winner who correctly identified Aaron's favorite band as the Beatles. Congratulations Jesus, your prize is on its way!

This week's question*:

Name one of the Rock Stars in South Africa

*All answers must be submitted by end of business Thursday to be included in the weekly drawing.

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

And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

A Very Special Contest: Listen to the Complete Story Podcast to win!



There are currently 26 amazing episodes of the Complete Story Podcast. Miles and I have worked hard to bring you great content, interviews with company leaders, Complete charitable partners and team members just like you! For example, our latest episode features Neka Williams, a team member who's done it all at Complete.

But we want more of you to listen!

So, over the course of the next two weeks, we challenge each of you to listen to ONE episode of the Complete Story podcast. If you do, you'll be entered into a drawing for a **\$50 gift card or equivalent**. To enter and prove that you have listened to the podcast, all you need to do is send me the episode number and one of the words from "Chuck's Fast Five" which we play at the end of almost every episode.

And here a quick tip: we post our podcasts in webex, but all of our podcast can be found on [Anchor](#) and [Spotify](#).

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

Bonus Tip of the Week

School started this week for many young people across the US. Check out these back to school tips to ensure a great school year:

<https://pratibhaintschool.org/back-to-school-tips-for-parents-2022/>