

The complete News

Updated: August 26, 2022

Sign 'o' the Times: Two major deals are done!

It's official! We got both the *XM and the Charter contracts signed this week. Lori Recker, Misty Pina and Merlin* have just finished up an amazing road trip to solidify client relationships and ensure that we continue to grow our business, getting signed deals with Charter and Comcast XM mobile!

What does this mean for us?

We are hiring! So if you know someone who is looking to join a growing company with great people like you, now is the time to refer them. We'll be announcing a limited time offer *employee referral program* and you'll see all kinds of ads on Facebook and Tik Tok (whatever that is ;-)



Now Hiring!

We are currently filling the following positions:

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

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).

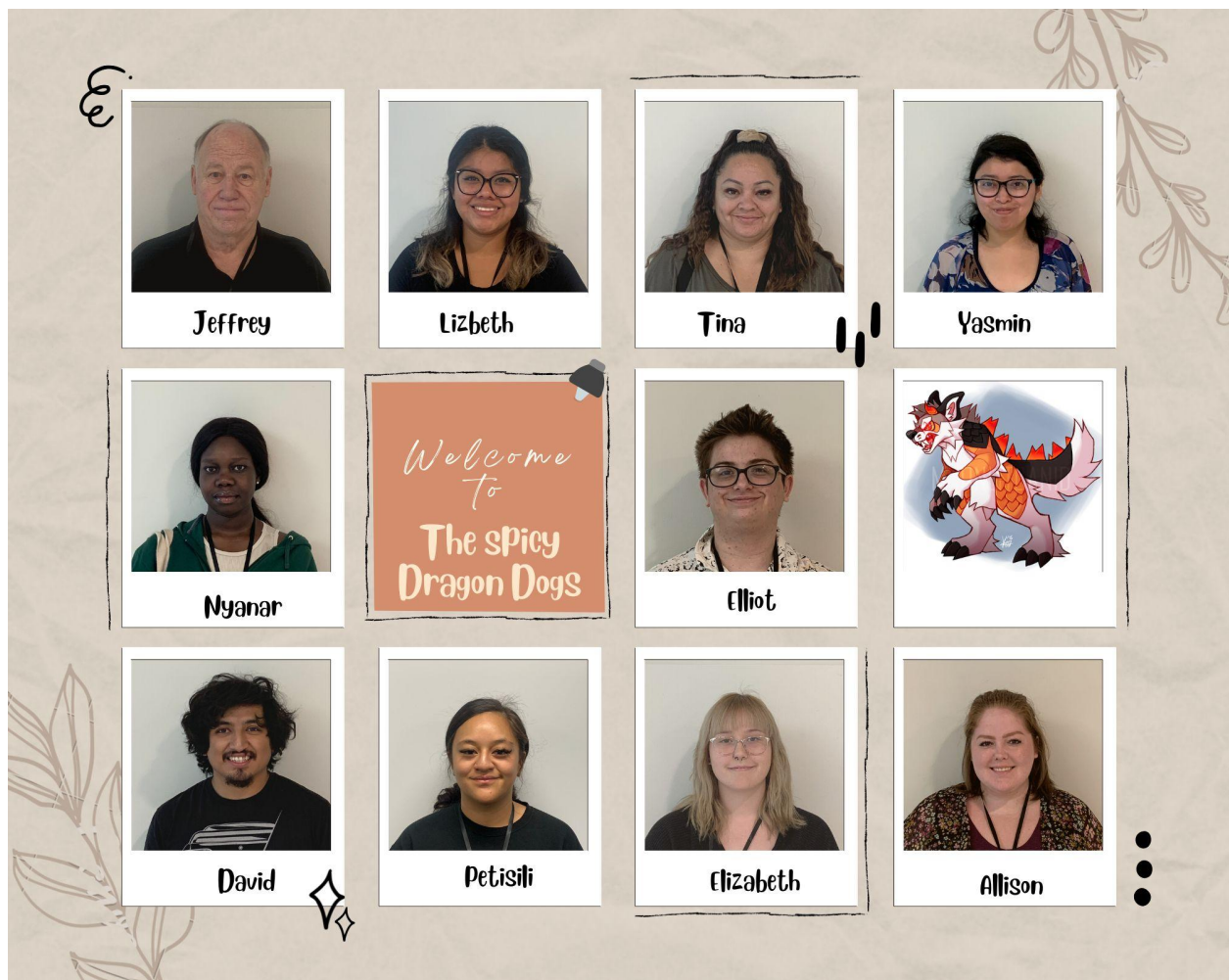
**As a reminder, we will be closed Monday, September 5, 2022
in observance of Labor Day**

Welcome to the Team!



Meet Clara, our newest Collections Specialists at Waypoint Charlotte. Clara brings to us over 25 years of collections experience! She has one adult daughter and when she is not working she loves to travel especially to her favorite destination, Mexico.

And welcome to our newest team members in our Taylorsville office.





We are pleased to announce **Steve “Bubba” Lawrence** has joined Complete Recovery as our new Project Manager, reporting to Miles Jensen, VP of Business Operations to assist with helping us execute all the great new projects that we have going on. Bubba will be working remotely from his “homestead” in Texas and joined us on August 22nd.

In Bubba’s words:

“My name is Steve Lawrence but please call me Bubba. I currently live in Brock, Texas with my wife and 5 kids (4 girls, 1 boy). I received my bachelors degree from Sacramento State University and later graduated from Liberty University with an MBA. In my spare time I enjoy all my kids activities, running, working out and playing basketball. I am extremely excited to join Complete Recovery.

Please join us in welcoming Bubba to the team as we look forward to his facilitation of all our projects!

Completely Awesome Team Spotlight (CATS)

Waypoint- July Employee of the Month-Dale Overton

Our pick for Waypoint's First Employee of the Month was a unanimous vote. Dale's official title is IT Director but he is so much more to those of us who know him. He pushes every day to make our work worlds better, safer and more efficient. Dale has been married for 24 years, has 3 children and 3 grandchildren. He loves drag racing, RVing, visiting historical landmarks and tinkering on everything and anything. We are very grateful to Dale for all he does!



Room to Grow

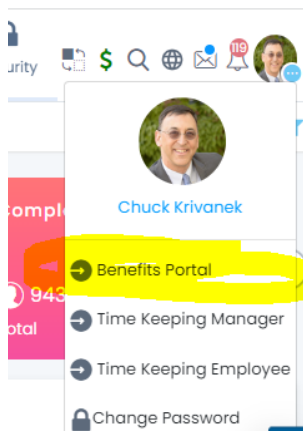


We are pleased to share that Samuel Bernal (right) and Alejandro Guzmán (left) have moved into new roles with the Workforce team. Both are a part of our Bogota, Colombia team. We wish them great success in these new roles.



And to Joyce Arzaga who has accepted the role of Quality Coordinator and reporting to Jeff Humeny. Joyce has been a Waypoint Collector for over a year and was most recently a team lead in the department. In her spare time, she like to spend time with her two kids and her husband. Since she lives in the desert, she likes to off road and hang out with our friends. We look forward to what Joyce will bring to this role.

Open Enrollment runs through Friday, September 2, 2022



If you are a benefits eligible employee, it is vital that you logon to StratusHR/Splashtrack to complete open enrollment for 2022/2023 benefits. Even if you do not want/need to elect benefits, it is imenrollment guide.portant that you logon to provide a beneficiary for the full paid life insurance benefit.

Based on IRS regulations, Open Enrollment is your one time during the year to make sure benefit elections except for some very specific life changes, so please time the time to invest in the future by making sure your benefit elections meet your needs. If you have any questions, you can find all the answers including the phone numbers

to benefits experts by downloading the Benefits Guide from the benefits website.



Welcome,
Charles Krivanek

**Benefit Guide 2022-
2023 (Click Here)**

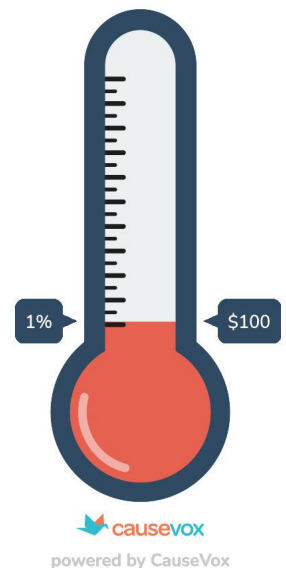
Vision Cambodia



As covered in a previous issue and podcast, **Vision Cambodia's** sole focus is improving the quality of life for rural Cambodians. Volunteers from around the world donate their time, money, and talents to support meaningful and effective humanitarian projects. Sustainable projects with lasting impact drive change and improve lives.

In the coming month, we will be working to raise money for this worthwhile project. We have set a company wide goal of \$8000. Look for more information coming to a center near you. And in the meantime, if you'd like to make a donation, you can visit the Vision Cambodia site and click on the [Donation button](#). Then send Mariam Green (mariam.g@complete1.com) a copy of your e-mail receipt and we'll add it to our total.

GOAL: \$8,000



Upcoming Events

September 5th - Labor Day Holiday - Operations will be closed

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 31st - Halloween!

Question of Week

This week's winner of *Question of the Week* is (drum roll please) Alvina Thompson, a supervisor in our Johannesburg, South Africa center! Congrats, Alvina!

This week's question*:

Name something that Waypoint's July Employee of the Month loves to do.

*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! **And so far, no one has entered!**

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

Our friends at Stratus shared some great advice on what NOT to say on a work call that can make all our days a little better.

[What NOT to Say on a Work Call](#)