

The

complete

News

Updated: September 9, 2022

Exciting news in the world of all things quality!

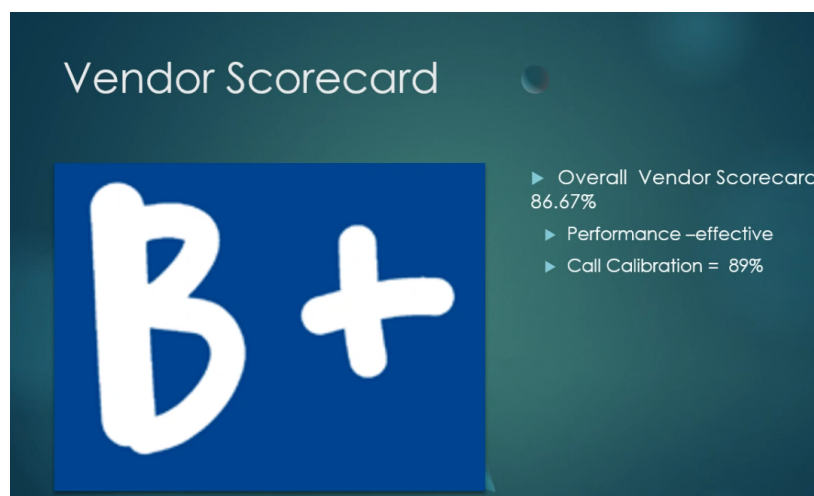
completeRECOVERY



We have put the final touches on our final form that rounds out everything we wanted in a quality evaluation. That combined with completing our first month of being able to audit all three business units. We onboarded a new member of the team and are proud to announce **Joyce Arzaga** has accepted the role as Quality Auditor reporting to Jeff

Humeny as of 8/22/2022. We continue to push for excellence in our calls as we train on the **WOW** call and what it sounds, looks, and feels like in our "talk off's" and treatment of our client's customers. Thanks you for everything you do everyday to make quality a part of life in all we do! And look forward to more exciting news to come in the future!

What's up at Waypoint!



Our performance call with NE Friday 9/9 went well! We had an overall score of B+. (this image is from the actual performance deck) Great JOB to the Waypoint and Client Services Team!

Have you check out the podcast contest at the end? You can earn money?

Now Hiring!

Based on our continued success, our clients are looking to trust us with more of their customer accounts and more accounts means more great people like you to help us motivate customers.

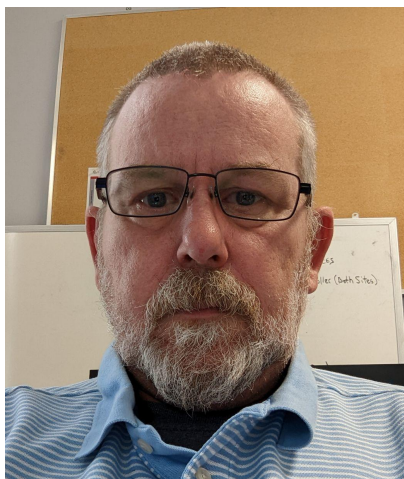
We are all Recruiters!

- We believe some of our best employees are the ones who are referred by you! After all, who knows what it takes to succeed here more than you do?
- We want to reward you for every person you refer to work here that becomes a contributing member of our team.
- We also want to reward them for joining us.
- Through the month of September, you stand to earn \$500 for each person you refer who is successful in creating great customer relationships for 90 days.
- But wait, there's more: They also will get a \$500 bonus once they hit their 90 days!
- But wait even longer and read the fine print.
- Eligibility
 - Submit [Employee Referral Form](#)
 - Agent referrals that are submitted in the month of September are eligible
 - Employee (referrer) and New Hire (referral) must be in good standing
 - New Hire must hit 90 days of employment and work at least 85% of their scheduled hours
 - Members of the HR team and anyone involved in the interview and selection process are **not** eligible

This is your chance to take some ownership in our workplace. You have direct control over who works here and stand to gain financially by taking action. It's all about our networks and relationships we have today and tomorrow.

If you refer four people, you stand to gain \$2000. What can you do with \$2000?

Welcome to the Team!



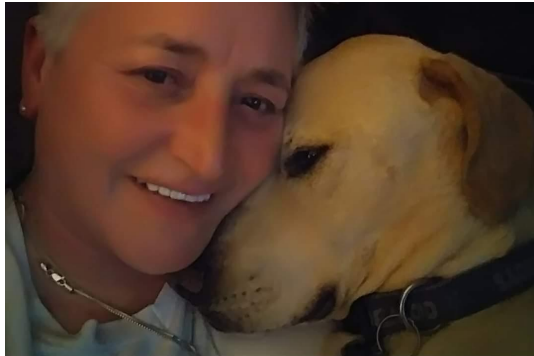
We are pleased to announce **Jason Gerding** has joined Complete Recovery as our new Business Analyst, reporting to Kurt Easthope, Manager of Information Technology, to assist with helping us leverage our data to deliver outstanding results by providing the best tools to our people. Jason will be working remotely from his home in Quincy, Illinois and will be joining us officially on Monday, September 12th.

Jason has been in the IT industry for 25+ years and has done everything from repairing computers in the early days, to system admin roles and programming. Jason shares that the thing he likes most is finding solutions to

problems. He is passionate about automation and removing manual processes when it is feasible.

In his spare time, Jason enjoys golfing and spending time with his family. He has been in the same fantasy baseball league with the same group of 16 guys going on their 24th year this year.

Please join us in welcoming Jason to the team as we look forward to his technological contributions!



Congratulations to Norma Salinas, our newest Supervisor with a particular focus on supporting our new Waypoint team in Bogota, Colombia.

Norma is from a little town known as The Hill Country which she loves, a little town named Bertram. Norma's not very fond of the city at this point in her life. Her dog Dallas is her life, her baby, and everyone says he is super spoiled (yeah of course). Norma shares, "He is my only child. LOL. I enjoy the outdoors, camping, fishing and hunting, I am also a huge Dallas Cowboys fan and have a lot of memorabilia (been collecting since 1978). I am also a coin collector and collect antique items. I recently got engaged and I feel she is my soulmate. I have been with Waypoint for almost 5 years and I am very happy to have been promoted to a supervisor position but I am super excited to see what the next chapter will bring, even more so to be part of Complete Recovery, exciting times!!

*"If you cannot do great things, do small things
in a great way"*

Join me in congratulating Norma in her new role. We wish you all the best!

August Rockstars!



Charlotte Rock Star winners left to right.
Dawn Roaten, Pre-Collect/DTV Team
Judy Reichard, Medical Team

Welcome to the team in Taylorsville!

We are pleased to welcome our new team in Taylorsville: Team Petronus! And if you don't know what that means, you must be a **muggle**.



What is



This past Thursday, all of our front line leaders came together in person and virtually to spend the day focusing on what it means to be a leader and how to, in the words of Stephen Covey, “Sharpen our Saw”. At Complete, we realize everyone needs development and has an opportunity to learn, from our founders and owners, (Merlin and Aaron) to the new hire who walks in the door next week.

So what did we discuss?

We considered a case study of Earnest Shackleton, who led an ill-fated journey to the South Pole. We learned life takes resilience, flexibility and creativity to succeed. Life requires leaders who understand and can empathize with their followers. For without followers, there are no leaders. No title can make a person a leader if their actions do not instill confidence. We will strive to put learning into practice as we move forward.

Don't Be Fooled: Security and the Importance of Verification/Authentication

Every team member that works here knows the importance our clients place on authentication and verification to protect their customers' information. In today's world, it has become a key part of protecting our information from those who try to steal information for their own financial gain. So we require certain authentication on EVERY call.



This past week however, we had a situation right here in our own offices/computers. Those with e-mail received a communication that appeared to be from an internal source that provided a link to authenticate your password. There was no specific person named on the e-mail and the address was not one we have seen before.

Seems suspicious? You bet.

So when this happens, what should you do?

- 1) Report your suspicions to your manager PRIOR to taking any action
- 2) When in doubt, do not click on any links in the email
- 3) If it is determined to be a scam, delete the email

For more information on phishing scams, check out:

<https://consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams#recognize>

Upcoming Events

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) Wait. We have two winners, because we forgot last week. So here we go...new drum roll please.

For the week of Sep 2, 2022 : our winner is Luisa Rodriguez !

And for the week of Sep 9, 2022 : our winner is Ruben schoenefeld (sorry I'm missing the umlaut). Thanks for reading the newsletter!

This week's question*:

What can you do with \$2000 USD?

*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! LAST WEEK TO ENTER...ONLY ONE PERSON HAS SO FAR



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)