

RPM and Complete: Better Together!

This past Tuesday, October 4th, two great teams came together with a signing celebrated around the world! Receivables Performance Management (RPM), a leader in the third party collections (OCA) space has combined with Complete Waypoint for the mutual benefit of growing our company and dazzling our clients. The merging of our companies brings the particular advantage of bringing great clients such as Verizon, T-Mobile and Kohl's department stores. We are so excited to have the great people of RPM join us bringing the expertise they have built through years of experience. As with any endeavor of this magnitude, there will be a transition period that takes place over the coming months which will be successful through transparent communication and commitment to our vision of growth.



RPM has over 40 team members with a home office in Lynnwood, WA and a satellite office in Reno, NV. We are currently looking to add members in Jacksonville, FL. as we continue to grow our business and ensure we have the right team members to deliver on the growing portfolios of our clients.

Now Hiring for RPM in Jacksonville Florida!



As we start our first combined Complete training class with new team members in both Taylorsville UT and Jacksonville FL, we continue to look for new team members across all our operations.

We have upcoming classes for:

Collectors in Charlotte, Collectors in Jacksonville, Equipment/First party collectors in Jacksonville and Taylorsville.

And don't forget about our lucrative employee referral program of \$300 for each team member you refer who continues to be employed for 90 days and works 85% of their hours. So Don't Delay! Refer Today!

- Submit [Employee Referral Form](#)

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.

Bringing People Together-Bogota visit a great success!



At Complete, we have a commitment to stay connected, even though we are separated by distance. And while the use of technology can keep us connected on a daily basis, there is nothing that can replace getting to know each other by actually visiting in person.

To that end, **Misty Pina, Director of Client Services** and **Jeff Humeny, QA and Compliance Manager** spent some time with our colleagues in Bogota, where we have Quality Auditors as well as a host of other team members working in just about every area of our business. Visits of this nature will continue to keep us aligned, building strong relationships and make our communications that much easier as we foster understanding of each other.

Que seamos mejores juntos!

Upcoming Events

October 9th - Party in Johannesburg, South Africa

October 31st - Halloween! Costume Contest Announcement Coming Soon!

November 6th - Daylight Savings across the US

Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Joe Tucker**! Joe, out of our Jacksonville center, correctly answered that Aaron was making spaghetti sauce! And most importantly, he read the newsletter!

This week's question*:

What two cities have RPM offices?

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

Send a message with your answer directly **via Webex** to Chuck Krivanek!

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



And here is a quick tip: we post our podcasts on webex, but all of our podcasts 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)