

The Holidays are Upon Us!



As we look forward to a great holiday season, we hope you all can plan time to relax with family and friends, and rejuvenate your spirit for the New Year. This year is a little unique in that the holidays fall on Sundays, when we are closed. In these cases, Complete, along with the rest of the majority of the industry observe the holiday on the Monday following. Our goal is to balance client needs, revenue opportunities and team member well-being to provide a holiday schedule that works best for everyone. If you have any specific questions, please reach out to your supervisor.

Top left, Marciruz Lopze Castillo, a Verizon Collector. Top right Meron Gebregergish, a Verizon Collector. Bottom right, Paola Arellano, Operations Manager and bottom left Mariela Espinoza, Verizon Collector. Lynnwood, WA

December	Day	Note		Notes
12/7/2022	Wed	Town Hall		Pam and Stacy Lead
12/14/2022	Wednesday	Offsite	Offsite	Executive Offsite
12/15/2022	Thursday	Offsite	Offsite	Leadership Offsite
12/24/2022	Saturday	Christmas Eve	Closed	Not paid. Make up hours allowed/encouraged.
12/25/2022	Sunday	Christmas	Closed	Paid Holiday for U.S employees
12/26/2022	Monday	Observed	Closed	Monday Observed
12/31/2022	Saturday	New Years Eve	Closed	Not paid. Make up hours allowed/encouraged.
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed

Holiday Pay Guidelines

Eligibility:

Employees scheduled to work 30-40 hours a week are eligible for holiday pay immediately upon hire. Employees scheduled less than 30 hours a week are eligible for holiday pay after 90 days of service with the company.

Employees will receive holiday pay based upon their average "Approved" paid hours (this does not include any "Unapproved Time Off") for the two pay periods prior to the holiday as shown below shown below:

- $\text{Approved Paid Hours for previous two pay periods} / 20 = \text{paid holiday hours (rounded to lowest whole number)}$

Example:

<u>Approved Paid Hours</u>	<u>Divided by 20</u>	<u>Equals Holiday Paid Hours</u>
160	/ 20	= 8

If an agent is not regularly scheduled to work on the day in which a holiday falls, they will still receive holiday pay for that specific day even though they are not scheduled to work.

To be eligible for holiday pay, employees must work the last scheduled workday immediately preceding the holiday, and the first scheduled workday immediately following the holiday. A combination of occurrences that results in 1 full attendance point on these two days will be disqualifying.

Keep in mind, new team members who do not have hours in the prior two pay periods to a holiday will not receive holiday pay. Holiday paid hours will appear on individual timecards for your review in the pay period of the holiday.

R-October Rockstars!

It's that time again. Time to recognize our Rock Stars from around the company. In Taylorsville;



From left: Neka Williams, Delores Fables, Luanna De Lacey-Moore, Scot Scuderi, Bindy Traver, Ruth Mallow, Rachel Hugie, Darian Johnson, Vincent Jimenez. Front row from the left: Fernanda Pereira, Nicole Johnson, Shanae Milburn Not Pictured: Claudia La Rocha, Tania Quinones



And for Waypoint Resources Group, where we have Judy Reichard, and Darlene Williams, pictured left along with Patricia Deleon (not pictured), and Tanzshineka Williams (pictured below)

We appreciate and recognize everyone's consistent performance over the month of October and for many of these Rock Stars, the full year!

Continuing to Grow!

Complete is entertaining a number of discussions with potential clients as our skill sets expand. Sales are always difficult to close, but there are names like eBay, Bank of Hawaii, Sonic, Charter, and AT&T where we are in the midst of proposing new or additional servicing solutions. The fact that we are able to entertain these discussions is directly related to the work we do, the manner in which we do it, and the strong performance of our team. In case you haven't noticed, we are growing. Let's go!

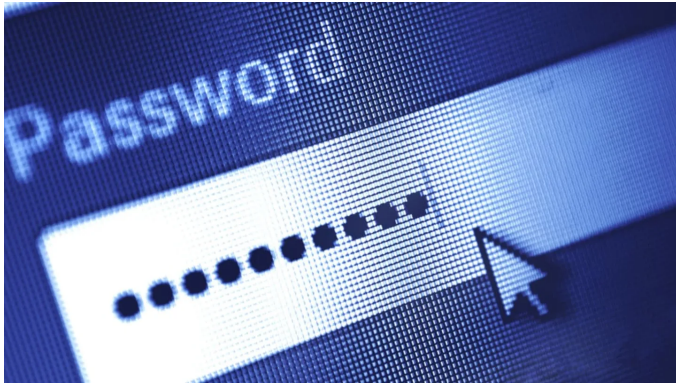
Earthlink is Coming!



We are pleased to start a new partnership with Earthlink this coming week. Starting with 6 team members in our Taylorsville office, we will be handling first party collections for this well-known internet provider using their collection systems, keeping their customers

connected. We see great potential in this partnership with another great industry brand.

Cybersecurity and You



Computer security is part of life here at the Complete family of companies. We each play an important part in making sure our work complies with all necessary security measures. As such, we are each assigned a user name and password that uniquely identifies us to work here. It is our obligation to remember and update our passwords when asked to do so. And while we often use initial passwords like

Complete123! , this password should never be used as an ongoing password (since now you all know it, not very secret). Also, when you see a message pop up on your computer screen that says, "Your password will expire in 5 days, please update your password." take it seriously and update your password. Did you know that AWS Passwords need to be changed once every 90 days?

By taking responsibility for yourself, we can continue to focus on dazzling our customers with maximum security and satisfaction.

It's beginning to look a lot like Christmas!



Holiday Activities!! **2022**



December 2nd- Kick off the holidays, Pajama day! 

 December 6th- Hot Cocoa & Cookies

December 14th- Bagel Day! 

 December 20th- Global Christmas sweater contest!

December 22nd- Flannel & Flapjack day! 

1st place- \$25
2nd place- \$15
3rd place- \$10

Gift card

Our holiday kick off is off and running! In Charlotte, NC...



Left to Right: Penny Ham, Lindsey Roach, Marilyn Harris, Latoya Ray, Dawn Roaten, Donna Tomlinson, Lesa Barbee, and Nnenna Weston.



And Taylorsville, UT...

Kathleen Loftis, Koda Graff, Kailee Scribner, Robert Ladue, Michelle Poulson, Lori Sorenson

Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Bindy Traver! Bindy**, is part of our team in Taylorsville UT and a two time winner! She correctly identified that Global Christmas Sweater Day will be December 20th?

This week's question*:

How often are users required to change AWS passwords?

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News](#)!

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

Feedback is a Gift!

So do you want to recognize a co-worker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



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

Check out this week's episode, an interview with Jeff Parker, the founder of Prince Parker & Associates and a Carolina sports fan.

<https://spotifyanchor-web.app.link/e/5a0z0hokuvb>

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar)