





Biggest Town Hall Meetings Yet!

A Complete Family of Brands

		
Equipment Recovery and First Party Collections	Third Party (OCA) Collections, combining the strength of Prince Parker & Associates, Waypoint and Receivables Performance Management	Happy Solar, Sales, Support and Servicing with Skypower
Taylorsville, Jacksonville, Bogota, Johannesburg	Lynnwood, Reno, Charlotte, Jacksonville, Johannesburg, Round Rock, Taylorsville, Manila	Taylorsville and Johannesburg



Chuck Kwaneke

Another round of Town Hall Meetings are in the books, filled with updates, Allstars, Platinum people and more! Thanks to Chet and Danen and the team for sharing this quarterly update, which included our newest team members from Receivables Performance Management (RPM) for the first time! It is always special to hear from Merlin and Aaron to hear their vision and passion for the work we do. And congratulations to all those who were recognized (with hundreds of dollars of gift cards).



The Holiday Schedule

December	Day	Note		Notes
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.

PTO Carryover

Carryover

At the end of the year employees may carryover any unused and unpaid PTO balance, up to a year's worth of PTO. See table below for details:

Years of Service based on Anniversary Date	Maximum Carryover
0-2 years	80 hours
3+ years	120 hours

Employees of the Month

completeRECOVERY

November Employee of the Month!

South Africa



Mantombi Cecana
Customer Experience Associate

Mantombi Cecana is a very dedicated individual. I do not allow fear to stop me from going after what I want in life, I'd rather fail knowing I tried than not know at all. I have been in the call center industry for 7 years, starting as a sales agent to a customer service agent and definitely moving up the rank. I like listening to music, reading, and socializing.

completeRECOVERY

November Employee of the Month!

Colombia



Paula Camacho
Customer Experience Associate

I'm currently culminating my degree in Licenciatura en Español e Inglés at Universidad Pedagógica Nacional de Colombia. I have always been interested in the development of my surrounding culture so I would like to work for it through proposals focused on communitary education.

In my free time I like going to different restaurants to try local cuisine from all around the world! I also like writing poetry and drawing. Moreover, even though I don't usually travel, I really enjoy visiting new places and learning about different cultures.

Is always open to learn and help the operation.

completeRECOVERY

November Employee of the Month!

Taylorsville



Samar Himouda
Customer Experience Associate

My name is Samar Himouda.

I have been with Complete Recovery for almost 6 months, and this is my first call center job.

At first I worked here to be close to my mom (Hadeel) but now I'm enjoying the work.

I was born in Jordan and came here 4 years ago with my family, I have 2 amazing brothers.

I spend my free time baking.



And congratulations to our top performers in November in Bogota, Colombia!

Felipe Castro
Gaily Duran
Gabriela Tellez
Felipe Gonzales
Edison Palencia
Oscar Lasprilla
Manuel Guadir
Enmanuel Sanchez
Brian Torres
Mayra Pulido
Cristian Berrio

We appreciate and recognize everyone's consistent performance over the month of November!

December Anniversaries

IT'S YOUR WORK ANNIVERSARY!



Please join us in congratulating the following team members who are celebrating a workaversary in December!

Team Member	Location	Hire Day	Number of Years
Miles Jensen	Taylorsville	12/1	3
Aneequ Sajjad	Taylorsville	12/10	3
Rosa Membreno	Lynnwood	12/09	2
Andrew Wetzel	Lynnwood	12/27	1

This Week at Waypoint

This week the Quality team has been connecting with our Waypoint Comcast Team by joining 1x1 shadowing sessions with our newest team members as well as hosting small group calibrations! The team is focused on connecting with our front line collectors and supporting their development ! We will be holding these calibrations 4 times a week in the month of December!

Coaches Corner: Negotiation and the use of Assumptive Phrases



Want to increase your volume of payments collected ? Maintain a problem solving mindset! When a consumer communicates they can't pay their balance in full, reassure the consumer that together you can come to a resolution.

Acknowledging that it may not be possible for everyone to pay their balance in full and expressing your commitment to help find a path forward will go a long way. Probe to determine how much they can pay today and how soon they can

make their next payment. You can create urgency by using words and phrases such as how short are you, how close can you come today , how soon can you make your next payment? Making the effort to create a plan step by step can motivate the consumer to get a handle on their debt today. Persistence and problem solving can help you come to a resolution that will be equitable for the consumer and the client, increasing your overall collections!

-Submitted by Coach Liz

Kudos for Kailee!



Congratulate Kailee Young on her first kudos call on the Waypoint Comcast crew! Thanks for making this customer's experience Great! Kailee works in our Charlotte office and will celebrate her two month anniversary next week!

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

Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Stacy Estes! Stacy** is our interim Manager of Operations for our team in Taylorsville UT. She correctly identified that you need to reset your AWS password every 90 days.

This week's question*:

Tell me one thing Mantombi Cecana likes to do when she's not at work?

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](#)!



Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly!

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)