

Celebrating MLK Jr. Day

Martin Luther King Jr. (born **Michael King Jr.**; January 15, 1929 – April 4, 1968) was an American [Baptist](#) minister and activist, one of the most prominent leaders in the [civil rights movement](#) from 1955 until [his assassination](#) in 1968. An [African American church](#) leader and a son of early civil rights activist and minister [Martin Luther King Sr.](#), King advanced [civil rights](#) for [people of color](#) in the United States through [nonviolence](#) and [civil disobedience](#). Inspired by his [Christian beliefs](#) and the nonviolent activism of [Mahatma Gandhi](#), he led targeted, [nonviolent resistance](#) against [Jim Crow laws](#) and other forms of [discrimination](#).

As we celebrate the life and ideals of Dr. King on Monday, we believe that a life of service to others is a life well led.

"Keep feeling the need for being important. Keep feeling the need for being first. But I want you to be the first in love. I want you to be the first in moral excellence. I want you to be the first in generosity."



Breaking News! Comcast West First Party Collections comes to Complete



We are pleased to announce that Complete has been selected to begin First Party Collection work for the West Region of Comcast. This is a substantial project that will have a large initial impact in Taylorsville and Bogota, Colombia where we will be looking to quickly hire and train 50 additional individuals to handle this new project. Based on our success, this project has the potential to become a key to our continued growth in 2023 and beyond. Our Complete reputation for being able to quickly deliver on quality projects (thanks to each of you) will continue to be a key competitive advantage.

Employees of the Month

completeRECOVERY

December Employee of the Month!

Colombia



Xavier Petit

Customer Experience Associate

I'm 36 years old, I'm from Venezuela. I studied industrial engineering, graduated 15 years ago. My goal is to be able to live in Canada because I love cold weather and I would like to see the Northern Lights every night. I love dogs and nature. I characterize myself by helping other people.

Xavier, is a great leader inside the team and always open to help.



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December Employee of the Month!

South Africa



Karabo Kabe

Customer Experience Associate

"My name is Karabo Kabe, age 29.

My biggest motivation is my daughter. I thrive to pave an authentic, positive and healthy way for her to look at as a blueprint. I try to do my work diligently because it provides me a livelihood that allows me to go into spaces where not many are able to experience growth and exposure to good leadership. I intend to level up, bring a positive impact within the company through my hardwork and respect for what I do."



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December Employee of the Month!

Taylorsville



Darian Johnson

Customer Experience Associate

My name is Darian Johnson, I moved to Salt Lake 10 months ago. I love life, I am striving for success, I love laughing, I love good people, and love my family more than anything.



Congratulations to more top performers in Bogota, Colombia!



From Left to Right: Jose Pineda (Supervisor), Gaily Duran (Kudos Agent), Rodrigo Infante (Kudos Agent), Nicolas Alarcon (Kudos Agent), Katherin Garcia (Operation Manager), Adrián López (Team Lead)

Welcome to the Team!



We are pleased to announce that **Melissa Higley** will be joining our team in the position of Director of Compliance, where she will focus on ensuring we maintain compliant practices in our highly regulated industry, thus mitigating any risk. Melissa will report to Jake Payne, VP of Risk and Business Architecture effective February 6th.

Melissa has been in the collection industry for over 15 years and comes with experience in litigation, compliance, and quality assurance. She has provided strategic oversight to ensure client satisfaction and continuous process improvement to increase revenue and mitigate risk in her previous positions.

When Melissa is not at work, she enjoys traveling and spending time with her two children in her off time. Growing up as a native in Colorado, she fell in love with the different seasons and mountains.

Please join me in welcoming Melissa to our work family as we look forward to her contribution in this vital role.



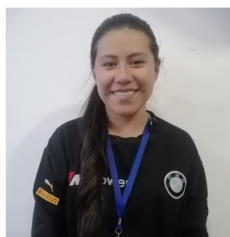
Welcome
to



our
newest



Paula Cortes,
Marisela Quiroz,
Karen Cicedo,
Juan Ramirez,
Gaily Duran,
Alison Sanchez,
Felipe Castro,
Gabriela Tellez,
Alex Rivero, and
Cristian Berrio



XM Team
members



In Bogota!

Coach's Corner: Collections Calls that Get Results

This week's submission comes from Mduduzi Mabaso, Supervisor in our Johannesburg, South Africa office. He shares an article titled, "Six Tips for Making Collection Calls that Get Results"...



#1 Always Be Prepared – Generally and Specifically

NASCAR great Bobby Unser is credited as saying, "Success is where preparation and opportunity meet." We couldn't agree more. You can never be over-prepared when it comes to tackling a collection call.

Be Ready to Handle Excuses

Before making your next collection call, take time to compile a list of common customer excuses, matching them with effective rebuttals. Write them down on file cards or include them in your computer scripting. Group them by category and keep them handy. Exchange ideas with others in your department. Then, when the customer tries to end the call by offering an excuse, you can take control by countering with a well-thought-out reply and returning to the purpose of your call — collecting the debt.

For the full article, [Click Here](#). Stay tuned for more great tips in the Coach's Corner!

Upcoming Calendar of Events

February	Day	Note
2/1/2023	Wednesday	Black History Month Begins
2/2/2023	Thursday	GroundHog Day
2/2/2023	Thursday	Getting to Know the Business
2/9/2023	Thursday	National Pizza Day
2/12/2023	Sunday	Superbowl Sunday
2/14/2023	Tuesday	Valentines Day
2/15/2023	Wednesday	Singles Awareness Day
2/20/2023	Monday	President's Day
2/21/2023	Tuesday	Mardi Gras
2/22/2023	Wednesday	National Walk the Dog Day

Now Hiring!



As we get ready for the new year, it's time to find great new team members to join us! You can always find our current open positions at:

<https://www.indeed.com/cmp/Complete-Recovery-1/jobs>

We are currently hiring for:

1/23/2023 - RPM and Waypoint hiring

1/24/2023 - our next equipment class

Other positions:

Training Manager - Taylorsville, UT

Accountant - Taylorsville, UT

And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment!

Question of Week

Due to a mental lapse, there was no new question of the week last week. For those who answer the question that was still there, you will be entered into our next drawing so you could actually have two chances if you answer again this week!

This week's question*:

Who won the Complete Story Rock Off?

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 our latest episode, the Complete Story Rock Off,

featuring Aaron Meier, Howard George, Chet Kastner and Brad Slack. [Click here](#) for the Complete Story!

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)