

## Announcing our 2022 Rockstars!

Well 2022 is in the books. One of the 5 pillars of Complete Culture is SUCCESS! And our Rock Star program is designed to recognize and celebrate those individuals who have truly embodied success over the course of the last year. The following individuals have distinguished themselves as this year's inductees into our Rock Star Hall of Fame, Class of 2022!



Neka Williams - Waypoint - Taylorsville  
Darlene Williams - PPA - Charlotte  
Dean Muir - PPA - Jacksonville  
Judy Reichard - PPA - Charlotte  
Eric Georgeopoulos - Everything, Everywhere  
Oscar Laspriella - Equipment - Bogota  
Nicole Johnson - Equipment - Taylorsville  
Ruth Mallow - Equipment - Taylorsville  
Reinhard Haidenthaller - Equipment - Taylorsville  
Vincent Jimenez - Equipment - Taylorsville  
Luana De Lacey-Moore - Equipment - Taylorsville  
Dolores Febles - Equipment - Taylorsville  
Shanae Milburn - Equipment - Taylorsville  
Kailee Scribner - Supervisor - Taylorsville  
Jake Payne - VP of Risk/Business Architecture - Taylorsville  
Andrea Graa - Senior Support Manager - Taylorsville  
Pam Harris - Waypoint Ops - Charlotte  
Nicole Monsalve - Senior Business Analyst - Lynnwood

Congratulations to all our Rock Stars who will soon set sail on a beautiful cruise with a guest of their choice! To everyone else, it's a new year, there's a clean slate. Will YOU be a Complete Rock Star in 2023?

### **Datamax Joins the Complete Family of Companies!**



We are very happy and excited to welcome 7 members of Datamax to our Complete /Waypoint OCA family. A deal long in the making and quick to come to fruition, Datamax is strong in medical collections as well as other areas, and has a culture that is very aligned with our Complete culture, key prerequisites that make this a nature way to continue to grow our company. Effective January 1st, **Teresa**

**Holland, Angela Turner, and Courtney Holt** have joined us as

Collectors, **Barbara Hupp, Angela Anders and Fay Manuel** have joined as back office support and **Karen Butner** will be bringing her expertise as a Systems Analyst. This outstanding team is currently aligned with our Prince Parker medical collections team and back office team. Please join me in welcoming them all to the Complete family!

## Who's Celebrating an Work-a-versary?



Congratulations to everyone celebrating a work-a-versary in January. In putting this list together, we came across some interesting facts of 1996:

- The first *Tomb Raider* video game was released, and the Nintendo 64 went on sale in Japan.
- On October 1, 1996, the federal minimum wage increased from \$4.25 to \$4.75.
- Blue M&M's were all the rage.
- And our very own **Penny Ham**, Supervisor in our Charlotte, NC office began her career journey (evidently at the age of 5) on January 9, 1996.

We're certainly glad you did Pam!



Member	Team	Location	Hire Day	Number of Years
Angelina Sofeni		Reno	1/25	1
Abisua Villalobos		Round Rock	1/27	1
Meredith Owens		Charlotte	1/4	2
Shanell Brown		Jacksonville	1/18	2
Iris Arellano		Lynnwood	1/8	3
Jesse Miller		Ohio	1/18	3
Katia Ontiveros Nevarez		Taylorsville	1/15	5
Mario Guandique		Charlotte	1/2	10
Felisa Sterling		Charlotte	1/5	14
Penny Ham		Charlotte	1/9	27

## Coach's Corner: Negotiation Best Practices



This week's submission comes from Kailee Scribner, Supervisor and Rock Star 2022 in our Taylorsville office.

"Do your research" - In addition to knowing the facts about the situation, doing a little research by asking the customer the correct questions may allow you to get some kind of leverage. Also utilizing the knowledge base (Comcast Einstein) on any subject you are unclear on.

Have accurate information - One of the easiest ways to appear confident in a negotiation is to have a strong grasp on the facts of the situation.

Find out the reason - What is the reason that this past due payment got so out of control? Sometimes, if you simply ask a customer what went wrong you will find out that it is only a temporary problem or that help is on the way.

Send a clear message - Make sure that you clearly state the situation to the customer. Don't sugar coat the situation. Spell out your terms very specifically. "Services can not be restored until we receive above the past due amount."

Remain Calm, and stay polite & professional - There is a good chance that your customer will give you several reasons for the delinquency. When this happens, you can't let yourself get aggravated or upset. Remember that the goal of the negotiation is to get the customer to pay you as much as they possibly can, so staying polite and professional is your best bet. Remain calm and look for a solution.

Stay tuned for more great tips in the Coach's Corner!

## 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:

1/9/2023 - RPM Collectors class of 10 (Jacksonville)  
1/9/2023 - Part-time Waypoint Collectors class Jacksonville  
1/10/2023 - Complete Equipment Class(JAX and T-ville)  
1/23/2023 - RPM and Waypoint hiring  
1/24/2023 - our next equipment class

Other positions:

Director of Compliance

Training Manager - 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

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Neka Williams**. **Neka** works remotely in Utah as a Collector for Waypoint and is a total Rock Star. She shared her favorite memory of 2022 "MY FAVORITE MEMORY OF 2022 WAS MY DAUGHTER GETTING ACCEPTED INTO PRESCHOOL" Neka's memory was worth \$10, all because she reads the newsletter!

**This week's question\*:**

What was your favorite memory of 2022?

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, an interview with Eric Georgeopoulos, our site leader and spring aficionado in Jacksonville. [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)