

Now More Global Than Ever: Welcome to our colleagues in Chennai, India

At Complete, we have built a company that recognizes and develops talent, no matter where in the world it may be. To that end, we are pleased to introduce colleagues from our newest partner center in Chennai, India. While they will start out doing specialized work of “clicker”, we look forward to a growing partnership with the team there.



Arup Ratan Dey, Subhajit Makhal, Rishab Mishra, Shoumodeep Das, Souvik Seal, Abhik Mazumder, Lokesh Sarkar, Priyam Pal

Black History Month

You can learn about historical figures like Dorothy Counts-Scoggins when she became one of four students who integrated public schools in Charlotte, NC @ <https://www.charlottesgotalot.com/articles/arts-culture/10-black-charlotteans-who-have-transformed-our-citys-history>

Welcome to our Newest Team Members!



Our three newest Comcast OCA collectors in Charlotte made the decision to start a great career with our great organization. We look forward to getting to know them all better and for the great things they will contribute.

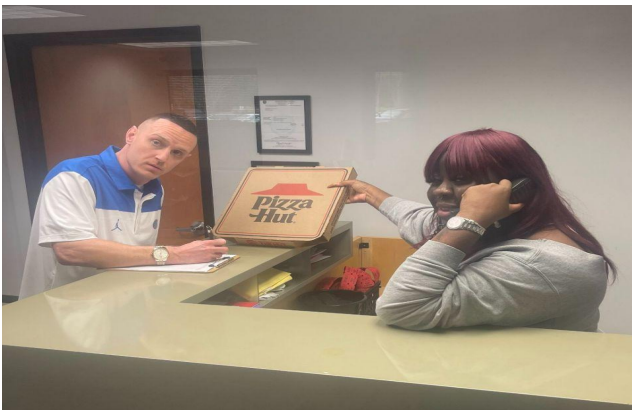
“Everyone came in with a positive attitude and wanted to learn. They were motivated to get going and always put one hundred percent in all they did. We all got to find out about each other’s interests. It is not a matter of if, but when they will succeed. The customers they speak to will have great experiences and I am psyched to see the future for Royce, Camry, and Diamond.”

-Brad Slack Waypoint OCA Trainer

Front: Camry
Back Left: Diamond
Right: Roye

Rockstar Lunch in Jax

Coko and Dean take some silly shots while celebrating their Rock Star Status this week in Jacksonville! What fun!



What's Sunny in Solar ?



Recently Complete Sun started overseeing the Permission to Operate process (PTO) with local utilities in Arizona on behalf of Sky Power. This is another example of our continued partnership with SkyPower focused on maximizing the customer experience and driving growth through excellence.

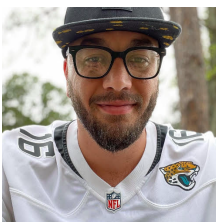
Coach's Corner: Tax Time Talk off Tips

When presenting to a consumer that an outstanding balance exists, we listen for an acknowledgement followed by the rustling of the consumer pulling out their debit or credit card. However, this is not always our experience. A consumer that is unable to pay their balance in full today, will need your assistance to create a resolution for their debt. How can we lead our negotiation and leverage tax time dollars to get the highest recoveries? Outline money sources, maintain urgency, and use assumptive statements!

Here are some talking points you can utilize in your negotiations:

- “Ms Holden, I am sure we can work out a plan that will get you on track. How often are you paid and when are you going to receive your tax refund?”
- “Let’s get a payment towards the balance now, and we can postdate the remainder for x date which will allow you time to raise the funds to get this resolved”
- “What I can do to help you take advantage of this settlement offer is to postdate the payment for the date you are going to be getting your refund”
- “Ms Holden, tax time is a great way to get a handle on this debt and put you on a path to resolving the balance owed.”
- “How soon will you be filing? We can work out a plan to help you get this taken care of”

OCA Updates- Help! Move Justin sentence beside his picture..



Justin Hazel has been officially promoted to OCA Supervisor (formally Lead) and will support our Jacksonville Office!

Comcast West Pre-Soft Disconnect portfolio launched on Wednesday, January 18th! We have been fighting for this work for several years and now that we have this opportunity, time to dominate!

- Top Performers in the Comcast West Pre Queue Since Launch:
 - Dolores Febles - 30 Payments with a 75% Conversion Rate
 - Matt Dexter - 9 Payments with a 50% Conversion Rate
 - Susie Olson - 6 Payments with a 50% Conversion Rate

Sharon Huggins out of our Jacksonville office, collected a \$17,000 payment (CLEARED) in our Sprint Portfolio!

Mariella Espinoza out of our Lynwood office, collected an \$8,000 payment (CLEARED) in our Verizon Commercial Portfolio!

Special Shout-Out to Armando Sanchez and Reggie Breaux who have been instrumental in assisting our OCA Escalations Support Channel! Between the two, they have collected over \$13,000 in net "FEE" since re-launching the Escalation support queue in the beginning of January '23.

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
2/8/2023	Wednesday	Nutun team to visit SLC
2/9/2023	Thursday	Nutun team to visit SLC
2/10/2023	Thursday	Nutun team to visit SLC
2/9/2023	Thursday	National Pizza Day
2/12/2023	Sunday	Superbowl Sunday
2/14/2023	Tuesday	Valentine's Day
2/15/2023	Wednesday	Single's Awareness Day
2/20/2023	Monday	President's Day
2/21/2023	Tuesday	Mardi Gras
2/21/2023	Tuesday	One year anniversary of Waypoint

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:

Other positions:

Training Manager - Taylorsville, UT

Accountant - Taylorsville, UT

Call Center/Collections Supervisor, Jacksonville, FL

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

Last week's question*: What is your suggestion to get people to answer the question of the week? We received ideas on maintaining engagement and what you would like to see more of in the news! Thank you for the feedback!

Congrats to this week's winner, Stacy Lucarelli!

This week's question*: What motivates you?



How do you answer the question? Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

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](#)!

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, a conversation with Hadeel Ayesh, a team lead in our Taylorsville Center. [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)