

**In 2023, IT'S ONE COMPLETE!**

In 2022, we brought together four companies as part of our ambitious plans to grow. While our cultures were very similar, this was a massive change across the board, requiring us to get to know each other, learn new ways of doing things, understand new systems, create new policies, and in general, work in new ways together. And with any change of this magnitude, there is a learning curve that takes place. Add to that, we all accept change at our own pace. Some of us travel along the curve at breakneck speed. Others may take a more leisurely journey. But no matter where you are on the journey, we are all in this together.

**It's one complete**



In 2023, we will be focused on three particular areas;

**Innovation, Trust, and Simplification.**

In the coming weeks, we will look at what each of these mean for our organization, and your leaders will be helping bring this down to each individual's level. As always, we look for input from each of you as we continue to develop, implement, and assess our plans for 2023 and beyond. Have any suggestions or thoughts? Send them our way using our [Complete Feedback Form](#)

We look forward to growing together in 2023, knowing that each of you makes us Complete!

## Rock Stars are all around!

### Great Job Roosevelt Foriest!



"Although he is new to the team, he is an absolute joy to work with he exudes professionalism amongst his peers in addition to the customers he deals with daily." —  
Natasha Bradley, OCA Medical Supervisor

*"Roosevelt was very polite, and is good as what he does, he deserves a raise, bonus, give your boy something. I used to work in collections and know how frustrating it can be. He's a keeper of an employee."* — Email from a customer to PPA regarding Roosevelt

Thank you Roosevelt for all you do!



Let's congratulate **Rosa Gutierrez** for earning top commissions for RPM during the month of January! Rosa has been with RPM since 11/8/2018 and works our Credit Card portfolio! Thank you for your hard work and dedication to the company's success!

"My name is **Nicole Vazquez**, I am from Puerto Rico and my favorite hobby is traveling and spending quality time with family and close friends. I love money, which is why I'm in collection\$ chasing that 3rd paycheck each month! Love helping others and looking to grow with the company!"

Nicole rejoined the JAX crew a few months ago. Having worked the AT&T portfolio prior in addition to her collections background, she came in leaving no dollar uncollected under our Comcast project! Nicole had the highest % to goal for January and is currently in 1st place for February! Way to go and thank you for your hard work!



## New and Familiar Faces in New Places!

Due to changes that have impacted our Complete Sun business, we are pleased to announce that we are fortunate to add two familiar faces to our other operations.



**Ellie Tripp**, a Project Manager in Complete Sun will be moving into the Complete Recovery shared services group in an HR support role as well as providing additional support to our Taylorsville operations. We look to leverage Ellie's previous HR experience and project management skills to move our employee support to a new level.



**Chancy Richards**, a supervisor with solar, will now be taking on supervisory responsibilities with OCA's in the Waypoint Group as we look to grow our footprint in the Taylorsville Center. Chancy brings a long history of inspiring leadership in the recovery and first party collections line of business to this new role.



**Matt Bongiovanni** has accepted the position of Collections & Recovery Operations Director for the Company (both Outside Collection Agency and First Party / Equipment Recovery) reporting to Mile Jensen, VP of Operations. Matt will join officially on Monday, February 20th and will initially be focused on our dialer strategy and staffing plans as we look to improve our efficiency as well as maximize our revenue opportunities.

Whether tinkering with cars, motorcycles, and computers, or trading financial derivatives, equities, and foreign currencies, Matt approaches all his interests with dedication and devotion. Above all, Matt is a proud parent to his daughter, Bailey, who is the apple of his eye.

Please join me in congratulating Matt as we look forward to his contribution to Complete in this new role!

## Coaches' Corner: Professional Development Goals



As we start a new year, one often reflects upon what we'd like to accomplish and how to get there. And just like any journey, a good road map can be useful in helping us stay on course and hit our milestones on time. Here is a great article on setting professional development goals.

[Setting Professional Development Goals](#)

## Fun facts: President's Day



In honor of President's Day we've put together some of our favorite fun facts about presidents:

- George Washington was the only president unanimously elected. Meaning all of the state representatives voted for him.
- John Adams died on the same day as Thomas Jefferson, July 4th, 1826. This day was also the 50th anniversary of the approval of the Declaration of Independence!
- Thomas Jefferson was also an accomplished architect. He designed his famous home at Monticello as well as buildings for the University of Virginia.
- James Madison and George Washington are the only presidents who signed the Constitution.
- James Madison was the shortest president at 5 feet 4 inches tall and weighed 100 pounds. Abraham Lincoln was the tallest president at 6 feet 4 inches tall (Lyndon B. Johnson was also 6' 4").
- James Monroe was the 5th president, but the 3rd to die on the 4th of July.
- On the day he was shot, Lincoln told his bodyguard that he had dreamt he would be assassinated.
- Abraham Lincoln often stored things like letters and documents in his tall stove-piped hat.

- Franklin D. Roosevelt met President Grover Cleveland when he was five years old. Cleveland said "I am making a wish for you. It is that you may never become president of the United States".
- Franklin D. Roosevelt was the first president to appear on television during a 1939 broadcast from the World's Fair.
- At 42 years, 10 months, 18 days old Teddy Roosevelt was the youngest man to hold the office of president. Joe Biden was the oldest at 78 years, 61 days. John F. Kennedy was the youngest to be elected president.
- Teddy Roosevelt was blind in his left eye due to an injury in a boxing match.
- When Ronald Reagan was shot by an assassin in 1981, he joked "I forgot to duck".
- The "S" in Harry S. Truman does not stand for anything.
- John F. Kennedy was the first president who was a Boy Scout.
- Woodrow Wilson was buried at the Washington National Cathedral. He is the only president buried in Washington D.C.
- Andrew Jackson was shot in the chest during a gun duel, but managed to stay standing and shoot and kill his opponent. The bullet could not be safely removed and remained in his chest for the next 40 years.
- George W. Bush is the only president to have earned a Master of Business Administration (MBA) degree.
- Barack Obama won a Grammy Award in 2006 for his voice on the audio book *Dreams From My Father*.
- After working at a Baskin-Robbins as a teen, President Obama no longer likes ice cream. Bummer!
- Bill Clinton enjoys playing the saxophone and was a member of a band called "Three Blind Mice" in high school.
- Martin Van Buren was the first president to be born as a citizen of the United States. The presidents before him were born as British subjects.
- Martin Van Buren was the only president to speak English as a second language. His first language was [Dutch](#).
- William Henry Harrison was the 9th president. His grandson, Benjamin Harrison, was the 23rd president.
- John Tyler had 15 children. The White House must have been hopping!
- James K. Polk was the first president to have his photograph taken while in office.
- William Henry Harrison died just 32 days after becoming president. He died from a cold he got while standing in the rain giving his inauguration speech.



## Black History Month

"You must give your own story to the world."

- CARTER G. WOODSON (FATHER OF BLACK HISTORY)

Black History Month is an annual celebration of achievements by African Americans and a time for recognizing their central role in U.S. history. The month-long celebration came from historian **Carter G. Woodson** and other prominent African Americans in the early 1900s in response to the lack of information on the accomplishments of Black people available in classrooms and to the broader public. Since 1976, **every U.S. president** has officially designated the month of February as Black History Month.

Today, census **data** shows that 1.5% of Utah's overall population identifies as Black, making it **one of five states** in the country with only 2% of its population identifying as Black. While the population may be small in relation to the entire state, Black leaders, business owners, educators, and changemakers are showing that Utah's Black Community is thriving.

Eager to learn more? Check out the following resources and visit the events found on the calendar:

<https://multicultural.utah.gov/black-history-month/>

## 401K: A great way to save for a brighter future

**"He that can have patience can have what he will" - Benjamin Franklin**

Since the end of World War II, the S&P 500 has had 17 years of negative calendar returns. Yet, if someone invested \$1,000 in 1946, it would still be worth more than \$2.7 million today.\*

One of the amazing benefits that is offered to us as team members of the Complete Recovery family is a 401k Retirement Plan. Retirement plans are a powerful way to enhance your long-term financial well-being by investing in yourself.

All team members that are over the age of 18, have been with the company for at least 1 year, and have worked at least 1,000 hours will be **automatically** enrolled in the plan at a 3%.



### Plan Highlights:

- Match: Complete matches 100% for the first 1% you save and 50% of the next 5%. That's up to 3.5% free money!
- Vesting: 100% after 2 years.
- Roth or pre-tax options

## Upcoming Calendar of Events -

February	Day	Note
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
2/21/2023	Tuesday	One year anniversary of Waypoint with Complete
2/22/2023	Wednesday	National Walk the Dog Day
March	Day	Note
3/1/2023	Wednesday	Women's History Month
3/1/2023	Wednesday	1 year anniversary of Prince Parker with Complete
3/2/2023	Thursday	Getting to Know the Business
3/10/2023	Friday	Anniversary of Airtech Partnership
3/12/2023	Sunday	Daylight Savings Time Starts

\*\*\*Reminder to RSVP to your local yearly celebration\*\*\*

## Now Hiring!



We have the following upcoming classes:

**Equipment - Taylorsville/Jax - Tuesday February 28th**

**RPM/Waypoint - Jax - Tuesday, February 28th**

[You can see our current postings on Indeed.](#)

We are also currently hiring for:

**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

**Last week's question\*: Where did Tammy Honeywell volunteer?**

Thanks to everyone who correctly identified that Tammy Honeywell used her paid volunteer benefit to support Night to Shine and the Tim Tebow Foundation! This week's winner is **Keitumetse Moeketsi**, a collector in Johannesburg, South Africa!

**This week's question\*: What does the "IT'S" in "IT'S ONE COMPLETE" stand for ?**



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 coworker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



***NOW ON APPLE Podcasts!*** Check out all our great episodes, now from the convenience of your iPhone! [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), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville)