

Time to Celebrate!



A common theme we hear at Complete is the sense of family we have working together. And like any family, we believe in taking a moment now and again to celebrate. In the past, we've held a holiday party and a summer family party. While these parties used to be off site at some great venues, the pandemic (remember that?) and a growing global footprint saw us try some virtual events, like paint night and a magic show. Based on your feedback, we will once again be holding in person events, and some clear preferences were evident. Friday was the preferred day for a party so it doesn't mess with our weekend. We love the raffles and the chance

to get free stuff. And everyone wanted Chuck's band to play live at each event (Ok, I threw that in to see if you were reading).

In all seriousness, these events are challenging to pull off, requiring many hours of Mariam's and others time and budgetary resources. We believe this is a great use of our resources, however because of the chance to get to know you and those you care about in a casual fun environment. That only happens if you attend! So we strongly encourage everyone to RSVP to your local party TODAY!

| | | |
|-----------|--------|--------------------|
| 3/24/2023 | Friday | Lynnwood Party |
| 3/31/2023 | Friday | Charlotte Party |
| 4/7/2023 | Friday | Jacksonville Party |
| 4/14/2023 | Friday | Taylorsville Party |

February is Heart Health Month!

Check out these great resources to make sure your heart is in the right place:
<https://www.livetothebeat.org/>

Complete Movers and Shakers

CONGRATULATIONS
On Your Promotion

We look forward to the great things you will accomplish in this new role as you continue to find room to grow at Complete!
★★★★★

KAILEE SCRIBNER
Training Manager

www.completerecoverycorp.com/careers

Luke Eichbauer to Support Jacksonville



As our Jacksonville Center continues to grow, encompassing all facets of our operation, the need for additional support and leadership has become evident. While local leaders like Eric and Justin have done a great job holding it all together, we are happy to announce that **Luke Eichbauer** will be joining for the next 90 days to provide another point of contact, to do what he has done for years with Complete Recovery, building a strong culture in support of our Five Pillars. We are truly fortunate to have someone like Luke spend time in addition to the leaders already on site.

Black History Month



Eartha M.M. White

Public Domain Image

Learn about Eartha M.M. White and her philanthropic and humanitarian endeavors. She was an educator, an entrepreneur, received presidential recognition and was inducted into the Women's Hall of fame in 1986. Her memorial museum can be visited. It is listed as one of many places rich in history that is part of Jacksonville's Black Heritage Trail.

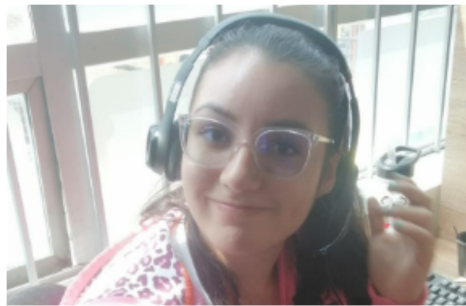
<https://www.blackpast.org/african-american-history/eartha-m-m-white-1876-1974/>

<https://www.clarawhitemission.org/museum>

<https://www.visitjacksonville.com/blog/black-heritage-trail/>

Welcome to our Newest Team Members!

New team members continue to join in waves at our Bogota, Colombia center...



Wave 90

Carlos Muñoz, Daniel Castiblanco, Juan Gomez, Veronica Isabel Garcilazo.

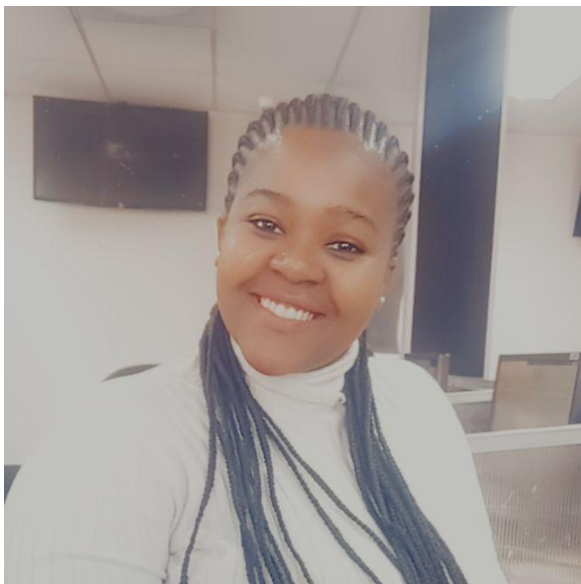




Wave 91

Hugo Ocampo, Juan Castillo, Leonardo Florez, Laura Bejarano, Sandra Vargas, David Suarez, Helen Barragan, Hector Ochoa, David Iriarte, Marica Alvarez, Dilan Colorado, Maria Monroy, Cristian Correa, Oscar Quintero.

The Force is Strong in this One: Meet Nthabiseng Adel Maphate



Nthabiseng Adel Maphate, a South African agent on the AT&T portfolio started on the 1st of December 2022 and has gone on to outperform the seasoned collectors in the month of January (first fully productive month). Her target for the month of January was \$10,000 and she closed off on a spanking \$16,018.09 which is 160% against the 10K goal.

“My name is Nthabiseng Adel Maphate. I have an Electrical Engineering diploma and it didn't come by easily because I went through hardship and tribulations to get it and that taught me

through hard work, anything in life is possible. Ambition in life is key and I know I am the key to my future of endless possibilities. I have very high expectations of myself and I aim to excel in all that I do. Grateful to be a part of the Complete Recovery Team.”

We're glad you are a part of our team too!

Lights, Camera, No Action? AWS and Google Meets



Have you ever logged into a google meet ready to dazzle everyone with your new hairstyle and cool background that makes you look like you're on the planet of Tatouine only to have no picture at all because your camera doesn't work? Remember: Cameras won't work in Google Meets if you are using Amazon WorkSpaces (AWS) to access programs. So simply log in to the Google Meets from outside AWS and you should be fine, and we'll be able to compliment your hair do and background...so may the force be with you!

Earthlink and What Makes Us Special

Earthlink is a newly onboarded client in our first party vertical. Earthlink is headquartered in Atlanta GA and they provide internet service to 48 states across the nation.

Complete's commitment to solving problems for our clients has proven true at a great extent in this program launch. Complete has been an integral part of improving their business along with providing knowledge to their executive team. Through our onboarding process, we have brought to light a number of business processes that they had not thought of before, which has improved many aspects of their business. We have proven ourselves as industry experts, which we should all be very proud of.



We are proving to save more customers than they have seen in the past with their other partners, and are looking forward to us helping them in the near future with both equipment recovery and third party collections.

Thank you to all that have been involved with our newest partner Earthlink and we look forward to a growing, successful partnership with them! - Lori

February Anniversaries



| Team Member | Location | Hire Day | Number of Years |
|---------------------|--------------|----------|-----------------|
| Lanie Lovato | Taylorsville | 2/22 | 1 |
| Victoria Martinez | Taylorsville | 2/22 | 2 |
| Tyana Utai | Taylorsville | 2/10 | 3 |
| Demaree Rodriguez | Lynnwood | 02/27 | 5 |
| Diane Jennings | Charlotte | 2/4 | 7 |
| Wally Jensen | Taylorsville | 2/25 | 10 |
| Elizabeth Rodriguez | Round Rock | 02/08 | 13 |
| Howard George | Lynnwood | 02/02 | 21 |
| Jeffrey Parker | Charlotte | 02/11 | 29 |

Coach's Corner -Tax Time Update

| Accepted | Direct Deposit | Mail |
|----------|----------------|--------|
| 23-Jan | 3-Feb | 10-Feb |
| 30-Jan | 10-Feb | 17-Feb |
| 6-Feb | 17-Feb | 24-Feb |
| 13-Feb | 24-Feb | 3-Mar |
| 20-Feb | 3-Mar | 10-Mar |
| 27-Feb | 10-Mar | 17-Mar |
| 6-Mar | 17-Mar | 24-Mar |
| 13-Mar | 24-Mar | 1-Apr |
| 20-Mar | 31-Mar | 7-Apr |
| 27-Mar | 7-Apr | 14-Apr |

Welcome to Tax season, the happiest time of the year for the collection industry. It is like the Holiday season all over again. People are coming into some extra money to start the year off so it is our job to help them start the year off by helping them get out of debt. Let's use these next few Months and collect this tax season money. This chart shows when the tax returns are accepted by the IRS and when they will be deposited or mailed out. Let's use this knowledge in our talk-offs to perform for our clients and help the consumers.

OCA TOWN HALL

BACK TO BASICS

This week our third party collection agents participated in our first OCA collector's town hall! Our management, leaders and trainers came together with our front line to discuss the importance of meeting our daily performance goals. We created an opportunity to open the floor to questions, concerns and ideas. Our teams showed up and communicated valuable feedback that has given leadership a scope into our world from behind the eyes of our collectors! Agents can expect to hear more on the take-a-ways from the first sessions in February. We will be hosting a town hall quarterly and appreciate the agent's engagement and participation in the discussion. Leadership is committed to nurturing an environment that values everyone, gets us all to goal, and embodies success! Teams: let's go!

Upcoming Calendar of Events -

| February | Day | Note |
|-----------|-----------|----------------------------------|
| 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 |
| 2/12/2023 | Sunday | Superbowl Sunday |
| 2/14/2023 | Tuesday | Valentine's Day - Donut 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!



We have the following upcoming classes:

Equipment - Taylorsville/Jacksonville-Tuesday February 14th

RPM/Waypoint - Jacksonville-Monday, February 13

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

We are currently hiring for:

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!

23 Valentine Day Recipes by Catherine McCord

Valentine's Day is right around the corner so you can catch me in the kitchen making lots of treats! Keep scrolling for all of my favorite red, pink, heart-shaped, super cute (and delicious) Valentine's Day recipes! They're sure to put a smile on anyone's face that you love! 💕

<https://weelicious.com/valentines-day-recipes/>

Question of Week

Last week's question*: What motivates you?

We received many great responses of what motivates people. This week's winner shared, "What motivates me is being able to check things off my list. When I make a plan/to-do list and I can actually get those things done, It makes me feel like I have

accomplished something. Life can get crazy sometimes trying to balance work and home life.”

Congrats to this week’s winner, **Marilyn Harris**, from our Charlotte office!

This week’s question*: What is your favorite inspirational quote? (mine is: “Do or do not. There is no try. - Yoda)



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)