

## Jacksonville: A true example of One Complete

It's one **complete**



I have the pleasure of working out of our Jacksonville center this week, and I am finding it to be a true example of **One Complete**. In our One Complete Orientation this past Tuesday, we had 35 individuals joining us in four locations and three lines of business, all hearing the same message. While our signs may need to be updated, we are hard at work creating a world class team in Jacksonville to augment the great team



members we have around the globe. Thanks to all the great team members we have around the globe!



It's one **complete**



## TRMA Conference a Huge Success!



The TRMA Spring Conference held in Atlanta GA had its largest attendance since prior to Covid. The weather was perfect, and the company was inspirational. Howard George and I spent three days enjoying both current and potential customers along with learning about current and upcoming trends, threats and enhancements in the credit and collection industry.

This was my third conference, and it was fun to see the introductions I have made turn into friendships. Howard on the other hand, is known and respected by all!

This association is a wonderful way to see our clients outside of normal everyday video calls and witness them interacting with peers, speaking their passions, enjoying wonderful food and a few cocktails. There is nothing more important than our recovery performance, but the partnerships are deep and we are very fortunate to serve the brands we do.

Our partners are under a lot of pressure to collect more equipment and outstanding receivables - and they trust us to be looking for ways to improve results, bring new ideas to the table and help them be successful. Our reputation as One Complete is truly amazing. Thank you for bringing your A game every day, on every customer interaction and continue to be the experts you are. There are an enormous amount of growth opportunities out there, and I know we have the team, experience, drive and ability to shine!

Thank you  
Lori Recker  
VP Client Relations and Growth



## Quarterly Leadership Meetings this week



human experience

This coming week, leaders from around the company will once again be meeting for our quarterly leadership meeting. As a reminder, these meeting have three main objectives:

- To build a strategy in support of our long-term vision,
- To develop our people into great leaders,
- To build a cohesive team through strong

These meetings are a valuable investment to develop our team. While leaders are away, each site will have designated leaders who will provide support. Look for local communications.

If there is something that you would like to send us in advance of the meetings, you can always use our [Complete Feedback Form](#) which is available in every newsletter.

## Fun Facts: National Puppy Day

***National Puppy Day***, also called ***International Puppy Day***, celebrates puppies! This March 23 holiday is a special day to recognize the unconditional love puppies give us, and the joy they bring into our lives. It should come as no surprise that one of the goals of ***National Puppy Day*** is to encourage us to adopt orphaned puppies. Also, we might add that adopting an adult dog is a good way to celebrate today. They need good homes, too.

Bringing a new dog into your home is a mixture of pure joy and trouble at the same time. Who can resist adopting these adorable, playful little guys!? A dog is truly a man's, and woman's best friend. They anxiously await your return from work or shopping. Dogs are always at your side, especially if they know you have a treat in your hand or pocket. And, puppies are especially playful, jumping all over you and your furniture, nipping, and eating any shoes you've carelessly left out. Slippers are fair game for them, too. You never know what mischief they will get into until you find the toilet paper roll is unraveled and destroyed, or the garbage can is tipped over with refuse all over the kitchen.

As you consider taking a dog into your family, remember that little puppies grow up to be big puppies. Keep in mind the potential size of the puppy you are thinking of getting. Otherwise, he will take (drag) you for walks when he is mature.

## How to Celebrate National Puppy Day

The list of ideas for *National Puppy Day* are almost endless.



- The top way to celebrate this very special day, is to adopt a puppy.
- Play with your puppy.
- Do anything with or for your puppy, or further the welfare of abandoned and orphaned puppies.
- If your puppy is grown up, feel free to extend these ideas for this day to your “big, grown-up puppy”.
- ‘Teach him a new trick.
- Give your dog special treats today.

### Now Hiring!

We have the following upcoming classes:

**Equipment - Taylorsville/Jax - Tuesday April 4th**

**RPM/Waypoint - Taylorsville/Jax - Tuesday, April 4th**

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

We are also currently hiring for:

**Reporting Manager- Remote**

**Business Analyst- Remote**

**Call Center Supervisor - Taylorsville**

**Director, Call Center Operations - Taylorsville**

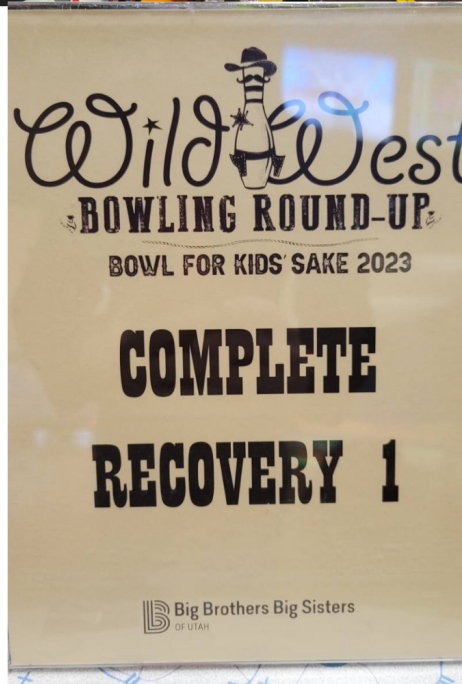
And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment! To refer someone, please submit this easy [Employee Referral Form!](#)





## Bowl for Kids Sake is a Completely Fun Time for all!

The team in Taylorsville got together to celebrate the great work that Big Brothers Big Sisters of Utah does with the support of Complete Recovery at the Olympus Hills Bowling Center. Rest assured, no one bowled a 300, but let's hope 300 more deserving youth found a mentor to help shape their future.



## Movers and Shakers around Complete



We are pleased to announce that **Justin Simons** has joined our Complete family of companies as our staff accountant. Justin however is no stranger to Complete as he has been working as a contractor for the past several months. Justin will be joining our finance team reporting to Toni Paskaleva, our Controller.

With a Bachelors in Forensic Accounting and an Associates in Business, Justin comes with three years of accounting history. His background includes account management and financial security in the insurance industry. He has managed the accounting books within many different industries including restaurant, construction, agriculture and retail sales. He loves tabletop gaming and his wife says he is a rather large nerd as his hobbies include painting miniatures, camping and building computers. Justin has four children, three boys and one girl, who are his world and motivation in everything he does.

We are also delighted to announce three additions to our Workforce Management team in our Johannesburg office in South Africa. From right to left, please welcome **Makhosazana Nkosi**, **Refilwe Seilane**, and **Arina Sigwadi**. We look forward to their contributions in helping us make sure we have the right people, in the right place, at the right time!



## The Courage to be Inspired

**Mary Teresa Bojaxhiu**, MC (pronounced [\[boja' dʒiu\]](#); 26 August 1910 – 5 September 1997), better known as **Mother Teresa**, <sup>[pron 1]</sup> was an Albanian-Indian Catholic nun who, in 1950, founded the [Missionaries of Charity](#). **Anjezë Gonxhe Bojaxhiu** <sup>[pron 2]</sup> was born in [Skopje](#)—at the time, part of the Ottoman Empire.<sup>[b]</sup> After eighteen years, she moved to Ireland and then to India, where she lived most of her life. **Saint Teresa of Calcutta** was [canonised](#) on 4 September 2016. The anniversary of her death is her [feast day](#).

"If you judge people, you have no time to love them."

"Peace begins with a smile."

"We fear the future because we are wasting today."

"Not all of us can do great things. ...

"Yesterday is gone. ...

"Every time you smile at someone, it is an action of love, a gift to that person, a beautiful thing."  
my favorite



### What's Up with Webex?



Webex is a valuable communication tool that we use for real-time communications in our workplace. You may have noticed that you have lost the ability to access your Webex account from other devices such as personal cell phones. The decision to restrict access on non-work devices resulted after a review of our on-line security. We are in the process of finalizing a policy formalizing our approved uses of Webex, so a) we apologize for any inconvenience this sudden change has caused and b) we will share our full policy concerning the appropriate use of Webex shortly.



## Celebrating March Anniversaries!



We were a little late with announcing March anniversaries but it's never too late to celebrate longevity! Congratulations to these individuals who have reached another milestone in their careers!

Team Member	Location	Hire Day	Number of Years
Priya Khatri	Utah	29	1
Armando Sanchez	Washington	4	1
Kathleen Loftis	Utah	1	1
Joyce Arzaga	Texas	15	2
Savannah Yarberry	Washington	4	2
Reinhard Haidenthaller	Utah	29	2
Reyna Perez	Utah	2	3
Dean Muir	Florida	2	3
Tanner Campbell	Washington	19	5
Judy Reichard	North Carolina	12	22

## Upcoming Calendar of Events

March	Day	Note
3/21/2023	Tuesday	Q1 Executive Off Site
3/22/2023	Wednesday	Leadership Off Site
3/24/2023	Friday	12 noon to 1pm PST Lynnwood Party
3/30/2023	Thursday	5:30pm to 7:00pm EST Charlotte Party
3/31/2023	Friday	Dance Marathon Day



April	Day	Note
4/1/2023	Saturday	Nutun Team Celebration - South Africa
4/1/2023	Saturday	April Fool's Day
4/6/2023	Thursday	Getting to Know the Business
4/9/2023	Sunday	Easter
4/14/2023	Friday	6pm to 7pm MDT Taylorsville Party
4/18/2023	Tuesday	Tax Day

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

## Question of Week

### Last week's question\*: What would you like to simplify?

Thanks to everyone who answered the question of the week. This week's winner is Revivel Bee Nkwelo, our second consecutive winner from our Johannesburg office. Revivel shared the following: *"Divide my tasks into must-dos and want-dos, and eliminate everything else."* Here's to eliminating everything else!

### This week's question\*: What was the most interesting thing you learned this past week?

How do you answer the question? Simply [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!

Based on last week's feedback submitted by Kgomoatso Matlanato (Kelly) **"Mention birthdays and anniversaries, remind employees of referral programs."** You can see in this edition we have anniversaries, and have added back the link for the employee

referral program. Keep sending us your feedback so we can keep improving our news letter.



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The Complete News committee is comprised of a diverse group of community members including: Miles Jensen,, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Taylorsville), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville).