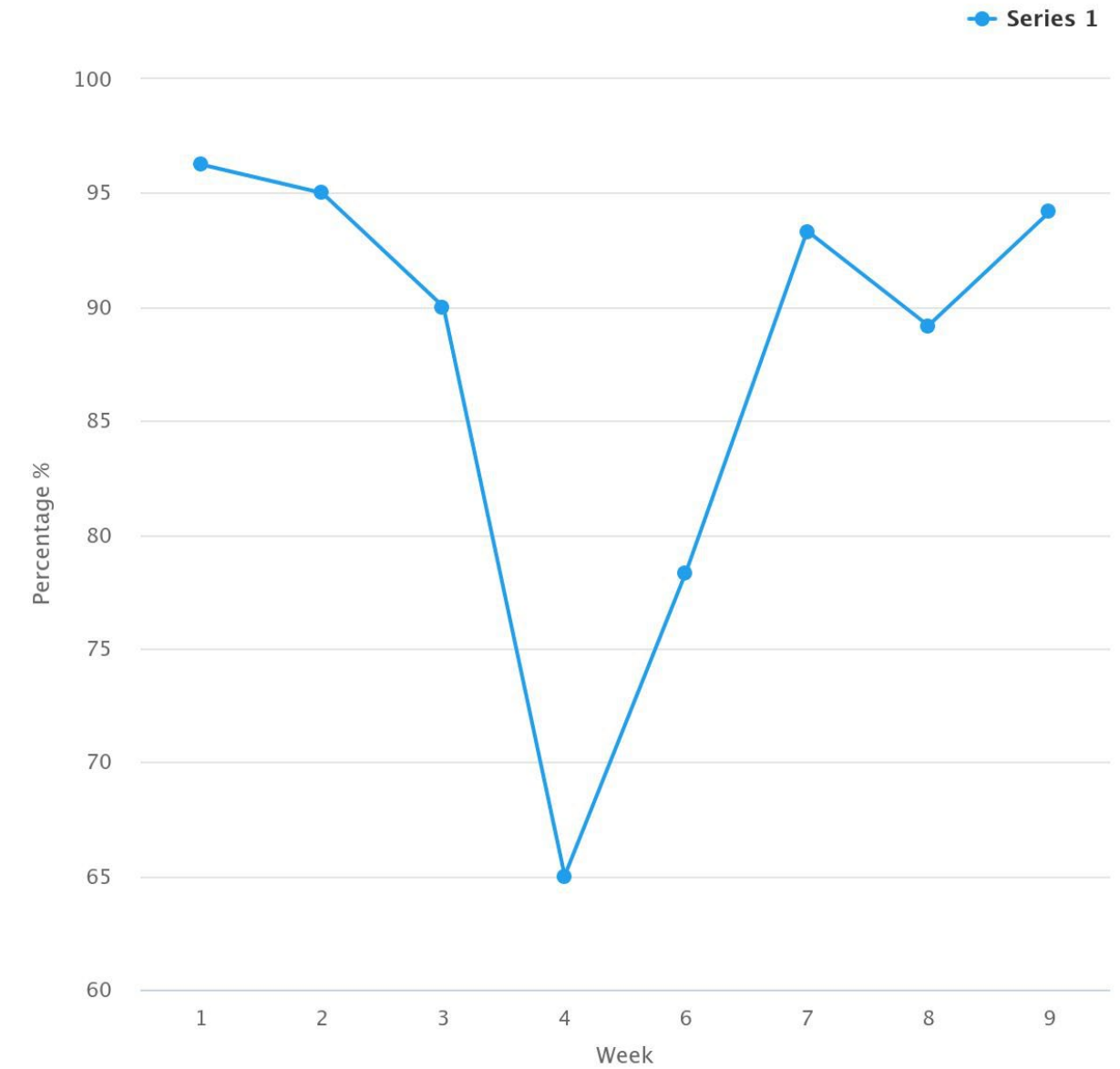


From: [Roxanne Bell](#)
To: [Donald Gosen](#)
Subject: Jannine Mutterer - Attrition Above 5% Last Week (030124)
Date: Thursday, March 7, 2024 3:51:08 PM

Heads up! This was not a complete consultation, but Jannine marked it as complete in Salesforce. It should only be marked complete if all topics are covered or the client was transferred to retention. If Jannine had marked the client as reschedule, this cancellation would not have counted against her. Hope this info helps.

| Attorney | Attrition | QA | # of Calls | # of Cancells | # of Cancells Prior | Call One | Call Two |
|------------------|-----------|--------|------------|---------------|---------------------|---|----------|
| Jannine Mutterer | 5.60% | 94.17% | 18 | 1 | 1 | https://app.iz1.sharpen.cx/contactCard/15714526 | N/A |



Best Regards,
Roxie

Roxanne Bell, Operations Manager
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