

From: [Donald Green](#)
To: [Kristina Pierce](#)
Subject: Feedback
Date: Friday, March 15, 2024 9:28:00 AM

Good Morning Kristy, and Happy Friday!

I was just reviewing your file and wanted to provide some quick feedback. First, your attrition has been really good. Week ending 3/4 you had 19 calls with just 1 cancellation. That puts you just above the 5% threshold at 5.3% for that week. Your overall monthly attrition was 1.8% in February and 4.4% in January, so you are trending really well, but wanted to note this for you so you're aware and we can avoid exceeding that threshold this month.

A couple of other things to note though: your call timeliness – representing within 3 minutes before or after the call – was just 76% the first week of March, and 69% the first week of February. It's important to try to make calls on time because clients schedule their calendars around these scheduled appointments. It looks like you are doing really well in almost all other areas of covering the information in the script and answering client questions so overall, I think you are doing really well. Keep up the good work!

Regards,

Donald A. Green, Attorney Manager



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