

From: Donald Green
To: Roxanne Bell
Subject: RE: Francisca Kanu-Oji
Date: Friday, February 2, 2024 8:40:00 AM
Attachments: [image002.png](#)

I will. Thanks Roxie.

Regards,

Donald A. Green, Attorney Manager



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From: Roxanne Bell <rbell@huronlawgroup.com>
Sent: Friday, February 2, 2024 8:28 AM
To: Donald Green <dgreen@five-lakes-lawgroup.com>
Subject: Francisca Kanu-Oji

Hi, Don! I noticed this note added by Francisca, "I did not receive notice of this call. It was not emailed to me or on my Acuity..."

I just want to make sure she knows the correct process for handling consultations.... Sounds like it might not have been explained to her that she needs to only complete the calls on her Acuity calendar and she shouldn't mark consults as reschedule if they are not on her calendar.

Case 03041083	Program number BRP-430573	Call Status Reschedule	Type Attorney Consultation Call	Case Owner Client Success - Five Lakes	Date/Time Opened Jan 29, 2024 04:22:53 PM
✓		In Progress		Complete	
Client Details					
Name Alana Rivard	Home Phone 4047135165	Mobile Phone 4047135165	Email Address alanarivard97@gmail.com		
Program Overview					
Program number BRP-430573	Program Term 55	Total Debt Included \$46,850.00	Enrollment Date Oct 3, 2023	Assigned Attorney Francisca Kanu-Oji (Five Lakes)	
Scheduled Call Date/Time Feb 1, 2024, 03:15:00 PM					
Request Reschedule Call Completed Move Call to Another Attorney					
Consultation Call Attempts					
Call Scheduled At		Reschedule Reason	Notes		
1 Feb 1, 2024, 03:15:00 PM		Other	I did not receive notice of this call. It was not emailed to me or on my Acuity. I just noticed it on my Salesforce as...		

Best Regards,

Roxie

Roxanne Bell, Operations Manager
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