

From: [Roxanne Bell](#)
To: [Donald Gram](#)
Subject: Jannine Mutterer
Date: Friday, March 1, 2024 4:27:03 PM

Hey, Don!
I know Jannine is technically flagged as having two months in a row with attrition above 7%, but, as I mentioned before, I look at cancellations every week and I thought you might like to have this info readily available for Jannine. She had 5 total cancellations. One client cancelled prior to the consultation. None of the clients had any negative feedback from Jannine. The "test" column is the number of days after the consult that the client cancelled.

Contact Name	Program	Attorney	Enrolled	Consul	Term	Test	Disposition	Termination Details
Patricia Jordan	BRP-557299	Jannine Mutterer	2/22/2024	2/23/2024, 11:15 AM	2/26/2024	3	Reconsidering Program	Client wants to do debt " consolidation" wth bank explained they are lowering intrrest rate only for a certain amount of time
LOUIS BODIE	BRP-556574	Jannine Mutterer	2/22/2024	2/22/2024, 2:00 PM	2/23/2024	1	Positive Consult	Client wanting to terminate due to person unexpected issue today
Jason Mckissick	BRP-556414	Jannine Mutterer	2/21/2024	2/22/2024, 12:45 PM	2/22/2024	0	Requested Cancellation	Client thought this was a loan xplained this is not a loan explained debt settlement proces
KATHRYN CONSTABLE	BRP-553544	Jannine Mutterer	2/20/2024	2/21/2024, 10:45 AM	2/21/2024	0	Cancellation Prior to Consult	Client got approved for a loan
CHARLES HOOVER	BRP-548818	Jannine Mutterer	2/13/2024	2/14/2024, 12:00 PM	2/14/2024	0	Requested Cancellation	Client getting refi on his home. stated they have alot of equity

Best Regards,

Rox

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