

From: Cherylee Humphrey
To: Donald Green
Cc: Roxanne Bell
Subject: QA and Attrition Results Under Expectation Week of 8/5
Date: Friday, August 16, 2024 11:23:43 AM

Attorney	Attrition	QA	# of Calls	# of Cancells	Cancel Prior	Call One	Call Two
Bettie Carmack	0.0%	63.15%	3	0	0	N/A	N/A
Emily Bonds	12.0%	93.72%	25	3	0	https://app.iz1.sharpen.cx/contactCard/20011064	https://app.iz1.sharpen.cx/contactCard/19943521
Francisca Kanu-Oji	0.0%	80.42%	24	0	0	N/A	N/A
Jannine Mutterer	10.7%	76.63%	28	3	1	https://app.iz1.sharpen.cx/contactCard/20049703	https://app.iz1.sharpen.cx/contactCard/20000513
Leah Petree-Angone	8.0%	78.61%	25	2	0	https://app.iz1.sharpen.cx/contactCard/19924566	https://app.iz1.sharpen.cx/contactCard/20080390
Maria Bournakis	0.0%	79.20%	24	0	0	N/A	N/A
Marian Martin	9.5%	80.21%	21	2	0	https://app.iz1.sharpen.cx/contactCard/20089681	https://app.iz1.sharpen.cx/contactCard/19914905
Nakeyah Martin	7.4%	92.22%	27	1	1	https://app.iz1.sharpen.cx/contactCard/19968405	N/A
Nichelle Sims	3.6%	78.06%	28	1	0	https://app.iz1.sharpen.cx/contactCard/19973136	N/A
Randall Carver	10.0%	74.17%	10	1	0	https://app.iz1.sharpen.cx/contactCard/20035751	N/A
Timothy Paschall	0.0%	83.26%	23	0	0	N/A	N/A

Cherylee Humphrey
Operations Associate
2844 Livernois Rd., P.O. Box 5802, Troy, MI 48099
chumphrey@thelakeslawgroup.com | Office: 248-313-4038