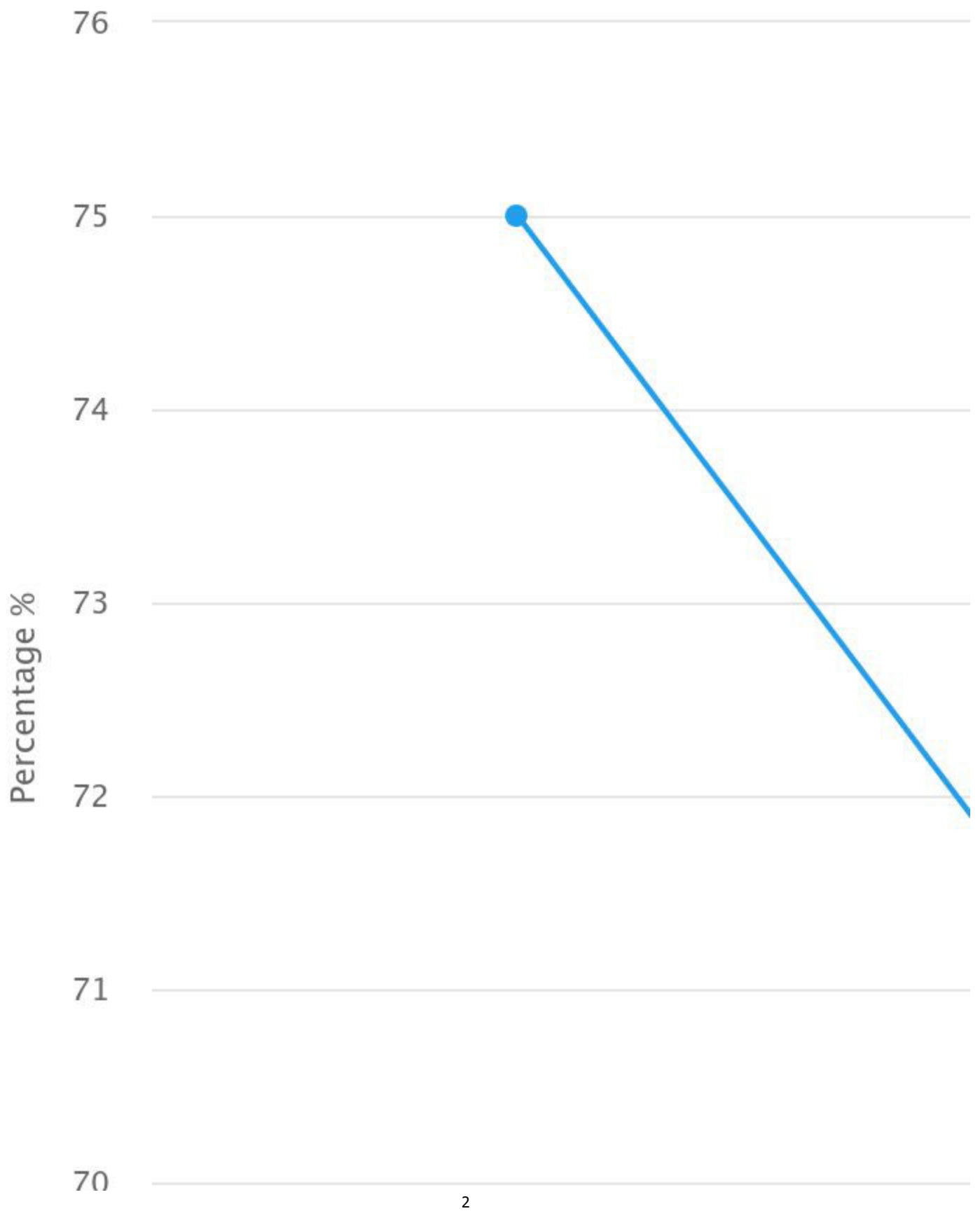


Donald Green

From: Roxanne Bell
Sent: Thursday, February 15, 2024 4:58 PM
To: Donald Green
Subject: Randall Carver - Quality Assurance Below Expectation (85%) Last Week (020524)

Don, earlier this year, one of our QA Analysts reported that she was having trouble saving her results in Scorebuddy. According to the reports I examined today, there were no QA results for Randy sent in the first 5 weeks of the year. I have altered the QA supervisor and asked for two calls per week to be scored immediately to get his YTD report up to date. I apologize for the error. Since I only examined trends for the group as a whole and individual scores are outside my scope, I didn't realize that no results were provided for Randy for 5 weeks until today.

Attorney	Attrition	QA	# of Calls	# of Cancells	Call One
Randall Carver	2.6%	75.00%	38	1	https://app.iz1.sharpen.cx/contactCard/14979754



+m Onsl"

OEn"

Roxanne Bell, Operations Manager

26711 Northwestern Hwy., Suite 350, Southfield, MI 48033

rbell@huronlawgroup.com | Office: 248-809-5239