August 23, 2017

Elevate Credit, Inc.,  
Data Science, Risk Management  
4150 International Plaza, Suite 300  
Fort Worth, TX 76109

Sr. Director Steven Thompson:

I am writing to inform you of my resignation from Elevate Credit effective 9/8/2017.

The past two years have been incredibly rewarding, and the highlight of my time here has been leading the company through data asset initiatives while working alongside you. In every interaction, I never failed to learn an extraordinary amount of technical data science as well as critical business acumen. I consider you one of the most impressive individuals in the company, and I am happy to have the honor to call upon you as my manager.

I’ll spend the next weeks ensuring a seamless transition, and put forth every effort to assist in a successful knowledge transfer.

Thank you for the opportunity, and I look forward to when we may collaborate with one another in the future.

Sincerely,

Jason Seto  
Data Czar  
Data Science, Risk Management

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1. Promotion Planning
   1. Why would talent stay here?
      1. Mission, People, and the Pay
      2. Mission is fantastic
      3. Pay, well below market salary for comparable skills
      4. People
         1. This company was one broken promise after another
         2. When I joined, I was promised a development plan and promotion with a year
         3. When I took up the role with Lynn, it was for a Sr. Risk Analyst, but while my duties increased, my title and pay never reflected
         4. After 6 months, he leaves the company, and I’m now told that it will be another 6 months until I am promoted
         5. It’s been a year and 8 months
2. Treatment of contractors
   1. Evelyn Zhao
   2. Annette Alvarado
3. Poor people management
   1. I’m not sure the great places to work survey truly captures how unhappy many functions across the company are
4. Execution

To my colleagues, partners, and friends,

I would like to inform you that I will be concluding my service with Elevate. September 8, 2017 will be my last day.

Thank you for giving me the opportunity to learn and grow working alongside you.

From Rise, Elastic, and Sunny – It has been a privilege to serve over 1.5 million customers by developing innovative and unique credit solutions. Behind the headlines and statistics; the talent, pride, and passion within every single of you represents the most extraordinary gift in my journey.

I am honored to have been afforded the opportunity to work alongside you, and look forward to the day when we may have the opportunity to tackle another challenging problem together.

Shoot me a line and stay in touch: [Jason.L.Seto@gmail.com](mailto:Jason.L.Seto@gmail.com)

Jason

A sinking ship?

A year ago I would’ve highly recommended the company, but now I’m not so sure. (Chief Marketing Officer, the Credit Officer to name a few.

We’ve had numerous resignations, last minute budget cuts, and staffing freezes. The stock price has also reached a new low.