



June 22, 2020

## Offer of Employment

Dear Ashley Jorgensen,

We are pleased to offer you employment as a Customer Service Specialist for E Customer Care, LLC (the "Company"), subject to the conditions outlined below. Your compensation will be \$13/hr + Re-sign Commissions (Commission % determined by Vice President of Customer Care), and you will begin your new responsibilities on Monday, July 6, 2020.

As a Customer Service Specialist, your responsibilities will include delivering a high-quality Customer Experience by resolving customer concerns (and retaining them) through management and follow through of expectations. Taking cancellation calls for both current customers and prospective customers. You will be expected to devote all of your working time and best efforts to the performance of your duties as a Customer Experience Specialist and to the performance of other duties as are assigned to you from time to time.

Your weekly schedule will be determined by your manager. Benefits provided as a full-time employee include health care options and accidental death and dismemberment insurance.

Your employment with the Company is "at-will", which means that either you or the Company may terminate the employment relationship at any time, with or without cause, and with or without advance notice. Additionally, your first 90 days are a probationary period.

This offer of employment and compensation is conditional and contingent upon the following provisions:

- (1) You will be required to provide documentary evidence of your eligibility for employment in the United States, complete a background check, and a drug screening within three business day of hire.
- (2) You will be required to sign a Restrictive Covenants Agreement and comply with the obligations therein.
- (3) You will be required to comply with all Company policies and guidelines as set forth by the Company from time to time.

The compensation outlined in this offer letter have been calculated and based in part upon and are in consideration for your agreement to not disclose or improperly use proprietary and confidential information provided by the Company, not solicit Company employees or customers, and not to compete with the Company pursuant to the provisions of the Restrictive Covenants Agreement, the terms of which are incorporated by reference to this agreement.





There are no other oral or written agreements, understandings, discussions, or negotiations regarding your employment and no one else is authorized to make any other agreements. Any future modifications or changes in your employment must be in writing and signed by you and an officer or manager of the Company on behalf of the Company.

If you agree to the terms outlined above, please sign this letter and return it to me, retaining a copy for your records. We look forward to you joining our team!

Sincerely,

Russ Schafer  
Vice President of Customer Care  
E Customer Care, LLC

AGREED AND ACCEPTED:

Ashley Jorgensen  
Employee Signature

7/03/2020 \_\_\_\_\_  
Date

