



December 22, 2016

**Pena Luciano
545186
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Luciano,

This is to inform you that you are receiving a 2nd warning for not meeting the requirement of 90% and above in adherence for the week of Dec 12th- 18th.

Your score is 78.24%.

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If that is being exceeded to the 4th week of failure a suspension will be process.

**Angela Hinds
Workforce Manager**