



January 19, 2017

**Leonardo, Michael
545442
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Michael,

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 Nov 7th – 13th.

Your score is 72.6%.

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**