



October 21<sup>st</sup>, 2016

**Monica Urbina**  
**545302**  
**Customer Service Representative**  
**Ready Call Center**  
**Burrell Boom**

Dear **Monica**,

This is to inform you that you are receiving a Written Warning for direct violation of the company policy of **“Adherence to Work Schedule”**.

Please note that our adherence policy was developed taking into consideration that there are unexpected events that may impact your weekly adherence therefore three (3) is the maximum number of failures allowed within a twelve (12) weeks period. Additional infractions to the policy may lead to suspension and finally to dismissal.

At this time you have completed **6** weeks below the minimum of 90% required in your Weekly Adherence Performance.

Your immediate attention to this matter taking the necessary actions to improve your performance is required since you must understand we have performance expectations to meet and this matter is not just affecting you individually but overall the results of the company with our client.

Thanks for your cooperation,

**Nubia Ramirez**  
**CEO**