



December 22, 2016

**Lanza Francisco
545720
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Francisco,

This is to inform you that you are receiving a 3rd warning for not meeting the requirement of 90% and above in adherence for the week of Dec 12th - 18th.

Your score is 81.55%.

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**