



Good Afternoon Team,

Firstly I would like to thank you for your support, in the recent weeks for the overtime, and I want to apologize for this delay. The bill for last week's OT Invoice was more than I can approve in my position and I had to escalate to senior management to have this approval, OT promotions will not be opened further until I can have this sorted.

I do apologize for this delay and any inconveniences that this may have cause, but please rest assured that I am doing everything I can, to expedite this for a smooth and speedy resolution.

Thank you for your patience and understanding.

Jack Wells

Divisional Director

O: (+501) 228-0010 | **TF:** 6168 | **F:** (+ 501) 228-0013 | **A:** 13 ½ Phillip Goldson Highway. Burrell Boom | **E:** jwells@readycallcenter.com