



**February 28, 2017**

**Bermudez, Neville  
545070  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Neville,**

This is to inform you that you are receiving a Written Warning for not completing your scheduled 45 hours for the week Feb 20-26, 2017.

Agent Name	Login	Hours Planned	Hours Delivered	Missing Hrs
Bermudez Neville	545070	45:00:00	36:07:07	<b>8:52:53</b>

Please take this warning seriously as a 3<sup>rd</sup> offense is a Suspension from Human Resources.

**Angelique Frazer  
Training Manager**