



May 4th, 2017

**Pena Luciano
545186
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Luciano,

This is to inform you that you are receiving a 1st warning for not meeting the requirement of 90% and above in adherence for the week of April 24th – 30th.

Your score is 88.87%.

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**