



May 16th, 2017

**Pena Luciano
545186**

**Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Luciano,

This is to inform you that you will received a 2nd warning for not meeting the requirement of 90% and above in adherence for the week of May 8th – 14th. You have 4 weeks overall below 90% within the last 12 weeks.

Your score is 88.45%.

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**