



December 14th, 2016

**Moraga, Joana
545169
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Joana,

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 Dec 5th -11th.

Your score is 80.4%.

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**