

IMPORTANT NOTICE

Team,

We’ve been advised last week there were a few calls from someone pretending to be a corporate office trainer and trying to take phones off risk assessment.

We’d like to take this opportunity to remind everyone to keep agents well informed when these calls happen. No one from TracFone will ever call agents to train them or guide them through tools to complete a transaction.

Thank you,

Claiming to be Employees			
<ul style="list-style-type: none"><li>• Callers claiming to be TracFone Employees and requesting for transactions to be processed (Redemptions, Activations, Deactivations, Compensation or Repayment Service)</li><li>• Callers asking about our internal processes, procedures, policies, quality scoring, pay rate, etc</li></ul>	1029	Warm Transfer	Miami ERD