

Anonymized Internal Communications: Sales Reps & Managers (2016 S

[Email] — From: Sales Rep #421 → To: Assistant Branch Manager

Subject: Customer Complaint Escalation

Hey [ABM],

Had a customer today open an account, then come back 48 hours later saying they never authorized it. I followed the scrip

- Rep 421

[Reply] — From: Assistant Branch Manager → To: Sales Rep #421

Subject: Re: Customer Complaint Escalation

Document everything. If they're pushing for escalation, send them to Customer Care. Don't admit fault unless it's verified.

- [ABM]

[Slack Message]

Branch Manager: All teams—let's push through final week targets. Be persuasive, assertive, and remember: hesitation cos

Rep #317: Can we clarify if pre-checking services is allowed now? I thought we rolled that back.

Branch Manager: Use your discretion. Just get it done.

[Email] — From: Sales Rep #515 → To: HR Partner

Subject: Repeated Pressure & Mental Health

Hi [HR],

I've been feeling completely overwhelmed. The pressure to hit daily numbers is affecting my sleep and health. I've asked m

- Rep 515

[Reply] — From: HR Partner → To: Sales Rep #515

Subject: Re: Repeated Pressure & Mental Health

Thank you for raising this. We encourage team members to prioritize wellbeing. However, performance targets are tied to c

- [HR]

[Team Chat Extract]

Sales Lead: Reminder: no days off approved during the end-of-quarter push.

Rep #289: Even with doctor's note?

Sales Lead: Exceptions only if escalated through Regional. Don't fall behind.

[Private Email] — From: Sales Rep #361 → To: Trusted Peer

Subject: Thinking About Leaving

Hey — Just wanted to say I'm seriously thinking of resigning. I love helping customers, but I can't keep pretending this is e

- Rep 361

[Private Message]

Rep #402: I told compliance about the false accounts thing last month. Nothing happened.

Rep #309: They're not blind. They just don't want to open that door.