

1-7-19



January 2, 2019

Anita K. Richardson
Administrator, REACT Program
Department of Economic Opportunity
107 E. Madison Street
Caldwell Building, MSC G-229
Tallahassee, FL 32399

Mayor George N. Cretekos
Office of the Mayor
Offices of the City Council
Clearwater City Hall, 3rd Floor
112 S. Osceola Ave.
Clearwater, FL 33756

Re: Notice of Employee Separations

Dear Administrator Richardson and Mayor Cretekos:

This letter is to notify you that Ascenda USA Incorporated dba 24-7 Intouch (the "Company") will be eliminating certain employee positions at its facility located at 16120 US Highway 19 N, Clearwater, Florida 33764 (the "Facility"). As a result, we anticipate that approximately Two Hundred and Three (203) employees at the Facility will be separated from the Company, with separations expected to occur on March 4, 2019.

This action is expected to be permanent. The entire Facility will not be closed as a result of this action. The affected employees are not represented by a union or any other collective bargaining representative. All affected employees have been notified of their employment terminations as of January 3, 2019. Because the Company does not recognize bumping rights for its employees, terminated employees are not permitted to displace remaining employees based on seniority or any other factor.

Affected employees will be paid all wages and other benefits to which they are entitled (if any) through their date of termination. On or before the effective date of each employee's termination, the Company will provide information concerning benefits available under separate cover to eligible affected employees.



This notice is given based upon the best information available to the Company at this time. For further information regarding this matter, please contact **Marc Lloyd, VP Global Human Resources** at **204.293.8604**.

Sincerely,

24-7 Intouch

A handwritten signature in blue ink, appearing to read "M-Lloyd", written over a light blue horizontal line.

Marc Lloyd

Vice President, Global Human Resources
204-293-8604 | Direct
mlloyd@24-7intouch.com

Attachment – 24-7 Intouch

- CSR - Customer Service Representative = 170
- CSR2 - Customer Service Representative - Level 2 = 15
- TL - Team Leader = 12
- SR TL - Senior Team Leader = 1
- Training Facilitator = 1
- Operations Manager - Intern = 1
- Senior Operations Manager = 1
- Operations Support Manager = 1
- Senior Director Operations = 1