



Ben Bekhor  
Vice President of Human Resources  
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April 2, 2018

**VIA E-MAIL & US MAIL**

**Adult & Dislocated Worker Programs  
Wisconsin Department of Workforce Development  
201 East Washington Avenue  
Madison, WI 53707  
Phone: 608-266-7406  
Email: [bwtdwering@dwd.wisconsin.gov](mailto:bwtdwering@dwd.wisconsin.gov)**



Re: Notice of Client Departure  
Sitel Operating Corporation, Work at Home

Dear Sir/Madame:

We are writing to you regarding the status of Sitel’s business operations in the state of Wisconsin. On March 29, 2018, Sitel’s client notified the Company that it would be removing all of its business from Sitel. As a result of the unexpected timing of this client’s action, Sitel is conducting employee separations at its Work at Home organization, which impacts employees who work from their homes in various states as customer service agents. While Sitel does not believe it has to provide this notice due to the small number of employees impacted in each state, it wanted to do so as a professional courtesy. The removal of business at this point in time was unanticipated at an earlier time so we are providing as much notice as is practicable given the unforeseen business circumstance surrounding the closure of this client’s business with Sitel. This action is expected to be permanent, as the client is ceasing to do business with Sitel.

Below is a listing of the job titles of the positions to be affected in Wisconsin and the number of affected employees in each job classification in Wisconsin. Employees were notified of this action late in the day on Friday, March 30, 2018.

<b>Job Title of the Positions to be Affected in Wisconsin</b>	<b>Number of Affected Employees in Wisconsin</b>
Customer Service Agent	1

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The date of the first separation in Wisconsin was March 30, 2018. All employee separations in Wisconsin will occur no later than April 6, 2018. There are no bumping rights in Wisconsin. The affected employees in Wisconsin are not represented by any union.

You may contact Ben Bekhor at [Ben.Bekhor@sitel.com](mailto:Ben.Bekhor@sitel.com) or Nancy Stewart at 580-319-4190 or [Nancy.Stewart@sitel.com](mailto:Nancy.Stewart@sitel.com), both of whom are in Human Resources for further information.

Very truly yours,

SITEL OPERATING CORPORATION

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