

July 30, 2024

**VIA EMAIL WIOATitleI@dwd.wisconsin.gov**

Bureau of Workforce Training  
Department of Workforce Development  
201 E Washington Avenue  
Madison, WI 53707  
608-733-1271

Re: Updated Notification of Cessation of Radial's Customer Care Operations  
Impacting **Remote** Workforce

Dear Sir / Madam:

**This updated notice replaces the WARN Notice submitted by Radial on May 1, 2024 in connection with the sale of the assets of one area of Radial's business, the Customer Care operations, the close date for which has been extended and which necessitates an extension of the date for the potential impact to employees.**

As noted in the letter of May 1, 2024, Radial is selling the assets of its Customer Care operations (the "Action") which will result in employees who support that business to end their employment with Radial; **it is anticipated most of those employees will become employed by the buyer**. Radial will continue to operate its other lines of business. Radial is providing this notice in the unlikely event that the impacts of the Action trigger the notice requirements of the Worker Adjustment and Retraining Notification Act ("WARN Act").

Please be advised of the following pertinent information regarding the cessation of Radial's Customer Care operations:

1. The Wisconsin employees supporting Radial's Customer Care operations are fully remote.
2. There is no actual physical work location to which these fully remote workers report; however, Radial's corporate headquarters is located at 935 First Avenue, King of Prussia, PA.
3. Radial will cease Customer Care operations on September 30, 2024. It is anticipated that most employees will be offered employment with the buyer and will not suffer any employment loss.
4. Employees will end their employment with Radial on September 30, 2024.

5. A listing of the job titles which work in Wisconsin and will potentially be affected by the Action and the number of such employees in each classification is attached as **Exhibit A**.
6. The cessation of Radial's remote customer service Customer Care operations will be permanent.
7. Radial's state identification number for unemployment compensation is [REDACTED] and the federal identification number (FEIN) is [REDACTED].
8. There is no union representing Radial's remote Customer Care workers.
9. Employees are not entitled to "bumping rights."

If you have any questions or need any additional information, please contact me.

935 First Ave., King of Prussia, PA 19406  
Phone: (610) 491-7426  
Email: [gunzenhauserk@radial.com](mailto:gunzenhauserk@radial.com)

Sincerely,

*Kate Gunzenhauser*

Kate Gunzenhauser  
Sr. Director HR Business Partner  
Radial, Inc.

Encl.

**EXHIBIT A**

**POTENTIALLY AFFECTED EMPLOYEES BY CLASSIFICATION AND NUMBER**

<b>Classification</b>	<b>Number</b>
Call Center QA Analyst – Seasonal	2
Customer Service Representative 1	25
Customer Service Representative 2	14
Customer Service Representative 3	1
Customer Service Representative 4	2
Data Analyst 1	4
eTime Specialist	1
IT Technician	1
Manager, Customer Services 1	1
Manager, Training 1	1
Supervisor – Customer Service Learning	1
Supervisor, Customer Services 1	3
Workforce Management Specialist 1	1