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WARN NO.
7135

July 22, 2020

John Asher, Rapid Response Coordinator
Oregon Dislocated Worker Unit
Oregon HECC – Office of Workforce Investments
3225 25th Street SE
Salem, OR 97302
john.e.asher@hecc.oregon.gov

Via Certified Mail and Email

Dear Mr. Asher,

This letter is to inform you of a layoff of our US call center employees that is being announced today at Vesta Corporation and our subsidiary Secure Contact Solutions. The layoff spans two locations, one near Atlanta and one here at our Beaverton, OR location, physically located at: 9300 Southwest Nimbus Ave. Beaverton, OR 97008.

Once completed, the action will result in the full closure of Secure Contact Solutions as a subsidiary of Vesta Corporation and some small reduction of headcount from within Vesta Corp. The layoff is a permanent action taken as we outsource this function to a new partner in the Philippines, FIS Global (www.fisglobal.com).

The action is happening at one time – no further reductions beyond this action are anticipated. The timeline is as follows:

- Notification – July 22
- Transition work period: July 22 – September 19
- Last day worked – September 20

The current organization in total is 89 employees, with 57 in Alpharetta Georgia and 32 in Beaverton, Oregon. This reduction in force will eliminate 76 jobs across both locations. In Beaverton, 20 jobs are being fully eliminated, while 12 positions are being retained to become a part of a restructured operation focused on managing and support the offshore vendor.

The specific jobs being eliminated with this action are as follows:



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Chargeback Investigation Specialist – 1
Collections Specialist – 2
Order Processing Agent – 6
Quality Assurance Specialist – 2
Revenue Assurance Lead – 1
Revenue Assurance Specialist - 8

The impacted employees are not represented by a Union of any kind.

We look forward to partnering with you and your organization to provide career transition training and support services in September after September 7th when our employees will have supported open time to focus on their job search.

If you have any questions regarding this action, please feel free to reach out via mail or email to:

Laura Stepp, Chief People Officer, laura.stepp@trustvesta.com

Michelle Tierce, Employee Experience Manager
michelle.tierce@trustvesta.com
Desk phone: 503-552-4032
5400 Meadows Road, Lake Oswego, OR 97035

Most sincerely,

A handwritten signature in black ink that reads 'Laura Stepp' in a cursive, flowing script.

Laura Stepp | Chief People Officer
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Lake Oswego, OR 97035
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