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Via email to: rapdresp@jfs.ohio.gov

Ohio Department of Job & Family Services
Office of Workforce Development
Rapid Response unit
Worker Adjustment Retraining Notification (WARN) Act
P.O. Box 1618
Columbus, Ohio 43216-1618

Re: Notice of Program Closure in TTEC@home

To Whom it May Concern:

This notice is being provided pursuant to the Worker Adjustment and Retraining Notification (WARN) Act of 1988, which requires affected employers to provide notice to certain government units or officials of a pending mass layoff or permanent closure.

This letter serves as official notice that on or about **September 6, 2021**, TTEC@Home will cease all operations nationwide, to include employees in Ohio, for Covid-19 unemployment processing for the Massachusetts Department of Revenue (MDOR) and for the Texas Workforce Commission (TWFC). As a result, approximately **189** employees working on MDOR and **302** employees working on TWFC, the majority of whom are hourly customer service agents, will be laid off on or around **July 6, 2021**. The Company anticipates that this layoff will be permanent. All affected employees will receive either 60 days of wages and benefits in lieu of notice, 60 days' notice, or a combination of the two to ensure compliance with the WARN Act. All terminated employees will be paid all earned wages and applicable fringe benefits upon termination. None of the affected employees are represented by a union and no bumping rights exist.

For further information, please contact me at emily.pastorius@ttec.com

Sincerely,

Emily Pastorius
Chief Legal Counsel
Labor/Employment and Litigation