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September 15, 2023

Via Electronic Mail – WARNnotices@deo.myflorida.com & RapidResponse@DEO.MyFlorida.com

Ms. Edna Culler and Ms. Lisa Smith
State Trade and Rapid Response Coordinators
Florida Department of Economic Opportunity
107 East Madison Street - MSC 229
Tallahassee, Florida 32399-4137

Re: Enhanced Recovery Company, LLC d/b/a ERC/Enhanced Resource Centers

Dear Ms. Culler and Smith:

We are providing this Notice, on behalf of Enhanced Recovery Company, LLC d/b/a ERC/Enhanced Resource Centers, pursuant to the Worker Adjustment and Retraining Notification Act (“WARN”).

Enhanced Recovery Company, LLC d/b/a ERC/Enhanced Resource Centers is closing its facility at 8014 Bayberry Rd, Jacksonville, FL 32256, and ending employment of all employees assigned to that facility. Enhanced Recovery Company, LLC d/b/a ERC/Enhanced Resource Centers has decided to stop doing business in North Florida. As a result of the facility closing, all employment losses at this address will be permanent.

The separations from employment as a result of the facility closure will occur on November 15, 2023 for certain positions and on December 15, 2023 for the remaining positions at the facility. Some employees have been offered transfers to other job sites, but the company does not yet know how many employees will accept the transfer offers.

There are no bumping rights.

All job titles and positions at the facility located at 8014 Bayberry Rd, Jacksonville, FL 32256 will be affected. The job titles and the number of affected employees are detailed in the

attached chart, which lists job titles, number of employees in each position, and the termination date for employees in that position.

There is no union representing the affected employees.

For questions and further information, you may contact Margot Harris, Human Resources Business Partner at 580-576-3591 or mharris@trueaccord.com. Alternatively, you may contact the undersigned.

Very truly yours,

s/ Jose I. Leon

JIL:ds

Enclosures

Home Department	Job Title Description
Client Analytics	Reporting Analyst 1 TOTAL Reporting Analyst JOB
Client Analytics	Inventory Management Analyst I 1 TOTAL Inventory Management Analyst I JOB
Client Analytics	Performance Analyst I 1 TOTAL Performance Analyst I JOB
Client Analytics	Dialer Manager 1 TOTAL Dialer Manager JOB
Client Analytics	Data Scientist I 1 TOTAL Data Scientist I JOB
Client Analytics	Inventory Management Analyst II 1 TOTAL Inventory Management Analyst II JOB
Client Analytics	PMT Reporting Manager 1 TOTAL PMT Reporting Manager JOB
Client Analytics	VP of Performance Management 1 TOTAL VP of Performance Management JOB
Client Analytics	Performance Management Manager 1 TOTAL Performance Management Manager JOB
Client Analytics	Sr. Manager, Compliance Inventory Management 1 TOTAL Sr. Manager, Compliance Inventory Management JOB
Client Success	Client Audit Analyst Administrator
Client Success	Client Audit Analyst Administrator 2 TOTAL Client Audit Analyst Administrator JOB
Client Success	Remediation Analyst I 1 TOTAL Remediation Analyst I JOB
Client Success	Account Management Liaison I
Client Success	Account Management Liaison I 2 TOTAL Account Management Liaison I JOBS
Client Success	Remittance Specialist II
Client Success	Remittance Specialist II 2 TOTAL Remittance Specialist II JOBS
Client Success	Remittance Processor II

	1 TOTAL Remittance Processor II JOB
Client Success	Remittance Processor I
	1 TOTAL Remittance Processor I JOB
Client Success	Accounts Receivable - Remittance Manager
	1 TOTAL Accounts Receivable - Remittance Manager JOB
Client Success	Senior Client Success Manager
	1 TOTAL Senior Client Success Manager JOB
Client Success	Client Audit Analyst I
	1 TOTAL Client Audit Analyst I JOB
Client Success	Account Management Liaison II
	1 TOTAL Account Management Liaison II JOB
Client Success	Director, Account Management
	1 TOTAL Director, Account Management JOB
Customer Engagement	Trainer I
Customer Engagement	Trainer I
	2 TOTAL Trainer I JOBS
Customer Engagement	Team Supervisor
Customer Engagement	Team Supervisor
Customer Engagement	Team Supervisor
Customer Engagement	Team Supervisor
Customer Engagement	Team Supervisor
Customer Engagement	Team Supervisor
	6 TOTAL Team Supervisor JOBS
Customer Engagement	Console Operators
Customer Engagement	Console Operators
Customer Engagement	Console Operators
	3 TOTAL Console Operators JOBS
Customer Engagement	Manager, Training
	1 TOTAL Manager, Training JOB
Customer Engagement	Team Lead
	1 TOTAL Team Lead JOB
Customer Engagement	Operational Support Receptionist
Customer Engagement	Operational Support Receptionist

Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
Customer Engagement	Agent
	70 TOTAL Agent JOBS
Engineering	File Processing Manager
	1 TOTAL File Processing Manager JOB
Engineering	Quality Control Analyst IV
	1 TOTAL Quality Control Analyst IV JOB
Engineering	Database Administrator III
	1 TOTAL Database Administrator III JOB
Engineering	Database Administrator II
	1 TOTAL Database Administrator II JOB
Engineering	Systems Engineer III
Engineering	Systems Engineer III
	2 TOTAL Systems Engineer III JOBS
Engineering	Director of Software Development
	1 TOTAL Director of Software Development JOB
Engineering	Security Analyst II
	1 TOTAL Security Analyst II JOB
Engineering	Principle Software Architect
	1 TOTAL Principle Software Architect JOB
Engineering	Database Architect
	1 TOTAL Database Architect JOB

Engineering	Director, IT Production Support 1 TOTAL Director, IT Production Support JOB
Engineering	File Processor I 1 TOTAL File Processor I JOB
Engineering	File Processor II 1 TOTAL File Processor II JOB
Finance	Senior Accountant 1 TOTAL Senior Accountant JOB
Finance	Assistant Controller 1 TOTAL Assistant Controller JOB
Finance	Staff Accountant I 1 TOTAL Staff Accountant I JOB
Finance	Accounts Payable Specialist I
Finance	Accounts Payable Specialist I 2 TOTAL Accounts Payable Specialist I JOBS
Finance	Accounts Receivable-Treasury & Trust Manager 1 TOTAL Accounts Receivable-Treasury & Trust Manager JOB
IT	Desktop Support Specialist III 1 TOTAL Desktop Support Specialist III JOB
Leadership	VP of Legal 1 TOTAL VP of Legal JOB
Leadership	Head of IT 1 TOTAL Head of IT JOB
Leadership	VP, Operations Excellence 1 TOTAL VP, Operations Excellence JOB
Leadership	Head of Operations 1 TOTAL Head of Operations JOB
Legal, Audit & Compliance	Litigation Analyst I 1 TOTAL Litigation Analyst I JOB
Legal, Audit & Compliance	Legal & Compliance Analyst II 1 TOTAL Legal & Compliance Analyst II JOB
Legal, Audit & Compliance	Compliance & Audit Analyst 1 TOTAL Compliance & Audit Analyst JOB

Legal, Audit & Compliance	Risk Mitigation Analyst I 1 TOTAL Risk Mitigation Analyst I JOB
Operational Excellence	Quality Analyst I
Operational Excellence	Quality Analyst I
Operational Excellence	Quality Analyst I
	3 TOTAL Quality Analyst I JOBS
Operational Excellence	Compliance Auditor I 1 TOTAL Compliance Auditor I JOB
Operational Excellence	Office of the President Agent I
Operational Excellence	Office of the President Agent I
Operational Excellence	Office of the President Agent I
Operational Excellence	Office of the President Agent I
	4 TOTAL Office of the President Agent I JOBS
Operational Excellence	Policy and Procedure Coordinator 1 TOTAL Policy and Procedure Coordinator JOB
Operational Excellence	Operational Support Specialist I
Operational Excellence	Operational Support Specialist I
Operational Excellence	Operational Support Specialist I
Operational Excellence	Operational Support Specialist I
Operational Excellence	Operational Support Specialist I
	5 TOTAL Operational Support Specialist I JOBS
Operational Excellence	Operational Support Specialist II 1 TOTAL Operational Support Specialist II JOB
Operational Excellence	Internal Auditor I 1 TOTAL Internal Auditor I JOB
Operational Excellence	Correspondence Lead 1 TOTAL Correspondence Lead JOB
Operational Excellence	Operational Support Manager 1 TOTAL Operational Support Manager JOB
People	Manager, Human Resources Business Partner 1 TOTAL Manager, Human Resources Business Partner JOB
People	Human Resources and Benefits Generalist 1 TOTAL Human Resources and Benefits Generalist JOB

People	Human Resources Generalist II
	1 TOTAL Human Resources Generalist II JOB
People	Payroll Manager
	1 TOTAL Payroll Manager JOB
Product/Design	Product Owner I
	1 TOTAL Product Owner I JOB