

Our Member Services department now consists of more than 400 individuals, all committed to supporting your team members. Response times have improved by 50 percent, and we are confident that we will reach service standards by mid-December.

Three weeks ago, our call center outsourcing partner began answering some of our order-related calls. As of Monday, it now has more than 40 full-time employees assisting with our calls. Within the next few weeks, this employee count is scheduled to reach at least 90 full-time employees.

We are also bringing on board additional resources to assist with the management of the Member Services department. Brady Holbrook (bholbrook@youngliving.com) has joined Young Living as the director of Member Services. Brady brings more than 10 years of call center management experience to Young Living. Most recently, he led an 850-employee call center through a high-growth expansion period, growing that call center from 100 agents to 700 agents in less than one year. I am confident that Brady's leadership will help guide our team through this period of challenging and exciting growth.

We're continuing to aggressively hire in all areas of Member Services. This includes positions from agents to trainers to senior managers. We have a lot of foundational structure to build as well as quality controls to implement to ensure we are both efficient and effective. We are confident that members will see a drastic change in our service starting now with continued improvement through mid-December. From there we will be meeting service standards and will focus on maintaining a world-class member experience.

With the addition of Brady to the management team, Alan Michaelis will be able to transition fully into his responsibilities of leading the Leadership Empowerment team, including Diamond Support. The support of our leaders is a high priority, and we look forward to continued improvement in this area, too.