

April 27, 2020

E-Mail

Lisa Marshall
Missouri Department of Higher Education & Workforce Development
P.O. Box 1087
Jefferson City, MO 65102

Re: Announcement of Planned Action

Dear Lisa:

As a result of a series of unforeseen local governmental shutdown orders and federal and CDC guidance recommending social distancing surrounding the coronavirus natural disaster, EAN Services, LLC (“Enterprise”) experienced a dramatic downturn in business. Enterprise did not believe there was a reasonable probability the downturn would last more than six months; indeed, it was Enterprise’s belief the downturn would last approximately one month. However, in light of the recent extension of applicable governmental shutdown orders, intervening and extended federal and CDC guidance regarding social distancing, and additional data and analysis revealing the impact of the COVID-19 crisis on Enterprise’s financial condition, Enterprise has realized that additional action is necessary. Such additional action includes permanent terminations of employees, including of some employees who had previously been placed on temporary layoff.

Enterprise was unable to provide more notice of this action because these circumstances were not reasonably foreseeable until recently when the full impact of COVID-19 on Enterprise’s business became clear as set out in detail above. We are providing as much notice as is practicable under the circumstances and given the rapid pace at which this situation has developed.

Given these unforeseeable circumstances, we are writing to inform you that a mass layoff will occur at EAN Services, LLC - St. Louis Contact Center located at 8421 St. John Industrial Drive in St. Louis, MO. The expected date of this layoff is April 30, 2020, or within 14 days commencing on that date. At this time, this mass layoff is expected to be permanent.

The following is a list of the job positions and number of individuals who will be affected by the mass layoff:

Job Title of Positions Impacted	Number of Affected people in each job classification
Account Specialist (Entertainment)	4
Account Specialist Senior (Entertainment)	5
Accounting Coordinator	1
Accounting Coordinator Senior	1
Accounts Receivable Coordinator	2

Accounts Receivable Supervisor	1
Administrative Assistant	1
Audit Coordinator	16
Billing Coordinator	1
Business Analyst (Contact Center)	2
Business Process Manager	1
Business Support Coordinator (Contact Center)	4
Business Support Specialist (Contact Center)	1
Business Support Supervisor (Contact Center)	2
CarShare Manager	1
Contact Center Management Trainee	12
Customer Service Associate (Contact Center)	6
Customer Service Manager (Contact Center)	1
Customer Service Representative (Contact Center)	83
Customer Service Team Supervisor (Contact Center)	5
Driver Approval Coordinator (Contact Center)	5
Entertainment Account Supervisor	2
Entertainment Division Manager	1
Escalations Support Coordinator	22
Facilities Coordinator	1
Generalist	1
Group HR Manager	1
Human Resources Coordinator	3
Information Management Coordinator	15
Information Management Supervisor	1
Insurance Support Coordinator (Contact Center)	18
Insurance Support Representative (Contact Center)	42
Insurance Support Supervisor (Contact Center)	9
Intraday Coordinator	3
Member Services Coordinator	18
Member Services Supervisor	3
Multi-Channel Representative	3
Payroll Coordinator	1
Project Manager	1
Quality Assurance Coordinator (Contact Center)	8
Receptionist	1
Relationship Manager (Contact Center)	3
Replacement Rental Representative	59
Reservation Manager (Contact Center)	2
Reservation Sales Representative (Contact Center)	359
Reservation Team Supervisor (Contact Center)	18
Staff Accountant	1
Support Services Department Manager	1

Support Services Manager (Insurance Support)	1
Support Services Representative	37
Support Services Supervisor	2
Talent Acquisition Coordinator	3
Talent Acquisition Specialist	4
Talent Development Manager	1
Talent Development Specialist	8
Team Manager (Entertainment)	1
Technical Support Coordinator (Contact Center)	4
Telecom Analyst (Contact Center)	1
Telecom Coordinator (Contact Center)	1
Training Systems Coordinator (Contact Center)	1
Vendor Management Analyst (Contact Center)	1
Workforce Management Manager	1
Workforce Management Planner	2

There will not be any bumping rights for affected employees—that is, employees will not be able to displace more junior employees out of their job positions as a result of this mass layoff.