



Nomination Form

| | |
|---|---|
| Date Submitted: | 11/28/2006 |
| Nominee's Name: | Felipe Suarez |
| Nominee's Title: | International Information Services Specialist |
| Nominee's Department/ Office Location: | Off-Line Operations / International Information Services |
| Nominee's Supervisor/ Manager: | Marcela Calero |
| SVP for Business Unit of Nominee: | Daniel Marostica |
| Nominated by: | Miguel Varela |
| Nominator's Title: | Director, Quality and Training |
| Nominator's Department/Office Location: | Hollywood, Florida |
| Nominator's Phone: | 954-986-8600 x 349 |

Are you nominating this person for? (Check one) In which area? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Exceptional everyday job performance. | <input checked="" type="checkbox"/> Improves Productivity and Profitability |
| <input checked="" type="checkbox"/> Outstanding work on a special project. Company | <input checked="" type="checkbox"/> Plays a Part in Keeping First Data a High Growth |
| <input type="checkbox"/> Focuses on the Customer | <input type="checkbox"/> People Development |

(If you are using this form electronically, simply double-click on a box above to mark your selection.)

Please attach a description that answers the following questions: (Please keep responses to one page)

1. Why should this nominee be selected as a Champion of Excellence?

Felipe has played a key role in the design and implementation of Orlandi Valuta Agent Training web site. From day one when we started with this project Felipe made this project a high priority for him. Thanks to his hardwork www.orlandivalutatrainig.com is already up and running with a very small investment (only domain purchase) since he has done all the development work himself.

2. What specific achievements/accomplishments can be attributed to this employee?

The development and implementation of Orlandi Valuta agent training website is the main accomplishment on which this nomination is based. However, I must mention that Felipe has constantly supported the efforts of the Quality and Training team to publish updated training materials on AgentLink and in more user friendly formats.

With regards to Orlandi Valuta's agent training project Felipe and his Manager (Marcela Calero) have also been our main points of contact with an external vendor based in Costa Rica (Aura Interactiva) that we have contracted for the development of a basic e-learning course that will be later on published on the web site that Felipe developed. Felipe has implemented a content management program to easily update documents and information published on Orlandi Valuta training web site and has provided training to our team and Orlandi Valuta's marketing team on how to conduct the information update process. Felipe's proactive efforts, dedication, sense of urgency and commitment to the success of this project makes him a true Leader of the Pack.

3. Attach any external or internal customer letters, memos, or other acknowledgements that support the nomination of this employee.

The implementation of Orlandi Valuta agent training web site is still at an early stage, however Orlandi Valuta's Marketing team lead by Miguel Espinoza, and other Orlandi Valuta executives such as Edgardo Torres, Rosa Iglesias, Jose Estrada, etc have repeatedly expressed their satisfaction with the direction this project is taking and the accomplishments seen so far.

PERFORMANCE PLANNING AND EVALUATION FORM

| PERFORMANCE PLANNING AND EVALUATION FORM | | | | | |
|--|----------------------|---------------------------------|--|---|-------------------------------------|
| EMPLOYEE NAME | EMPLOYEE ID | JOB TITLE | START DATE IN POSITION | JOB GRADE | BONUS TARGET |
| Suarez Fernandez, Felipe | 179482 | Support Specialist (CSC) | Nov 1, 2004 | 1B | |
| MANAGER | 2nd LEVEL MANAGER | FIRST DATA FINANCIAL OBJECTIVES | BU/SS KEY INITIATIVE TIE | BUSINESS UNIT FINANCIAL KEY INITIATIVES | ACKNOWLEDGEMENT OF TERMS CONDITIONS |
| Garcia, Paola | Marostica, Daniel J. | | <ul style="list-style-type: none"> Payments/Western Union | | 03/10/2004 |

Year End Summary Evaluation Results and Demonstration of Core Values / Other Comments

| | | | | | |
|---|---|-----------------------|--|--|------------|
| Year End Performance Rating | Level 2 - Successful Contributor | | | | |
| Brief Summary of Objective Performance | | | | | |
| Competency Level | Individual Contributor | Mobilize | Teamwork & Collaboration | | |
| | | Drive | Drive for Excellence, Initiative, Self Development, and Impact & Influence | | |
| | | Focus/Innovate | Navigating Change, and Problem Solving | | |
| | | Align | Customer Partnerships | | |
| Overview of Competency Performance | | | | | |
| Summary of Job Performance | <p>You are over all a great employee. Your performance is really good and you have such a great attitude towards your work. You take every day as a new challenge always improving your customer service. You have a good history on your monitoring and scorecard grades which makes you a Solid Contributor to our department and to our company.</p> | | | | |
| Strengths | <p>There are lots of strengths that I can easily mention. Actually, those strengths have not only helped you out in WU but helped me and the rest of the Team: Great attitude to receive feedback and to work on those few things to improve. Fast typist. Great customer service. English skills. You always volunteer when needed. And I have to mention that your work on the CSC web maintenance and/or update ir really great and useful for the rest of your coworkers.</p> | | | | |
| Employee Signature | 02/19/2005 | | Manager Signature | | 02/19/2005 |


Adobe Reader - [A note to recognize a valuable contributor - 06072006.pdf]

File Edit View Document Tools Window Help

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Search Web

----- Forwarded by Marcela Calero/LAROC/International on 06/07/2006 09:25 AM -----

 **Fabian Hernandez**
06/06/2006 09:07 PM

To: Marcela Calero/LAROC/International@Western_Union
cc: Andres Harnecker/LAROC/International@Western_Union
Subject: A note to recognize a valuable contributor!!!

Marce:

Just a quick note to recognize the outstanding job done by Felipe .

His positive attitude, his promptness, and his willing to collaborate are certainly well appreciated by the MTBP team.

Regards,

Fabián Hernández
Operations Manager
Western Union FSI
CR phone: (506) 204-4096
US phone: (303) 224-8011 Ext 4096
Mobile: (506) 820-1921

----- Forwarded by Fabian Hernandez/LAROC/International on 06/06/2006 09:03 PM -----

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1 of 7

Adobe Reader - [A note to recognize a valuable contributor - 06072006.pdf]

File Edit View Document Tools Window Help

125%

Search Web

 **Marcela Calero**
06/07/2006 09:26 AM

To: Felipe Suarez/LAROC/International@Western_Union
cc:
Subject: Fw: A note to recognize a valuable contributor!!!

FYI-
KUDO'S!!!!

It is certainly great to be recognized this way . Keep on!

Marcela Calero
Leader,
International Information Services
Western Union - LAROC
Ph: (506) 204-4077 / +(303) 224-8011 ext 4077
Cell: 308-7616
www.wuagentlink.com

8.50 x 11.00 in

1 of 7



Marcela Calero

10/20/2006 05:54 PM

To: Felipe Suarez/LAROC/International@Western_Union
cc:
Subject: Fw: Leader of the Pack Winners for Q3 2006 **
CONGRATULATIONS **

In case you don't get copy of your nomination

Dear Stephanie,

Please find attached my nomination to Felipe Suarez



LQP Nomination Felipe Suarez.doc

Here are docs to support nomination:



Miguel to Felipe for interactive training.pdf Adriana on Intranet.pdf Bosco to Felipe for RMD Agent Services.pdf



Commednation to Felipe on the CSC Web.doc Diane for RMD_Customer Services.pdf

I cannot stress how important it is to keep any thank you note on your drive! Keep it on!

Marcela Calero
Manager, International Information Services
Western Union - LAROC
Ph: (506) 204-4077 / +(303) 224-8011 ext 4077
Cell: (506) 308-7616
www.wuagentlink.com

----- Forwarded by Marcela Calero/LAROC/International on 10/20/2006 05:49 PM -----



Stephanie Blanch

10/20/2006 04:37 PM

To: WU-LAROC All Groups
cc:
Subject: Leader of the Pack Winners for Q3 2006 ** CONGRATULATIONS
**



**Congratulations to our Quarterly
Leader of the Pack**


Carlos Vargas
Eduardo Benavides
Evelyn González
Felipe Suarez
Hazel Quiroz
Isaac Ramírez
Joaquin Bolaños
Julio Chinchilla
Richard Cotter
Dirk Nevermann
Joaquin Montero
Sergio Villa
Eida González
Patricia Capmany
Fabián Hernández
Adriana Soto
Jorge Ramírez
Andrea Gasperi
Olman Davis
Franklin Gutierrez
Nathalie Roussel
Oliver Aguirre





Miguel Varela

08/29/2006 11:49 AM

To: Felipe Suarez/LAROC/International@Western_Union
cc: Marcela Calero/LAROC/International@Western_Union, Maurent Marquez/MIAMI/International@Western_Union,
Rocio Munoz/LAROC/International@Western_Union
Subject: Re: Fw: Site Feedback Feedback From Danette Burns 2006-08-25 19:37:54.906 

Thanks Felipe. The agents are beginning to like the new format Congratulations!

I am glad to see that. Please proceed to share with the agent.

Regards,

Miguel Varela

Director Quality & Training

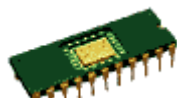
Tel: 954-986-8600 Ext. 349

Cell: 954-610-3616

Email: miguel.varela@intl.westernunion.com

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Felipe Suarez



Felipe Suarez

08/29/2006 12:31 PM

To: Miguel Varela/MIAMI/International@Western_Union, Maurent Marquez/MIAMI/International@Western_Union, Rocio
Munoz/LAROC/International@Western_Union
cc: Marcela Calero/LAROC/International@Western_Union
Subject: Fw: Site Feedback Feedback From Danette Burns 2006-08-25 19:37:54.906

Hi Miguel , Maurent, Rocio

I hope this finds you well!

We got this site feedback from an agent and she is asking if it would be possible to send her the flash demo that is posted on AgentLink (Introduction to Western Union Presentation) I wanted to ask you first for your thoughts.. before I proceed.

Thanks guys ! Good luck with the storm!

best regards,

Felipe Suarez

Int Information Services Specialist

<http://www.wuagentlink.com> - <http://larocscweb>

felipe.suarez@intl.westernunion.com

Via USA 303-2248011 ext:4067

CR Ph. (506) 204-4067

----- Forwarded by Felipe Suarez/LAROC/International on 08/29/2006 10:24 AM -----

Agentlinksupport

Sent by: Felipe Suarez

08/29/2006 10:13 AM

To: BCCIWU@BTL.NET

cc: Marcela Calero/LAROC/International@Western_Union

Subject: Re: Site Feedback Feedback From Danette Burns 2006-08-25 19:37:54.906 📎

Dear Danette

Thank you very much for your feedback. I am glad that the presentation was useful to you. I will get back with you regarding your question in the next days.

Thanks again.

regards

Felipe Suarez

AgentLink Group

westernunionresponse@westernunion.com



westernunionresponse
@westernunion.com

08/25/2006 05:26 PM

To: agentlinksupport@intl.westernunion.com

cc:

Subject: Site Feedback Feedback From Danette Burns 2006-08-25 19:37:54.906

I ENJOYED IT. wOULD LIKE TO BE ABLE TO DOWNLOAD IT TO USE AT MY PRESENTATION AS AN INTRODUCTION TO WESTERN UNION



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| Date Submitted: | 09/25/2006 |
| Nominee's Name: | Felipe Suarez |
| Nominee's Title: | International Information Services Specialist |
| Nominee's Department/ Office Location: | Off-Line Operations / International Information Services |
| Nominee's Supervisor/ Manager: | Marcela Calero |
| SVP for Business Unit of Nominee: | Daniel Marostica |
| Nominated by: | Marcela Calero |
| Nominator's Title: | Manager, International Information Services |
| Nominator's Department/Office Location: | LAROC, San José, Costa Rica |
| Nominator's Phone: | 4077 |

Are you nominating this person for? (Check one) In which area? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Exceptional everyday job performance. | <input checked="" type="checkbox"/> Improves Productivity and Profitability |
| <input checked="" type="checkbox"/> Outstanding work on a special project. Company | <input type="checkbox"/> Plays a Part in Keeping First Data a High Growth |
| <input checked="" type="checkbox"/> Focuses on the Customer | <input type="checkbox"/> People Development |

(If you are using this form electronically, simply double-click on a box above to mark your selection.)

Please attach a description that answers the following questions: (Please keep responses to one page)

1. Why should this nominee be selected as a Champion of Excellence?

Felipe worked very hard to with the business owners in order to post all the information for the RMO Websites – both Consumer and Agents.

More over, Felipe is very diligent in his day to day work, focuses on the customer, takes customer satisfaction as a personal matter, has brought more than one improvement to the AgentLink site.

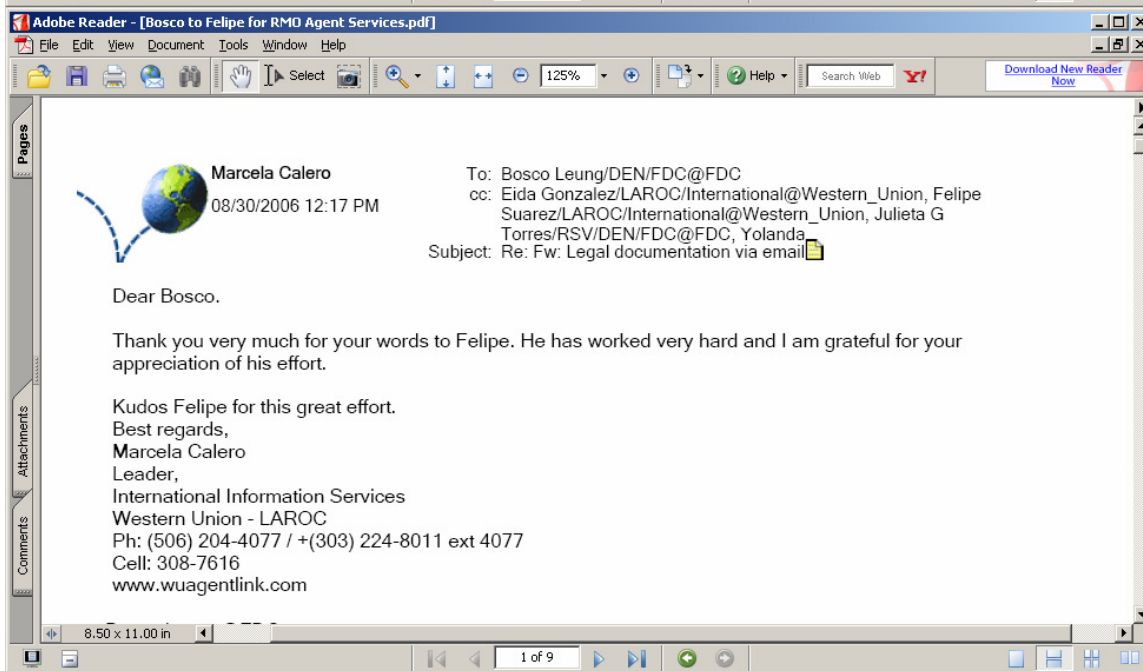
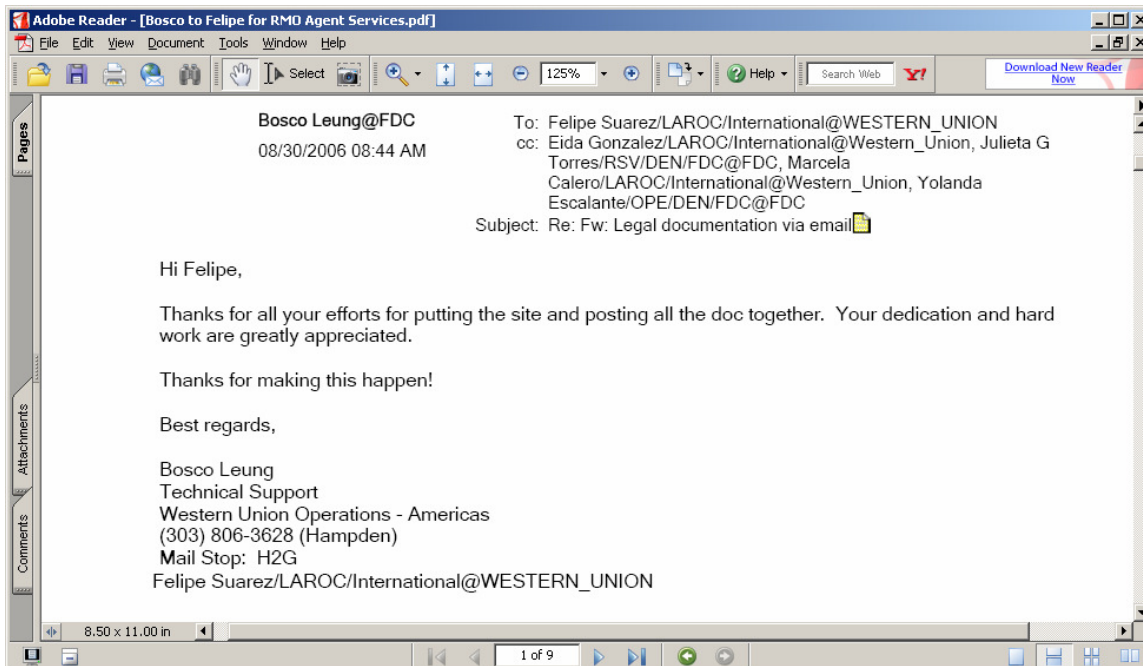
2. What specific achievements/accomplishments can be attributed to this employee?

In order to have this service up and running, Felipe ensured the transition of the entire LAROC CSC web site to a look and feel that complied with WU's corporate guidelines for Websites. The site was approved for moving into the Western Union web servers in Montvale thanks to his diligent work. Felipe also ensured the posting of over 80 documents on the site, ready for accessing when the RMO Agent Services service was launched at LAROC. He later repeated the exercise for the RMO Consumer Services.

For AgentLink, Felipe ensured the publication of a couple of on-line trainings along with his colleague Julio Chinchilla. These trainings have been praised by the Quality Director for LACA and also by Agents during our on-line web-based trainings.

3. Attach any external or internal customer letters, memos, or other acknowledgements that support the nomination of this employee.

Will be attached to e-mail.



Thank You ...

To: Felipe Suarez
Department:

From: Paola Garcia
Department: Operations (Agent Support)

Thank you for:

Creating the link web with all the tools that we use in DC. This will help us work in a faster way and will help everyone to know exactly where to find all the information that we use.
You did an outstanding job, as no one ever asked you to do this and you did it on your own time.
People like you make things happen!!
Thank you very much!

Which of the following Service criteria were displayed ?

- | | |
|--|---|
| <input checked="" type="checkbox"/> Customer Recognition | <input checked="" type="checkbox"/> Innovation |
| <input checked="" type="checkbox"/> Exceed Expectations | <input checked="" type="checkbox"/> Professionalism |
| <input checked="" type="checkbox"/> Excellent Service | <input checked="" type="checkbox"/> Teamwork |

Signed: Paola Garcia
Nominee's Manager: Diana Rivera

Date: 10/09/2003 04:48 PM

Thank You ...

To: Felipe Suarez
Department: Operations (Agent Support)
From: Dianna Rivera
Department: Operations (Agent Support)

Thank you for:

Taking your free time to prepare a LAROC Departments Presentation for your Teammates, and for being always willing to help us in any situation. Your great attitude, interest and support are really appreciated.

Which of the following Service criteria were displayed ?

- | | |
|---|--|
| <input type="checkbox"/> Customer Recognition | <input type="checkbox"/> Innovation |
| <input checked="" type="checkbox"/> Exceed Expectations | <input type="checkbox"/> Professionalism |
| <input checked="" type="checkbox"/> Excellent Service | <input checked="" type="checkbox"/> Teamwork |

Signed: Dianna Rivera
Nominee's Manager: Paola Garcia

Date: 09/25/2003 11:57 AM

Thank You ...

To: Felipe Suarez
Department: Operations (Agent Support)
From: Dianna Rivera
Department: Operations (Agent Support)

Thank you for:

Using your knowledge to help out your co-workers. Thank you for searching useful tools that allow Money Transfer By Phone to improve our Customer Service, that's our MAIN GOAL and you do it much easier by creating and constantly updating our LINK PAGE, by creating a Picture Link Page for our mates, and the last great tool: World Clock that we can configure to give accurate information to our customers as we were in Dallas. Please keep your great attitude and sense of TEAMWORK.

Which of the following Service criteria were displayed ?

- | | |
|---|---|
| <input type="checkbox"/> Customer Recognition | <input checked="" type="checkbox"/> Innovation |
| <input checked="" type="checkbox"/> Exceed Expectations | <input checked="" type="checkbox"/> Professionalism |
| <input type="checkbox"/> Excellent Service | <input checked="" type="checkbox"/> Teamwork |

Signed: Dianna Rivera
Nominee's Manager: Paola Garcia

Date: 11/29/2003 09:20 PM