



September 20, 2021

On behalf of the Senior Leadership Team, I am pleased to announce **Lauren Spurge from YLW** is our August 2021 Network EAllstar!

Here are the details from Lauren's nomination:

The YLW Duty Manager called our CSA line inquiring if there was someone from Flair on shift. Even though we were not staffed for Flair at that point, Lauren took the call. She ended up speaking with the guardian of a 16-year-old foreign exchange participant who was going to leave the teenager at the airport because the guardian was going on vacation. Lauren tried to explain that a 16-year-old (or anyone for that matter) could not be left at the airport for four days.

Lauren spent a long time on the phone going back and forth with the Airport Passenger Coordinator and the passenger's guardian and finally was able to arrange for the 16-year-old to get to YXX to make the journey earlier so that they would not be stuck in the airport and the guardian could continue with their vacation.

Lauren, thank you for taking the call and working through a challenging situation to ensure this young passenger was safe!

Like all our Network EAllstars, **Lauren** will receive a cool EA Bluetooth speaker/Wireless charging station combo as a token of appreciation for excelling during her EAllstar moment!

We would also like to congratulate the following team members who were named an EAllstar in August in their local city. Each of them was selected by their local leadership team from the 71 nominations we had from across the network last month.

YAM: Cristian Moreno
YHM: Michael MacLeod
YHZ: Katelyn Brown
YKF: Joy Wan
YLW: Lauren Spurge
YQG: Russell Pereira
YSB: Mike Minor
YXE: Karsten Elias
YXU: Melissa MacCannell
YXX: Mansi Gander

Every month, each of our local EAllstars will receive one of our cool EA branded travel packs.

Keep the nominations coming! It's as easy as snapping the QR code with your mobile phone.



Thank you for taking the time to recognize many of the EAllstar moments happening across the network.

Sincerely,

Steve Platt
Director – Brand Experience