[EXTERNAL] Kurv Connect - June 2026 Employee Newsletter

From comms@kurvpay.com <comms@kurvpay.com>
Date Wed 6/3/2026 6:01 AM
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kurv

June 2026



A Message From Afshin…

We messed up — we made a mistake.

It recently came to our attention that we had inadvertently failed to pay one of our merchants a portion of their processed transactions, and it was partially their fault. We identified the issue, and almost simultaneously, the merchant contacted us about it as well.

Here is how this story ends: we paid the merchant every dollar they were owed — even though, contractually, we were not required to do so. The merchant is happy, and our relationship with them is stronger than ever. But the more important part of this story is *how* we responded.

Several weeks ago, we received a letter from a large customer who had noticed a shortage in their deposits. Ironically, one of our own team members had already flagged the issue which was caused by a system setting that had been inadvertently turned off. The merchant was rightfully frustrated, though their own actions had also contributed to the problem. Their sharply worded letter made it clear they expected a fight, and many businesses would have fought back in this scenario.

We chose a different path.

After a quick review, we went back to the merchant and made them whole. No hiding behind contract language. No months of back-and-forth. No games. We simply paid them what they were owed and treated them the way any of us would want to be treated — with fairness and respect. The merchant noticed. They are not only continuing to process with us, but they have since committed to sending us more business.

I have always believed in Karma — the idea that doing right by others has a way of coming back around. Not necessarily as wealth or recognition, but as something harder to measure and more lasting: integrity, trust, and the kind of reputation that opens doors you didn't even know existed.

That belief is woven into the culture we are building at Kurv. We will make mistakes — every company does. What defines us is how we respond to them and what we learn from them. The thing that makes me most proud of this team is not any single win or milestone. It's the consistency of doing the right thing and taking pride in our company and our reputation that sets us apart from the rest.

Whether it's a co-worker, a merchant, an agent, or a vendor — if we treat people the way we want to be treated, it won't guarantee success; But it will certainly guarantee that we are the kind of company worth being a part of.



Afshin Yazdian
Executive Chairman & CEO

June is Open Enrollment Month

Everything you need to know regarding medical insurance will be presented in the open enrollment meetings. Preview the schedule below and look out for a separate email with further instructions to attend your designated meeting.

Cleveland Office | Main Break Room

- **6/8**, 11am-12pm EST
- **6/8**, 1pm-2pm EST

Direct Sales | Teams Meeting

- **6/9**, 11am-12pm EST

Encino Office & Previously Missed | Teams Meeting

- **6/11**, 9:30am-10:30am PST/12:30pm-1:30pm EST

June Holidays

June 14th: Flag Day
June 19th: Juneteenth National Independence Day
June 21st: Father's Day

This Month's Birthdays

Cake, candles, and confetti! Let's celebrate our team's birthdays.

6/1 — Stephanie Lorince
6/2 — Molly Green
6/3 — Tonya Brown
6/3 — Kareem Taleb
6/4 — George Stokoe
6/5 — Rick Campbell
6/5 — Amanda Delzer
6/5 — Margaret Hoffert
6/7 — Tristan Walker
6/10 — Michael Jeffreys
6/11 — Piotr Kurasiewicz
6/11 — Carol Sawyer
6/11— Tony Stephens
6/12 — Daniel Jackson
6/15 — Jeffery Nichols
6/17 — Franczeska Ann Pery
6/17 — Leonard Reece
6/20 — Barry Taylor
6/24 — Forrest Ashwood
6/26 — David Collins
6/26 — Courtney Erb
6/26 — Thelma Kurasiewicz
6/28 — Christopher Riddle
6/29 — Marco Rodriguez

Employee Work-iversaries

Congratulations to all employees celebrating their years of service— we appreciate your continued commitment.

1 yr — Forrest Ashwood
1 yr — Marlia Gordon
1 yr — Merrell Sheehan
1 yr — Christiaan Roets
1 yr — Colyn Porter
2 yrs — DJ Sommers
2 yrs — Greg Grace
3 yrs — Oziel Reyes
4 yrs — Jonathon Bogden
4 yrs — Jordan Koestner
4 yrs — Payge Swanson
4 yrs — Joseph Hilmer
5 yrs — Natalie Phan
5 yrs — Keely Pierson
6 yrs — Alexander Dixon
6 yrs — Sara Andrews
9yrs — Russell Silva
10 yrs — Cheryl Kopstein
10 yrs — Scott Litman
13 yrs — Melissa Matousek
23 yrs — Heather Niles
27yrs — Stacy Barfield

New Team Members

A warm welcome to these new team members— we're excited to have you all!

Account Executive	Abel Castro, Andrew Downing, Charles Taylor, Clara Bellucci, Jeffrey Olivier, and Melissa Myers
Agent Relationship Manager	Tanesha La Fleur
Chief Technology Officer	Mark Alsentzer
Senior Agent Recruiter	Christopher Sandifer
Senior Fraud Analyst	Sheron Warner
Senior Fraud Analyst	Franchane Washington

Kudos Board

Tracy Paler, Programmer Analyst:

"Tracy has been a total allstar! I appreciate all the help she has given us with the amount of reports requested. The level of detail and the quick turnaround have been incredibly helpful for our agents. Thanks for making our lives easier and for the support!"

- Hansel Soto

Caitlin Flynn, CS Supervisor:

"Keep up the good work , It may be stressful but you knocking it loose, Good job!"

- Markon Montgomery

Marion Unartel, Kart Specialist:

"Thanks for helping make the days smooth every bump on the way."

- Markon Montgomery

Jessica Copeland, Business Transformation Manager:

"Jessica not only welcomed me with open arms, but also immediately helped set roles and responsibilities for the two of us so we knew exactly what was expected and how our roles intersected. She has continually provided me with information on our systems, processes, status on projects and provided guidance on next best moves. I'm very grateful for Jessica and I hope she knows how much I value her and appreciate her taking the extra time to set me up for success and align as true partners."

- Andrea Brock

Brittany Brooks, Risk/Chargeback Supervisor:

"I just want to thank you for being patient and helpful through my chargeback journey. I feel as if I am learning a lot and look forward to learning even more. I wanted to let everyone know how awesome you are. Thank you and I appreciate everything you do."

- Shanta Fletcher

Carly Robertson, Risk Specialist:

"Shoutout to Carly for always stepping in when needed and taking on extra tasks with enthusiasm and a drive to do them right. She asks questions to ensure quality, support teammates, and even help other departments when needed. Carly's teamwork and dedication are truly valued!"

- Annette V.

Brittany Brooks, Risk/Chargeback Supervisor:

"Thank you to Brittany Brooks for always being there when anyone needs help. She is quick to jump in, share her knowledge, and make things easier for the whole team. Brittany handles escalations with so much patience and understanding and always has a smile to share. Brittany brings so much to Kurv! Very lucky to work alongside her!!"

- Annette V.

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