



Etnash Zedlav <santevaldez@gmail.com>

to er ▾

9:48 AM (13 hours ago)



July 30, 2025

IPLOY Staffing Solutions
16th Floor, One Montage Building,
Archbishop Reyes Avenue, Cebu City

Dear Ms. Eddie Compra,

Please accept this letter as my formal resignation from my position as Customer Service Representative at IPLOY Staffing Solutions, effective from today's date. After much consideration, I have decided to tender my resignation due to the following reasons:

1. **Lack of HMO Coverage for Non-Regular Employees** – During a recent illness, I had to shoulder almost ₱3,000 in medical expenses for check-ups and laboratory tests, which placed a financial strain on me.
2. **Absence of Life Insurance** – I was recently made aware that the company does not provide life insurance, which is a standard benefit in most BPO companies. While HMO coverage is available upon regularization, life insurance is not offered.
3. **Limited Food Options in the Pantry** – The pantry lacks sufficient food choices, often requiring employees to go outside just to get a proper meal, which is inconvenient and time-consuming.
4. **Strict Policy on Coffee** – The prohibition of coffee on the production floor has made it challenging to manage energy levels during long shifts.
5. **Uncompetitive Compensation** – Unfortunately, the current salary does not meet my financial needs. Despite careful budgeting, it still falls short in covering my daily expenses and bills.
6. **Insufficient Training for the Account** – The training provided was not adequate to prepare us for live calls. The reliance on self-learning and side barging left me unprepared, and I often felt overwhelmed by the actual concerns raised by customers.

I hope you can understand the reasons behind my decision. I am truly grateful for the opportunity and experience I've gained here, and I apologize for any inconvenience this may cause due to the short notice.

Thank you for your understanding.

Sincerely,

Sante P. Valdez