

Up To Speed Live
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>> WOO!
>> HELLO, EVERYBODY!
WELCOME TO UP TO SPEED LIVE.
HAPPY FRIDAY.
I'M DIANA ALVEAR IN A PLACE THAT YOU DON'T NORMALLY SEE ME.
IT'S MY FIRST TIME AT ONE OF OUR VERIZON STORES IN THE BIG APPLE.
IT'S SO GOOD TO BE HERE ON THIS LAST DAY OF HISPANIC HERITAGE MONTH.
AND I'M SUPER EXCITED, WE HAVE A VERY SPECIAL GUEST HERE TODAY.
BUT BEFORE WE TELL YOU WHO IT IS, IF YOU'RE ON TWITTER BY THE WAY,
YOU KNOW WHO IT IS.
WE'RE GOING TO RECAP THE WEEK.
MONDAY, WE CELEBRATED INTERNATIONAL DAY OF THE GIRL, LAUNCHING
OUR WOMEN'S COLAB.
I LOVE BEING A PART OF IT.
TUESDAY, OUR FAVORITE BROTHERS, THE ARDINES, FINISHED THEIR WALK.
THEY WALKED ALL THE WAY ACROSS AMERICA.
THEY WERE LIVE, WE WERE LIVE AS THEY MADE IT TO SAN FRANCISCO.
THEY TOOK SEVEN MONTHS AND 12 PAIRS OF SHOES IN SUCH SMALL
BUSINESS.
AMAZING.
AND YESTERDAY CRAIG GAVE US AN UPDATE ON OUR COVID- 19 POLICIES.
ALL RIGHT.
HERE WE ARE.
IT'S FUN FRIDAY.
IT IS MY PLEASURE TO LOOK BACK ON SUCH AN IMPORTANT MONTH FOR OUR
LATINX COMMUNITY, OF WHICH YOU ALL KNOW I'M A VERY PROUD MEMBER.
AND INDEED DIEGO SCOTTI TO THE CONVERSATION.
>> HOLA.
[SPEAKING FOREIGN LANGUAGE]
>> I KNOW THAT IT'S SO IMPORTANT TO YOU.
ON THIS LAST DAY OF HISPANIC HERITAGE MONTH, DIEGO, WHAT IS THE
MESSAGE FOR LATINX V TEAMERS?
>> FIRST OF ALL, A BIG, BIG VIRTUAL HI TO EVERYBODY ON THE LATINX
COMMUNITY AT VERIZON.

BUT EVERYBODY AS WELL.

YOU CAN SEE MY HUGE SMILE, BUT YOU CAN FEEL MY HUGE SMILE.

I'M HAPPY TO BE HERE.

HISPANIC HERITAGE MONTH IS WHEN OUR CULTURE GETS CELEBRATE AND COMES TO THE FOREFRONT.

AS AN ARGENTINE, I'VE BEEN LIVING IN THE U.S. HALF OF MY LIFE.

AND I TELL YOU THAT NO ONE DAY THAT GOES BY THAT I DON'T BRING TO WORK THAT AUTHENTIC SELF, WHICH IS EVERYTHING THAT IS ABOUT, YOU KNOW, BEING A LATINO IN THIS -- IN THIS COUNTRY.

AND IT'S AN AMAZING PRIVILEGE TO BE ABLE TO COMBINE YOUR CULTURE WITH THE CULTURE OF THIS COUNTRY AND GETTING BENEFIT EVERY DAY BECAUSE OF THAT.

>> DIANA ALVEAR: WE'VE GOT TO MAKE A MOMENT AND SHOUTOUT SOMOS MEMBERS.

>> DIEGO SCOTTI: THAT DIVERSITY IS WHAT MAKES OUR COMPANY BETTER AND MOST EXCITING PLACE TO WORK, IF YOU THINK ABOUT IT.

ALL THE LATINOS,

[SPEAKING FOREIGN LANGUAGE]

>> DIANA ALVEAR: YOU CAN TURN THE CONVERSATION AND TALK ABOUT THE LATINX CONSUMER MARKET.

PEOPLE ARE BUYING STUFF, TELL ME ABOUT HOW WE'RE DOING WITH THE HISPANIC COMMUNITY.

>> DIEGO SCOTTI: FIRST OF ALL, A HUGE SHOUTOUT TO EVERYONE IN OUR MARKETING, PRODUCT AND BUSINESS GROUPS THAT ARE DRIVING NOW OUR STRATEGY TO GROW THE HISPANIC MARKET.

I'M NOT GOING TO TELL YOU ANYTHING THAT WE DON'T KNOW.

THE HISPANIC MARKET IS A HUGE FORCE FOR OUR ECONOMY, WE HAVE TO BE THERE TO CAPTURE THAT FOR THE COMPANY.

AND WE'RE DOING A GREAT JOB.

I'M GOING TO TELL YOU A SECRET.

WHEN YOU THINK ABOUT RIGHT NOW ABOUT THE CONSUMER BUSINESS, THE MAIN DRIVER OF ACQUISITION OF NEW CUSTOMERS IS THE HISPANIC SEGMENT.

SO THAT SHOWS YOU HOW IMPORTANT IT IS.

AND, AGAIN, TO JAVIER AND EVERYBODY THAT IS THERE DRIVING THIS WORK, MANY, MANY CONGRATULATIONS.

GREAT WORK!

GREAT WORK!

[SPEAKING FOREIGN LANGUAGE]

>> DIEGO SCOTTI: WE GET ALONG AND MAKE IT HAPPEN.

>> DIANA ALVEAR: YOU RECENTLY DID THE KEYNOTE ADDRESS AT THE CONVENTION.

SO MUCH TO BE PROUD OF.

LET'S TALK.

>> DIEGO SCOTTI: IT WAS A COUPLE OF WEEKS AGO AND WE SHARED THE WORK AND THE MILESTONES ON DIVERSITY, EQUITY, AND INCLUSION.

AND THERE'S SO MUCH WORK GOING ON IN THE COMPANY.
BUT WHEN WE TALK ABOUT MARKETING, WE DID SOMETHING REALLY SPECIAL A FEW YEARS AGO, WHICH IS CREATING THE RESPONSIBLE MARKETING ACTION PLAN.
THAT IS FOUR AREAS IN WHICH WE'RE MAKING A LOT OF PROGRESS AROUND THE WHOLE MARKET ECOSYSTEM.
FIRST ONE IS ATTRACTING AND RETAINING DIVERSE TALENT.
WHEN I THINK ABOUT MARKETING, HALF OF THE PEOPLE THAT WORK IN MARKETING AT VERIZON ARE IN OUR EXTERNAL AGENCIES, ADVERTISING AGENCIES, FOR EXAMPLE.
WE HAVE TO MAKE SURE THAT THEY'RE ALSO AS DIVERSE AS WE ARE INTERNALLY AT VERIZON.
WHEN I LOOK AT ATTRACTING AND RETAINING TALENT, I TELL YOU, SO PROUD OF THIS RESULT.
PEOPLE OF COLOR MAKE 38% OF THE VERIZON MARKETING AND AGENCY TEAMS.
WHICH IS SIMILAR TO THE BENCHMARK OF THE U.S. CENSUS.
AND WOMEN MAKE 51% OF THE VERIZON MARKETING AND AGENCY TEAM, WHICH IS EXCEEDING, OBVIOUSLY, THE 47%.
>> DIANA ALVEAR: THAT DOESN'T HAPPEN BY ACCIDENT.
>> DIEGO SCOTTI: WELL, IT REQUIRES --
>> DIANA ALVEAR: IT'S INTENTIONAL.
>> DIEGO SCOTTI: IT REQUIRES INTENTION AND THE WORK OF SO MANY LEADERS IN OUR MARKETING AND AGENCY TEAMS, THAT NOW EVERY QUARTER WE MEET TO REVIEW OUR PROGRESS, I TELL YOU WHAT MAKES ME EVEN MORE PROUD, EVEN DURING THE DIFFICULT TIMES THROUGH THE PANDEMIC, WHEN I LOOK AT NEW HIRES SO FAR THIS YEAR, 49% OF THE NEW HIRES WERE PEOPLE OF COLOR.
>> DIANA ALVEAR: WOW.
>> DIEGO SCOTTI: AND 59% WERE FEMALE.
>> DIANA ALVEAR: WOO HOO!
>> DIEGO SCOTTI: SO WE NEED THIS DIVERSITY.
AND ADFELLOWS IS NOW IN ITS FIFTH CLASS AND HAS BECOME THE PREEMINENT INTERNSHIP PROGRAM IN THE INDUSTRY.
WE HAVE 17 AGENCIES THAT PARTICIPATE, 5 PARTNERS INCLUDING AMERICAN EXPRESS, ANHEUSER- BUSCH, WALMART.
THIS IS A PROGRAM THAT VERIZON CREATED AT NOT ONLY MAKING AN IMPACT FOR VERIZON, BUT ALSO FOR THE INDUSTRY AS A WHOLE.
I TELL YOU, IN THIS, 134 DIVERSE INDIVIDUALS HAVE NOW GROWN IN THEIR CAREERS AND GETTING PAID FOR IT BECAUSE OF THIS PROGRAM.
SO TREMENDOUS PROGRESS.
>> DIANA ALVEAR: I HAVE TO SAY A WORD ABOUT ADFELLOWS, I'M A BIG FAN. I WORKED WITH A BUNCH OF THEM WHO ARE JUST SO EXCITED TO BE THERE, SO READY TO GIVE OF THEMSELVES.
THEY'RE TALENTED.
THEY'RE SMART.

AND THIS OPPORTUNITY CAME FROM THIS PROGRAM.
THEY'RE NEVER GOING TO FORGET THAT.
SO THAT'S 134 LIVES TOUCHED BY THAT.

>> DIEGO SCOTTI: YES.

AND ALL PEOPLE OF COLOR AND TEE MAIL.

SO WE'RE REALLY ADDRESSING THIS BIG PROBLEM OF DIVERSITY.

THE SECOND AREA IS CREATING A DIVERSE SUPPLY CHAIN.

AND WE'RE DOING THIS AS A COMPANY AS A WHOLE.

BUT IN MARKETING, WE PROMISED TO SPEND 30% OF OUR PRODUCTION BUDGET, YOU KNOW, PRODUCING COMMERCIALS, PHOTOGRAPHY, ET CETERA, WITH DIVERSE SUPPLIERS.

AND WE'RE ALREADY HITTING 50%.

TREMENDOUS PROGRESS.

56% OF OUR VIDEO SPENT IS WITH DIVERSE SUPPLIERS.

45% OF OUR EXPERIENTIAL MARKETING SPENT HAVE AND 50% OF OUR --

>> DIANA ALVEAR: WOW.

>> DIEGO SCOTTI: THAT MEANS WE'RE SUPPORTING DIVERSE SUPPLIERS IN THE RIGHT WAY.

AND THEN VERIZON WAS THE FIRST COMPANY IN THE COUNTRY TO RUN THE FIRST BLACK- OWNED MEDIA SUMMIT.

>> DIANA ALVEAR: HUGE.

>> DIEGO SCOTTI: WE BROUGHT A WHOLE BUNCH OF -- THANK YOU, MEDIA COMPANIES TOGETHER THAT ARE OWNED BY BLACK PEOPLE TO HELP THEM FIGURE OUT HOW TO BETTER WORK WITH VERIZON.

BUT ALSO HOW TO GROW THEIR BUSINESSES.

AND WE HAVE TARGET TO INVEST MORE TO SUPPORT THESE COMPANIES IN THE FUTURE.

THE THIRD AREA IS ELIMINATING BUYOUT.

AND WE'VE BEEN TRACKING THE ACCURATE PORTRAYAL OF WOMEN AND GIRLS IN OUR WORK -- CREATIVE WORK, ET CETERA, SINCE 2016.

USING WHAT WE CALL THE GENDER EQUALITY MEASURE.

AND I TELL YOU, ACCORDING TO OUR LATEST REPORT, VERIZON'S SCORING ACROSS ALL METRICS ABOUT AVERAGE TO MAKE SURE THAT WE DO THIS IN THE RIGHT -- IN THE RIGHT WAY, YOU KNOW.

AND WE'RE NOW USING ALSO A CULTURAL INSIGHTS IMPACT MEASURE TO ENSURE THAT ALL OF OUR COMMERCIALS PORTRAY DIVERSE COMMUNITIES IN THE RIGHT WAY.

>> DIANA ALVEAR: WOW.

>> DIEGO SCOTTI: THE LAST AREA, THIS IS VERY IMPORTANT, THIS IS SOMETHING WE WANT TO MAKE SURE THAT EVERYBODY SEES THEMSELVES IN OUR CREATIVE WORK, SO IT'S VERY, VERY IMPORTANT.

AND THE LAST AREA IS CREATING RESPONSIBLE CONTENT POLICIES.

IT'S GREAT TO HAVE INTENTIONS, BUT WHEN YOU PUT RULES IN PLACE, THINGS HAPPEN.

SO WE ACHIEVE 100% PARTICIPATION FOR BOTH INTERNAL VERIZON AND AGENCY TEAMS, ON OUR ANTI-BIAS TRAINING, BUT WE ALSO STRENGTHEN

OUR BRAND, HATE SPEECH, PRIVACY, MISINFORMATION, AND FRAUD. SO IF ANY MEDIA COMPANY WANTS TO DO BUSINESS WITH VERIZON AND WANTS THEIR MONEY, YOU HAVE TO UPHOLD YOURSELF TO THESE IMPORTANT RULES.

OTHERWISE, YOU CAN'T WORK WITH VERIZON.

THAT MATTERS, YOU KNOW.

>> DIANA ALVEAR: IT DOES.

I TOOK THE ANTI-BIAS TRAINING, AND I'M A LATINO WOMAN WHO'S BEEN IN THE PROFESSIONAL REALM FOR YEARS, I'M NOT GOING TO TELL YOU HOW MANY -- AND I LEARNED NEW THINGS.

I THOUGHT OH, WELL, THIS IS A DIFFERENT PERSPECTIVE, A DIFFERENT WAY TO LOOK AT THINGS.

THAT TRAINING IS SO CRUCIAL.

>> DIEGO SCOTTI: LISTEN, I ALWAYS THINK EVERYTHING STARTS WITH AWARENESS, RIGHT?

SOMETIMES WE DON'T KNOW SOMETIMES WHEN THAT HAPPENS.

>> DIANA ALVEAR: RIGHT.

>> DIEGO SCOTTI: SO BEING MORE AWARE.

AND WE IN MARKETING HAVE THE RESPONSIBILITY TO EVEN DO BETTER.

>> DIANA ALVEAR: YES.

>> DIEGO SCOTTI: BECAUSE WE ARE PORTRAYING OUR COMPANY.

AND LISTEN, I ALWAYS SAY THE SAME THING.

WE HAVE A COMPANY THAT HAS 150 MILLION CUSTOMERS AND OUR MARKETING TEAMS SHOULD REFLECT THE DIVERSITY OF OUR CUSTOMER BASE IF WE WANT TO MAKE SURE THAT WE ARE DELIVERING FOR THEM. SO IT'S NOT ONLY THE RIGHT THING TO DO, DIVERSITY, BUT IT'S GOOD FOR BUSINESS.

THAT'S WHY IT'S SO IMPORTANT FOR VERIZON.

>> DIANA ALVEAR: AND IT PROVES IT IN THE NUMBERS.

>> DIEGO SCOTTI: EXACTLY.

A HUGE THANKS TO EVERYBODY ON THE MARKETING TEAMS THAT BE DRIVING THIS AMAZING RESULT, AND OBVIOUSLY ALL THE WORK THAT THE COMPANY'S DOING.

BECAUSE WE WOULDN'T BE ABLE TO DO THIS.

>> DIANA ALVEAR: AND THE DEI TEAM AND EVERYBODY.

>> DIEGO SCOTTI: ABSOLUTELY.

>> DIANA ALVEAR: SO LET'S TALK A LITTLE BIT, I HAVE OUR CMO HERE, I'M NOT LETTING GO UNTIL WE TALK ABOUT THE HUDDLE --

>> DIEGO SCOTTI: THAT WAS INCREDIBLE.

>> DIANA ALVEAR: BUT IT SET UP ON THE RIGHT PATH.

I WANT TO KNOW BECAUSE I KNOW THAT YOU'RE A PASSIONATE MAN, ESPECIALLY ALL THINGS VERIZON, HOW WE ARE GOING TO KEEP THIS IS GOING AND FINISH STRONG?

WHAT IS THE SECRET SAUCE HERE TO FINISHING THE YEAR STRONG?

>> DIEGO SCOTTI: FIRST OF ALL, WHAT I ALWAYS TALK ABOUT IS THAT IT'S IMPORTANT THAT WE KNOW WHO WE ARE.

RIGHT?

AND THAT WE'RE CONFIDENT ABOUT WHO WE ARE.

AND I TELL YOU, EVERYBODY CAN SAY THAT THEY'RE THE BEST AND HAVE THE BEST NETWORK, EVERYBODY CAN SAY THAT YOU'RE THE CARRIER.

BUT WE ARE THE ONES IF I HAD TO DEFINE US, WE'RE THE APP CARRIER.

>> DIANA ALVEAR: THERE YOU GO.

>> DIEGO SCOTTI: BECAUSE WE'RE TAKING EVERYTHING THAT IS THE STANDARD IN OUR INDUSTRY AND WE MAKE IT BETTER.

AND THEN WE MAKE IT ACCESSIBLE TO EVERYBODY.

IT'S SO GREAT TO BE IN THE STORE.

I WAS JUST TALKING WITH SOME CUSTOMERS THAT THEY ARE SAYING, YOU KNOW WHAT?

WHEN I PAY AT VERIZON, I KNOW THAT I'M GOING TO GET QUALITY.

I KNOW THAT I'M GOING TO GET THE BEST.

THAT'S WHY WE'RE SAYING TO AMERICA, EVERYONE DESERVES BETTER.

IT'S TIME FOR EVERYBODY TO BE A VERIZON CUSTOMER, BECAUSE EVERYBODY CAN HAVE THE QUALITY.

I DON'T KNOW IF YOU KNOW, BUT YOU CAN GET AN AMAZING VERIZON EXPERIENCE STARTING AT \$35, RIGHT?

THAT'S WHAT WE SAY IT'S BETTER.

THIS IS THE TIME TO BECOME A VERIZON CUSTOMER.

AND I KNOW THAT YOU LOVE KATE MCKINNEN.

>> DIANA ALVEAR: YEAH.

>> DIEGO SCOTTI: SHE'S BEEN A TREMENDOUS ASSET FOR US TO TELL OUR STORY.

WE'RE NOW RUNNING OUR NEW CAMPAIGN THAT TELLS A STORY ABOUT HOW VERIZON TAKES A PAIN POINT IN THE INDUSTRY, MAKES IT BETTER.

AND ONE OF THOSE IS LIKE -- I DON'T KNOW IF YOU KNEW -- BUT WE HAVE SEVEN ENTERTAINMENT OPTIONS THAT OUR CUSTOMERS CAN PICK FROM.

WHEN OTHERS GIVES YOU ONE, WE GIVE YOU SEVEN.

YOU WANT TO WATCH?

>> DIANA ALVEAR: LET'S DO IT.

>> DIEGO SCOTTI: TAKE A LOOK.

>> SOME CARRIERS WILL GIVE YOU ONE MEASLY ENTERTAINMENT SUBSCRIPTION.

ONE IS NO FUN.

WITH VERIZON THERE'S SEVEN WITH YOUR UNLIMITED PLAN.

THAT'S SEVEN TIMES THE, HA, HA, HA, SEVEN TIMES THE [SCREAMING] MUSIC, GAMING, DISNEY+, HULU, ESPN+ AND MORE.

>> THAT'S SEVEN TIMES THE ENTERTAINMENT.

>> AND WITH PLANS START AGENT \$35, BETTER COSTS LESS THAN YOU THINK.

>> DIANA ALVEAR: SO, I ADORE KATE MCKINNEN.

I LOVE HER IN ANYTHING.

>> DIEGO SCOTTI: SHE IS AN AMAZING COMEDIAN.

WHEN YOU HAVE TO TELL OUR STORY, WE'RE LOOKING FOR WAYS THAT ARE

GOING TO BE ENGAGING, INTERESTING, AND SHE'S DOING AN AMAZING JOB HELPING US TELL THAT STORY.

BUT MOST IMPORTANTLY, AGAIN, I WANT EVERYBODY TO GET CONNECTED WITH THIS IDEA THAT THE WAY WE CLOSE THE QUARTER AND THE YEAR STRONG IS BY MAKING SURE THAT WE'RE MAKING OUR NUMBERS, NUMBER ONE.

I KNOW THAT.

BUT NUMBER TWO, IT'S BELIEVING IN OURSELVES.

THERE'S NOTHING MORE IMPORTANT FOR ANY COMPANY TO BELIEVE IN WHO WE ARE, TO BELIEVE IN THE POWER OF OUR PEOPLE AND MAKE IT HAPPEN. WE HAVE ALL THE TOOLS TO DO IT AND I THINK THAT WAS THE MAIN CONCLUSION OF THE HUDDLE.

AND WE HAVE A TREMENDOUS PRODUCT THAT'S GOING TO DRIVE US INTO 2022 WITH TREMENDOUS EXPRESS.

I'M BULLISH THAT WE CAN MAKE THIS HAPPEN.

>> DIANA ALVEAR: I APPRECIATE YOU.

THANK YOU TO OUR RETAIL FRIENDS.

>> DIEGO SCOTTI: YES.

>> DIANA ALVEAR: SO --

>> DIEGO SCOTTI: THIS IS AN AMAZING BRAND, BUT MOST IMPORTANTLY WHO MADE THE BRAND IS THE PEOPLE THAT MAKE THINGS HAPPEN IN THE BRAND. AND I TELL YOU, I COULD HAVE BEEN MORE IMPRESSED.

EVERY DAY I'M SO IMPRESSED WITH THE PASSION OF OUR PEOPLE TO MAKE THINGS HAPPEN AND TO KIND OF LIKE BRING IT ALL THE WAY BACK TO WHERE WE STARTED.

WHEN WE TALKED -- THEY KNOW AND THEY KNOW OUR CUSTOMERS.

SO, YOU KNOW, IT'S ALWAYS -- I ALWAYS THINK LIKE THE BEST WAY TO KNOW THIS BUSINESS IS TO COME TO THE STORE AND TALK TO THE PEOPLE THAT SELL TO OUR CUSTOMERS EVERY DAY.

BUT MOST IMPORTANTLY, I WANTED TO SAY A HUGE THANKS AGAIN TO SOMOS FOR ALL THE WORK THAT YOU GUYS DO GOING BACK TO THE BEGINNING OF THE CONVERSATION.

AND THE LATINX COMMUNITY, EVERYBODY THAT HELP US, CONNECT WITH THIS AUDIENCE,

[SPEAKING FOREIGN LANGUAGE]

SO THANK YOU.

THANK YOU FOR THE SPANISH.

LOVE BEING HERE WITH YOU.

>> DIANA ALVEAR: YES.

[SPEAKING FOREIGN LANGUAGE]

YOU KNOW WHAT I MEAN?

IT'S IMPORTANT.

YOU SAID IT YOURSELF EARLIER.

YOU HAVE TO SEE IT TO BE IT.

SO WHEN WE LOOK AT A COMPANY LIKE VERIZON AND WE SEE THE CMO, YOU SAY, I CAN DO THAT SOMEDAY.

THAT'S AN IMPORTANT THING TO NOTE HERE.

>> DIEGO SCOTTI: LISTEN, FOR ALL OF YOU OUT THERE THAT SOMETIMES THINK THAT YOU CAN'T DO IT, JUST LOOK AT ALL OF THE EXAMPLES AROUND YOU, BUT MOST IMPORTANTLY, THAT WHEN YOU WORK HARD, WHEN YOU PUT YOUR HEART INTO IT AND WE LATINOS, WE HAVE A LOT OF HEART, ANYTHING, ANYTHING CAN HAPPEN.

SO NEVER, NEVER GIVE UP.

LET'S WORK TOGETHER TO MAKE IT HAPPEN FOR THE COMPANY AND FOR OUR COUNTRY.

THEY NEED US, YOU KNOW.

>> DIANA ALVEAR: WE'VE GOT A LOT OF HEART AND A LOT OF SPICE.

>> DIEGO SCOTTI: EXACTLY.

>> DIANA ALVEAR: ALL RIGHT.

YOU HEARD IT HERE FIRST.

THIS IS REALLY GREAT STUFF THAT WE'RE DOING TODAY.

IT WAS SUPER IMPORTANT TO -- IT WAS DIEGO'S IDEA TO GO TO A STORE BECAUSE WE WANT TO SHOW YOU THAT WE'RE OUT HERE.

WE'RE DOING THE THING, RIGHT?

WE ARE HELPING CUSTOMERS AND WE'RE MAKING THINGS HAPPEN.

AND WE'RE DOING IT WHILE CELEBRATING OUR BEAUTIFUL LATINX CULTURE.

THANK YOU SO MUCH AND WE'RE GOING TO PLUG SOMOS ONE MORE TIME.

YOU CAN CLICK THE LINK IN TODAY'S SCRIPT IF YOU WANT TO JOIN.

YOU DON'T HAVE TO BE LATINO DO IT.

IF YOU'RE INTO IT, YOU'LL LEARN SO MUCH.

IN ADDITION TO WHAT WAS AN ELECTRIFYING PERFORMANCE, VERIZON HOSTED A VIRTUAL FAN CHAT ALLOWING VIEWERS TO CHAT WITH FELLOW SUPER FANS IN REALTIME.

AND OUR VERIZON LIVE PHOTO BOOTH GAVE THEM THE CHANCE TO TAKE SELFIES AND SHARE THEM ON SOCIAL MEDIA.

A MONTH FULL OF GREAT THINGS.

LET'S TALK BUSINESS HERE.

WE HAVE MANDATORY 10- DIGIT DIALING COMING.

IT'S A FRIENDLY REMIND PER.

IS HAPPENING IN JULY OF NEXT YEAR.

YOU'RE GOING TO BE ABLE TO DIAL 988, THREE DIGITS, TO REACH THE NATIONAL SUICIDE PREVENTION LIFELINE.

BUT FOR THAT TO HAPPEN, ALL WIRELESS AND LAND LINE WILL HAVE TO INCLUDE THE AREA CODE IN ALL LOCAL CALLS FOR MANDATORY 10- DIGIT DIALING.

THAT SAID, OCTOBER 24TH.

SO WHAT DOES THIS MEAN FOR YOU?

IF YOU HAVE ANY NUMBERS PREPROGRAMMED IN YOUR PHONE, FAX MACHINE, OR ANY OTHER DEVICE, THEY MUST NOW INCLUDE THE AREA CODE.

THAT'S TEN DIGITS.

THINK ABOUT MODERN MEDICAL DEVICES, FAX MACHINES, ALARMS,

SECURITY SYSTEMS, SPEED DIALS, MOBILE, CORDLESS PHONE, CONTACTLESS, CALL FORWARDING SETTINGS, VOICE SERVICES AND MORE, OKAY?

ANYTHING AND EVERYTHING THAT YOU COULD THINK OF.

YOU SHOULD ALSO MAKE SURE THAT TEN DIGIT NUMBERS APPEAR IN CONTACT INFO ON PERSONAL AND BUSINESS INFORMATION ON WEBSITES AND PERSONAL AND.

HE ID TAGS.

WE'LL KEEP YOU POSTED ABOUT THE CHANGES ON MEDIA PLATFORMS BUT WE HAVE ALL THE ESSENTIALS ABOUT 10- DIGIT DIALING INCLUDING THE LIST OF AREA CODES AND FREQUENTLY ASKED QUESTIONS ON OUR WEBSITE.

SO CHECK THOSE OUT.

SO LAST NIGHT TAKING A MORE SERIOUS TURN HERE, AT THE NATIONAL MALL IN WASHINGTON, D.C., TWO OF OUR V TEAMERS, MAGGIE HALLBACH AND GREG CAPPETTA, MANAGER OF PUBLIC SAFETY OUTREACH, PARTICIPATED IN THE NATIONAL LAW ENFORCEMENT OFFICERS MEMORIAL FUND CANDLELIGHT VIGIL.

IT WAS BEAUTIFUL.

IT ANNUALLY MEMORIALIZED OFFICERS WHO DIED IN THE LINE OF DUTY.

IT ALSO INCLUDES BIG RED.

THIS HAS 24 INDIVIDUAL WORKSTATIONS, CHARGING STATIONS, SATELLITE EQUIPMENT AND MORE.

IT'S EVERYTHING THAT THEY WOULD NEED IN A DISASTER, AND WE BRING IT TO THEM.

IT'S A REMINDER THAT WHILE WE ARE A COUPLE WEEKS AWAY FROM THE NATIONAL FIRST RESPONDER'S DAY ON OCTOBER 28TH, THIS REMAINS A YEAR-ROUND COMMITMENT FOR US.

TURNING TO GREAT NEWS TO VERIZON CONNECT, 16 EMPLOYEES HAVE BEEN NAMED AS FINALISTS IN THE SALES AWARDS.

THESE RECOGNIZE THE ACHIEVEMENT OF WOMEN IN SALES ROLES.

THEY HELP CREATE DIVERSITY AND TALENT IN THE WORKPLACE.

WE LOVE THAT.

AND MAKE COMPANIES SUCH AS OUR OWN STRONGER AND MORE SUCCESSFUL.

MORE AWARDS NEWS, WE'RE GOING TO LET TAMI ERWIN START US OFF.

SHE SAYS THE MOST KEY ENABLER OF HYBRID WORK IN THE FUTURE WILL BE HOW WE CONTINUE TO INNOVATE VIDEO COLLABORATION.

PROUD OF THE WORK THE TEAM HAS DONE AND CONTINUES TO DO.

BY THE WAY, BLUEJEANS WAS NAMED A VISIONARY BY THE 2021 GARTNER MAGIC QUADRANT FOR THE FIFTH YEAR IN A ROW.

AND THE TEAM CONTINUES TO INNOVATE ROLLING OUT THE TWO- AND THREE-DIMENSIONAL VIRTUAL SPACE CALLED SPACED.

AND EVEN INTEGRATED MESSAGING.

THESE ARE VITAL FEATURES FOR HYBRID WORKING WORLD, THE ONE WE KNOW SO WELL NOW.

SO GO BLUE JEANS TEAM, GO.

THIS WEEK OUR FRIEND GEORGE KORONEOS WALKED US THROUGH ALL THE AWESOME NEW FEATURES OF THE MOTOROLA EDGE 5G WIDE BAND AND YOU'LL BE ABLE TO TAP INTO C- BAND SPECTRUM ONCE IT'S AVAILABLE.

WE'RE TALKING SCARY SUPER FAST DOWNLOADED, LOW LAG, BIGGER CAMERA PIXELS, MORE POWERFUL PROCESSORS, FASTER BATTERY CHARGING AND EXPANDED READY FOR CAPABILITIES.

FOR MORE DETAILS AND FEW HALLOWEEN LAUGHS, CLICK THE LINK IN TODAY'S STORY TO WATCH THE LATEST EPISODE OF GEORGE TALKS TECH. AGAIN, IT'S EMPLOYEE APPRECIATION WEEK FOR RETAIL.

A NEW VERIZON STORE HAS OPENED IN NASHVILLE.

FUN FACT, THE STORE'S GENERAL MANAGER MARQUISE ANDERSON, A NASHVILLE NATIVE SAID HIS FIRST JOB WAS AT A RESTAURANT ON 8TH AVENUE, HAD IS LESS THAN A MILE AWAY FROM VERIZON'S NEW STORE IN THE NEIGHBORHOOD OF MELROSE.

SO NOT ONLY HAVE THINGS COME FULL- CIRCLE FOR MARQUISE IN HIS HOMETOWN, HE'S EXCITED TO HELP VERIZON ROCK IT OUT IN MUSIC CITY. BEFORE WE GO, A REMINDER THAT RIGHT AFTER THIS EPISODE OF SUPPORT TO SPEED LIVE, YOU CAN CATCH OUR CLOSING PANEL BY SOMOS FEATURING THEIR SPONSOR RONAN DUNNE TALKING ABOUT THEIR EXPERIENCES AS FIRST-GENERATION AMERICANS.

SO THANK YOU FOR HANGING WITH US TODAY.

ANY LAST WORDS?

>> DIEGO SCOTTI: I JUST WANT TO SAY, I MEAN, WHEN I SEE THE LEVEL OF INNOVATION THAT OUR BUSINESS UNITS ARE CREATING, LOOKING AT BG, THE BUSINESS GROUP IS KILLING IT.

CONGRATULATIONS TO ALL.

AGAIN, WE HAVE THE NEXT FEW WEEKS OF THE YEAR TO FINISH THE YEAR STRONG.

AND I JUST WANT TO SAY THANK YOU.

THANK YOU TO YOU, THE WHOLE TEAM, YOU GUYS DO AN AMAZING JOB EVERY DAY TO KEEP US ALL CONNECTED.

AND WHEN WE TALK ABOUT WHERE WE ARE RIGHT NOW, WE FEEL CLOSER THAN EVER BECAUSE WE'RE MORE CONNECTED THAN EVER.

WE ARE CLOSER THAN EVER.

AND THAT'S WHAT MAKE A CULTURE AND THAT'S WHAT MAKES A COMPANY.

SO THANK YOU, EVERYONE, GREAT TO BE HERE.

THANK YOU, DIANA.

>> DIANA ALVEAR: GIVE ME A HIGH- FIVE.

I'M GOING TO LET OUR CREW DO THE SEND OFF.

>> FROM NASHVILLE AND EVERYWHERE, UNTIL THE NEXT TIME, YOU'RE ON OUR TEAM!

[MUSIC].

>> A VERY WARM HELLO, EVERYONE, AND IF YOU FOR JOINING ME HERE TODAY.

OVER THE COURSE OF THE MONTH WE'VE ENJOYED A FULL- BLOWN PROGRAM LED BY OUR SOMOS MEMBERS AND OTHER V TEAMERS HAVING TO

DO WITH RECOGNITION, PRIDE, AND UNITY.

THIS THEME REALLY PERFECTLY REFLECTS THE DIVERSITY AMONG THE LATINX COMMUNITY WHILE REPRESENTING THE UNITY OVER OUR SHARED GOALS AND ASPIRATIONS AS A COMMUNITY.

NOW, AS YOU ALL KNOW, SOMOS MEANS WE ARE IN SPANISH.

IT'S ALSO THE NAME OF OUR EMPLOYEE RESOURCE GROUP AT VERIZON.

WHICH IS OVER 4,000 MEMBERS STRONG AND GROWING.

AND I'M INCREDIBLY PROUD TO BE THE EXECUTIVE SPONSOR OF SOMOS.

AND I'M ESPECIALLY EXCITED TO CLOSE OFF HISPANIC HERITAGE MONTH BY

BRINGING US ALTOGETHER ONE MORE TIME FOR A TRULY UNIQUE AND

INSPIRING CONVERSATION WITH OUR V TEAMERS FROM SOMOS ABOUT

THEIR PARTICULAR JOURNEYS AS FIRST-GENERATION IMMIGRANTS AND

DREAMERS.

NOW, AS I'M SURE YOU'RE AWARE, THE LATINX COMMUNITY IS A TRULY

YOUNG, VIBRANT, AND GROWING POPULATION.

NOW I BELIEVE OVER 60 MILLION STRONG.

AND, IN FACT, IT'S THE FASTEST GROWING AND THE SECOND LARGEST

ETHNIC RACIAL GROUP AND ONE OF THE MOST IMPORTANT CONTRIBUTORS

TO THE U.S. ECONOMY AND CUSTOMER SEGMENTS.

SO IT'S NOT SURPRISING THAT THE LATINO MARKET IS VITAL TO VERIZON'S

GROWTH.

FOR EXAMPLE, WHEN IT COMES TO ACCESSING THE INTERNET, MOBILE

DEVICES PLAY A LARGER ROLE FOR HISPANIC ADULTS.

AND HISPANICS ARE ALSO MOVING UP AND RISING ABOVE OBSTACLES, THEIR

STRENGTH, HARD WORK AND RESILIENCE, TRULY AMAZING.

AND AS VERIZON, WE ARE FORMING STRONG BONDS WITH THE HISPANIC

COMMUNITY AS A SERVICE PROVIDER, WE ARE PHILANTHROPIC SUPPORTER

AND POLICY ADVOCATE ON IMPORTANT ISSUES INCLUDING DACA.

VERIZON HAS LONG STOOD WITH DREAMERS WHO ARE CRUCIAL

CONTRIBUTORS AND STRENGTHEN OUR COMMUNITIES AND OUR NATION.

DREAMERS ARE OUR COLLEAGUES, OUR FRIENDS, AND OUR FAMILY.

WE VALUE DIVERSITY IN ALL ITS FORMS AND STRIVE TO CREATE AN

ENVIRONMENT WHERE EVERYONE FEELS THEY CAN BE THEIR AUTHENTIC

SELVES, BRINGING TRULY THE BEST OF THEMSELVES TO WORK EVERY

SINGLE DAY.

SO WITH ME TODAY, I HAVE THE PRIVILEGE OF HAVING FOUR GUESTS WHO

REPRESENT OUR SOMOS EMPLOYEE RESOURCE GROUP AND WHO

CONTRIBUTE TO OUR VERIZON GOALS AND SUCCESSES EVERY SINGLE DAY.

THEY PERFORM JOBS IN PUBLIC POLICY, TALENT ACQUISITION, EMPLOYEE

ENGAGEMENTS AND MARKETING.

AND THEY'RE ALSO FIRST-GENERATION IMMIGRANTS AND SOME ARE

DREAMERS.

SO PLEASE HELP ME TO WELCOME OUR GUESTS, IVANA KRIZNIC, JULISSA

MONROE, LEONARDO DA SILVA, AND CARLOS ARCILA.

THANK YOU FOR JOINING US TODAY.

SOME OF YOU MAY KNOW FROM MY ACCENT I'M AN IMMIGRANT TOO.

LANDING IN MY NEW HOME IN NEW JERSEY WAS AN ENLIGHTENING AND ILLUMINATING EXPERIENCE BECAUSE IT'S A VERY DIFFERENT WORLD FROM MY HOME BACK IN IRELAND.

I SUPPOSE THE ONE THING THAT I RECOGNIZED THAT I MISSED WAS I HAD TO MAKE NEW FAMILY.

BECAUSE ONE FAMILIAR IS SUCH AN IMPORTANT THING AND WHILE THE IRISH COMMUNITY IS HUGE IN AMERICA, I LEFT ONE FAMILY AT HOME AND I HAD TO MAKE MY NEW FAMILY HERE IN THE U.S.

AS WE KNOW, THERE ARE MANY PATHS INTO THE U.S., AND AS YOU WILL HEAR FROM OUR GUESTS TODAY, NONE OF THEM ARE EXACTLY ALIKE. EVERYONE HAS A DIFFERENT STORY.

BUT THERE ARE THREE THINGS OUR GUESTS SHARE.

THEY ALL EXCEL IN ACCEPTING UNCERTAINTY, BUILDING RESILIENCE, AND MAINTAINING AN OVERARCHING, POSITIVE ATTITUDE THROUGH THEIR JOURNEYS.

I'M NOW GOING TO OPEN UP AND ASK OUR GUESTS A FEW QUESTIONS. AND I'M GOING TO START BY JUST ASKING YOU THE KIND OF OBVIOUS QUESTION, WHAT'S IT LIKE TO BE A FIRST- GENERATION IMMIGRANT IN THE U.S.?

MAYBE I CAN START WITH YOU, IVANA.

>> SO THANK YOU.

ACTUALLY I COME FROM A FAMILY OF IMMIGRANTS.

MY GRANDPARENTS WERE FROM SLOVENIA.

AND LIKE MANY OTHER EUROPEANS AT TIMES OF WAR AND [INAUDIBLE] THEY ENDED UP IN ARGENTINA.

THAT'S WHERE I GREW UP.

MY BROTHER AND I ARE BOTH IMMIGRANTS, WHY HE WENT TO THE UK, I CAME TO AMERICA.

SO MORE THAN 20 YEARS AGO, I ARRIVED AT JFK WITH TWO SUITCASES, NO FAMILY, NO FRIENDS, NO CONNECTIONS HERE.

ACTUALLY I KNEW NO ONE WHEN I ARRIVED.

AND IN A WAY I WAS LUCKY I ARRIVED HERE ON A VISA TO ATTEND GRADUATE SCHOOL.

AS A FIRST- IMMIGRATION LATINO IMMIGRANT IN AMERICA, I WOULD SAY THE CHALLENGES HAVE BEEN MANY.

BUT SO HAVE BEEN THE OPPORTUNITIES.

AND I WANT TO STRESS THAT POINT.

THE CHALLENGES HAVE BEEN MANY, ABOUT SO HAVE BEEN THE OPPORTUNITIES.

IN MY PROFESSIONAL CAREER I HAVE MET A FEW PEOPLE THAT, PERHAPS, TOUCH ME.

HAVE BEEN LESS QUALIFIED BECAUSE OF THEIR OWN [INAUDIBLE] OR STEREOTYPES OF BEING -- OF WHAT IS BEING A LATINO OR AN IMMIGRANT.

BUT THE MAJORITY OF MY INTERACTIONS HAVE BEEN POSITIVE.

AND IT REALLY FEELS GREAT TO WORK FOR A COMPANY LIKE VERIZON THAT VALUE OUR TALENT.

>> THANK YOU.

IF I COULD ASK YOU THE SAME QUESTION.

>> YES, RONAN.

I AM FROM PERU AND WHEN I FOUND OUT I WAS COMING TO THE UNITED STATES, IT WAS KIND OF LIKE A DREAM COME TRUE.

I WAS LIKE, WOW, I DO GET THIS CHANCE?

HOWEVER, FOR ME IT HAS BEEN HUMBLING AND THE SCARIEST EXPERIENCE I HAVE BEEN THROUGH.

I CAME TO THE U.S. WITH MY BROTHER, THANK YOU TO MY FATHER, AND WE ARRIVED IN L.A., ONE SUITCASE, MY FATHER SAID YOU DON'T NEED ANYTHING ELSE.

WE'LL GET EVERYTHING ELSE YOU NEED HERE.

AND YOU LEFT YOUR LIFE BEHIND, FRIENDS, MY OWN MOTHER.

AND IT WAS ONE OF THOSE MOMENTS WHERE YOU KIND OF LIKE -- I CRIED MANY NIGHTS, LIKE I WANT TO GO BACK.

IT WAS SCARY.

MY FATHER WAS EVEN -- BECAUSE I REALLY NEVER LIVED WITH THEM.

AND I LEARNED JUST LEARNING THE LANGUAGE AND PUSHED THROUGH.

SO AT MOMENTS I FELT ALONE, THERE WAS ONE POINT IN MY LIFE I HAD TO LEAVE MY DAD'S HOUSE FOR [INAUDIBLE] AND I WENT AND MADE A LIFE OF MY OWN.

I SAID I EITHER MAKE IT, I JUST NEED TO DO IT.

LEARNING ENGLISH WAS THE SCARIEST THING FOR ME BUT I DID IT.

I'M PROUD OF THE GREAT OPPORTUNITIES THAT THE LIFE HAS GIVEN ME AND BEING PART OF THIS AMAZING COUNTRY, THERE'S SO MUCH WE CAN DO.

AND I'M ONE OF THE LUCKIEST PERSONS THERE IS, I WILL SAY SO.

>> THANK YOU, JULISSA.

LEONARDO, IF I CAN ASK YOU THE SAME QUESTION.

>> YEAH, CAME TO THE U.S. AS A 5- YEAR- OLD WITH MY MOM AND BROTHERS.

THEY WERE 2 AND 1 AT THE TIME.

MY DAD HAD BEEN IN U.S. FOR A YEAR.

SO MY MOM COMING FROM BRAZIL ON A 12, 14- HOUR FLIGHT WITH THREE SMALL CHILDREN COMING TO A COUNTRY THAT SHE DIDN'T KNOW THE LANGUAGE, BEING AT AN AIRPORT.

I REMEMBER THOSE LITTLE THINGS.

MAKES ME EMOTIONAL THINKING ABOUT THE SACRIFICES MY MOM MADE FOR BECOMING A FIRST- GENERATION IMMIGRANT.

GROWING UP, I'VE LIVED IN SALT LAKE CITY MY WHOLE LIFE SINCE I WAS 5.

THERE WASN'T A HUGE LATINO COMMUNITY HERE.

AND I FELT STUCK BETWEEN TWO CULTURES.

I SEEN AN ACCENT WHEN I SPEAK IN PORTUGUESE.

I DON'T HAVE THE ACCENT WHEN I SPEAK ENGLISH.

BUT I HAVE IT ON PORTUGUESE.

I'M ALWAYS STUCK IN BETWEEN, THAT'S ALWAYS BEEN TOUGH.

BEING THE OLDEST SON, THAT PRESSURE OF BECOMING THAT FIRST

GENERATION THAT COMES OVER HERE IS JUST UNIQUE AND IT'S REALLY TOUGH GOING THROUGH SCHOOL, GOING THROUGH LIFE WITH THE LATINO COMMUNITY.

THERE'S A LOT OF PRESSURE ON THE OLDEST SON.

SO I'LL SAY, BEING THAT FIRST GENERATION IMMIGRANT, ESPECIALLY IN MY POSITION, HAS BEEN ALWAYS -- IT'S BEEN DIFFICULT BUT IT'S BEEN WORTH THE WHILE.

>> IT'S INTERESTING, BEFORE I PASS TO CARLOS, I HAVE A 27- YEAR- OLD DAUGHTER WHO WAS BORN AND RAISED IN ENGLAND BUT IDENTIFIES AS IRISH LIKE HER PARENTS.

THE FIRST TIME SHE WAS EVER ENGLISH WHICH STRIKES ME A CHORD WITH YOUR COMMON STORY IS WHEN SHE ARRIVED TO GO TO UNIVERSITY, BECAUSE OF HER ACCENT EVERYBODY SAID YOU'RE AN ENGLISH GIRL. SO EXACTLY THE SAME THING.

IN THE ENGLISH COMMUNITY SHE WAS IRISH, IN THE IRISH COMMUNITY SHE WAS ENGLISH.

CARLOS, IF I COULD ASK YOU YOUR PERSPECTIVE.

THANK YOU.

>> THANK YOU, RONAN.

YEAH, SO LIKELY LEONARDO, WE SHARE SIMILAR BACKGROUNDS.

I CAME AT THE AGE OF 5.

I CAME WITH MY MOTHER.

MY FATHER LEFT ME AND THEN KIND OF WE CAME AND FOLLOWED, YOU KNOW, MY DAD'S FOOTPRINTS HERE TO NEW JERSEY.

IT WAS VERY CHALLENGING GROWING UP, RIGHT, BECAUSE WE WERE REALLY THE ONLY FAMILY AMONGST OUR NEIGHBORHOOD.

AND SO THE CHALLENGES WERE MANY.

I THINK GROWING UP HERE IT WAS LIKE A TALE OF TWO IDENTITIES AND A TALE OF TWO COMMUNITIES.

BUT I WOULD SAY THAT I'VE BEEN VERY FORTUNATE TO TAKE ADVANTAGE OF ALL THE OPPORTUNITIES THAT WERE IN FRONT OF US.

EVEN THOUGH WE GREW UP WITHIN POVERTY, I THINK WE HAD -- I HAD A VERY LOVING HOME AND SO I THINK THAT THAT LOVE REALLY CARRIED THROUGH AND THE SUPPORT MECHANISMS TO KNOW THAT IF YOU COULD DREAM AND YOU CAN WORK HARD, YOU COULD ACHIEVE IT.

SO THAT WAS KIND OF MY BACKGROUND COMING FROM COLUMBIA.

>> THANK YOU, CARLOS.

IF I CAN BUILD ON THIS AND JUST ASK EACH OF YOU IN TURN WHAT ARE THE UNIQUE CHALLENGES YOU'VE HAD TO OVERCOME IN YOUR PARTICULAR JOURNEY, AND MAYBE I START WITH YOU.

>> CHALLENGES WERE MANY, BUT I WOULD SAY THE TWO OF THEM WAS LIKE NOT HAVING A FAMILY TO SUPPORT YOU, THAT YOU CAN CALL AND GO KNOCK AT THEIR DOOR AND SAYING YOU'RE HAVING A HARD TIME, I CAN TALK TO YOU?

BUT THE OTHER ONE THAT I'VE HAD TO LEARN AND REALLY TAUGHT ME TO BE RESILIENT, IS LEARNING ENGLISH.

THAT WAS THE MOST CHALLENGING THING I'VE EVER DONE IN MY LIFE.
AND WHEN I CAME, I WAS VERY YOUNG BUT I WAS AT LEAST 17, 18.

YOU HAVE AN ACCENT AND WHEN YOU WORK, YOU CANNOT

[INDISCERNIBLE] AND FOR ME I DIDN'T WANT TO TALK.

I WAS QUIET.

I DIDN'T WANT TO TELL PEOPLE I WAS IN THE ROOM.

BUT AT ONE POINT IN MY LIFE I WAS LIKE, HAD TO GROW A THICK SKIN.

AND I THINK BECAUSE PEOPLE MAKE FUN OF ME, IT MADE ME STRONGER.

AND I FEEL LIKE IF I DON'T DO THIS, THEN I CAN'T HELP MY FAMILY, I CANNOT
HELP MYSELF.

AND I'LL JUST BE HERE.

AND I WORK HARD AND IT WAS INTERESTING.

SORRY, WHEN I MET MY HUSBAND, MY HUSBAND IS HERE, HE WAS BORN
HERE.

AND HE ALWAYS TELLS ME, WHY DID YOU LOSE YOUR ACCENT?

TO ME, I'M LIKE I HAVE AN ACCENT.

HE'S LIKE, NO YOU DON'T.

THAT'S WHAT I LIKE ABOUT YOU.

AND I SAID, I DON'T THINK YOU UNDERSTAND THE THINGS YOU GO THROUGH
WHEN YOU HAVE ONE.

BUT IT'S REWARDING, IT MADE ME VERY, VERY STRONG GOING THROUGH
THAT FRUSTRATION PART OF MY LIFE.

>> THANK YOU.

AND ALSO JUST BEFORE I PASS FROM YOU, JULISSA, I THINK IN THOSE
CHALLENGES CREATE ACCOMPLISHMENTS, WHETHER IT BE FAMILY AND
OTHER THINGS.

I THINK IT'S JUST SO IMPORTANT THAT MAYBE THROUGH ADVERSITY WE ALL
CREATE OPPORTUNITIES THAT ULTIMATELY WILL BE DEFINING AND
DEMONSTRATE THE FACT THAT WE REALLY DID MAKE A DIFFERENCE AND IN
A BEAUTIFUL ACCENT.

SO, LEONARDO, IF I ASK YOU THE SAME, THE CHALLENGES OF YOUR
PARTICULAR JOURNEY.

>> I THINK THE BIGGEST CHALLENGE I HAD TO OVERCOME WAS BEING
UNDOCUMENTED AND KIND OF LIVING IN THE SHADOWS AND NOT HAVING
THE SAME OPPORTUNITIES AS THOSE AROUND ME.

GROWING UP, PEOPLE IN MY NEIGHBORHOOD, THINGS LIKE THAT, THEY
WEREN'T GOING THROUGH THE SAME THINGS I WAS GOING THROUGH AT
HOME.

LEARNING ENGLISH AS A CHILD.

I ACTUALLY LEARNED ENGLISH THROUGH SESAME STREET.

YOU KNOW, WATCHING TELEVISION.

YOU KNOW, I REMEMBER EARLY AS A KID I WAS MADE FUN OF FOR THE WAY I
DRESS AND BEING POOR.

SO OVERCOMING THAT.

YOU KNOW, IT'S ALWAYS IN THE BACK OF YOUR MIND.

IT'S SOMEWHAT OF A TRAUMATIC EXPERIENCE GOING THROUGH SOME OF

THOSE THINGS THAT MAYBE NOT OTHERS ARE GOING THROUGH AND PEOPLE DON'T UNDERSTAND.

SO, I MEAN, THAT WAS A HUGE THING TO OVERCOME, BUT IT BUILT -- IT MADE ME A STRONGER PERSON THAT I AM TODAY.

AND, YOU KNOW, CURRENTLY I'M GOING TO GRADUATE SCHOOL, I'M GETTING MY MBA FROM THE UNIVERSITY OF UTAH.

I GOT MY UNDERGRAD ALSO AT THE UNIVERSITY OF UTAH ALL THROUGH THE HELP OF VERIZON AND THE TUITION REIMBURSEMENT PROGRAM.

AND MY BIGGEST THING WAS GIVING BACK TO MY COMMUNITY AND BEING ABLE TO HELP THOSE THAT ARE GOING THROUGH THOSE SAME CHALLENGES AND JUST TRYING TO BE A PART OF THAT COMMUNITY AND HELP BETTER THOSE THAT ARE GOING THROUGH THE SAME THINGS I WENT THROUGH.

>> THANK YOU.

IT'S SO IMPORTANT TO RECOGNIZE THAT THAT CHALLENGE OF VISIBILITY AND INVISIBILITY AND JUST LEARNING TO BE IN AN ENVIRONMENT WHERE WE CAN BRING OUR BEST -- OUR BEST SELVES, IT'S SO IMPORTANT THAT THE CULTURE INSIDE VERIZON RECOGNIZES THAT EVERY SINGLE DAY IS A PROOF POINT OF WHETHER WE ACTUALLY LIVE UP TO THAT AMBITION OF REALLY CREATING A SAFE ENVIRONMENT.

AND I LOVE THINGS LIKE THE TUITION REIMBURSEMENT, BECAUSE FOR SO MANY PEOPLE, EDUCATION IS A HUGE OPPORTUNITY TO RESET NOT JUST FOR THEMSELVES, BUT FOR THEIR OWN FAMILIES.

WE HAVE TALKED ABOUT THIS AS ONE FAMILY, THE ONE THING THAT KIND OF BINDS US ALL IS THAT SENSE OF FAMILY.

IF I COULD ASK YOU THE SAME AROUND YOUR JOURNEY AND ACCOMPLISHMENTS, CARLOS.

>> THANK YOU, RONAN.

IT WAS THE CHALLENGE OF NOT BEING OPEN WITH MY BACKGROUND.

I THINK AS LEONARDO WAS, RIGHT, BEING UNDOCUMENTED, VERY EARLY ON IT WAS VERY DIFFICULT.

YOU KNOW, WE COULDN'T REALLY SHARE THINGS WITH OTHER FAMILIES.

I REMEMBER GROWING UP WHERE, YOU KNOW, TODAY I DEAL WITH MY CHILDREN WHERE I'M HEAVILY INVOLVED WITH MY CHILDREN'S PARENTS.

MY PARENTS WERE NOT AS INVOLVED THEN.

SO IT WAS LITTLE THINGS LIKE THE BIRTHDAY PARTIES THAT WE REALLY DIDN'T GO TO.

AND THEN ALSO JUST THE CHALLENGE OF, YOU KNOW, ALWAYS GROWING UP WITHIN THE PUBLIC SCHOOL SYSTEM, HAVING LUNCH TICKETS, FOR EXAMPLE, INSTEAD OF THE DISCRIMINATION THAT WE WENT THROUGH GROWING UP.

BUT I THINK THAT THAT REALLY BUILDS CHARACTER WITHIN US, WITHIN ME, AND, YOU KNOW, BEING ABLE TO OVERCOME WHATEVER CHALLENGE COMES IN FRONT OF US OR COMES IN FRONT OF ME HAS REALLY -- IT REALLY BUILT KIND OF THAT CHARACTER PART OF ME OVERCOMING A LOT OF THOSE CHALLENGES.

SO I WOULD SAY AN ADVERSITY THAT WE GREW UP WITH, I THINK IT HELPED

ME OVER TIME ACCOMPLISH MANY OF THE THINGS THAT MY PARENTS DIDN'T DO RIGHT.

MY PARENTS NEVER GRADUATED HIGH SCHOOL.

SO GOING ON AND GETTING MY MBA WITH THE VERIZON TUITION PROGRAM AND ASSISTANCE THERE WAS EXCELLENT.

YOU KNOW, OWNING A HOME TODAY, AGAIN, IT'S KIND OF THAT JOURNEY THAT I WOULD HAVE NEVER THOUGHT COULD BE POSSIBLE BACK WHEN WE WERE, YOU KNOW, A SMALL KID.

SO I THINK THOSE WERE -- THOSE HAVE BEEN SOME OF THOSE UNIQUE CHALLENGES THAT WE OVERCAME IN MY JOURNEY.

>> FANTASTIC.

THANK YOU.

I'M GOING TO CHANGE IT UP HERE AND, YOU KNOW, ONE OF THE THINGS THAT UNDOUBTEDLY ATTRACTS PEOPLE TO THE U.S. IS THE AMERICAN DREAM.

IT'S ALL ABOUT THAT HOPE, THAT OPPORTUNITY TO SUCCEED.

AND IT'S -- AMERICA'S HIGHEST ASPIRATION AND PROMISE AND IT'S INEXTRICABLY BOUND INTO THE IDEALS OF FREEDOM, QUALITY, JUSTICE, AND ULTIMATELY AND MOST IMPORTANTLY, OPPORTUNITY FOR ALL.

SO YOU ALL ARE EXAMPLES OF PEOPLE WHO HAVE PURSUED THE AMERICAN DREAM, SO I'D LOVE YOUR PERSPECTIVE ON THAT.

SO, LEONARDO, MAYBE I'LL GO BACK TO YOU.

>> I FEEL LIKE I AM THE AMERICAN DREAM.

I EMBODY THAT EVERY SINGLE DAY.

I'M JUST LIKE THOSE PEOPLE THAT CAME HERE THROUGH ELLIS ISLAND EARLY ON, YOU KNOW, IN THE 1900S.

YOU KNOW, CAME HERE AND STARTED CLEANING BATHROOMS.

I DID JOBS PEOPLE DIDN'T WANT TO DO.

I CAME THROUGH THE BOTTOM.

THROUGH EDUCATION AND OPPORTUNITY, I'VE BEEN ABLE TO BUILD MYSELF UP.

THERE WAS A LOT OF TIMES THAT I DID LOSE HOPE.

IT WAS FULL HEARTED.

BUT I'M HERE TODAY AND I'M SHOWING PEOPLE THAT IT'S POSSIBLE THAT THE AMERICAN DREAM IS STILL TRUE AND IT'S REAL.

I'M JUST [INDISCERNIBLE] I'M JUST SO THANKFUL THAT I'VE HAD THE OPPORTUNITY TO OVERCOME SOME OF THESE THINGS.

>> THANK YOU.

IVANA.

>> SO, TO ME, THE AMERICAN DREAM MEANS FREEDOM OF CHOICE AND EQUITY.

I THINK EQUAL ACCESS TO OPPORTUNITIES, AS LEO WAS SAYING, NO MATTER WHERE YOUR STARTING POINT IN LIFE IS.

AND I THINK MOST STORIES THAT WE HEARD OF THE DREAMERS DURING HISPANIC HERITAGE MONTH EXEMPLIFY THE AMERICAN DREAM.

AND PERSONALLY, FOR ME AS AN IMMIGRANT, ONE OF MY PROUDEST

MOMENTS WAS IN MARCH, 2009, WHEN I BECAME A U.S. CITIZEN.

>> FANTASTIC.

THANK YOU.

CARLOS.

>> YEAH, YOU KNOW, IT WAS -- THE AMERICAN DREAM FOR ME WAS BEING ABLE TO TAKE MY FATHER'S ADVICE WHERE IT WAS TO WORK HARD AND, YOU KNOW, ALWAYS PUT IN THE SWEAT.

AND I RECALL BEING AT THE AGE OF 14 JUST WORKING, AGAIN, DOING THOSE JOBS THAT MAYBE PEOPLE DIDN'T WANT TO DO.

BUT THEN ALSO SHARING THAT VALUE AND KIND OF HAVING MY KIDS ALSO GO THROUGH THAT.

MY KIDS AT 14, THEY STARTED WORKING AS WELL.

SO IT'S BEING ABLE TO PASS ON THAT LEGACY ON.

SO I THINK PART OF THE AMERICAN DREAM IS TO BE ABLE TO LOOK AT HOPE AND CHASE IT AND HAVE THE FREEDOM TO BE ABLE TO CHASE HOPE.

>> I THINK THAT WORK ETHIC IS SO IMPORTANT, AND THINK PERSONALLY IT'S SOMETHING THAT I BELIEVE DEFINES IMMIGRANTS.

BECAUSE WHEREVER WE LEAD, AND I LEFT HOME IN IRELAND 36 YEARS AGO AND MOVED FIRST TO THE UK, BUT YOUR COMMUNITY EXPECTS YOU TO REPRESENT THEM AND THE WORK ETHIC IS ONE OF THOSE.

AND MY MOTHER WHO JUST PASSED RECENTLY OF THE WONDERFUL AGE OF 92 HAD A SAYING WHICH SHE ALWAYS USED WHICH THERE'S ONLY ONE WAY TO DO THINGS, AND THAT'S THE RIGHT WAY.

SO THANK YOU.

IF I CAN ASK YOU THE SAME JULISSA, ABOUT YOUR EXPERIENCE ON THE AMERICAN DREAM.

>> LIKE EVERYBODY MENTIONED, THE AMERICAN DREAM IS DIFFERENT FOR EVERYBODY.

FOR ME, IT'S WHEN I WAS ABLE TO BUY A HOME FOR MY MOM AND SISTERS AND GROWING UP WE DIDN'T HAVE ONE.

WE ACTUALLY LIVED IN MY GRANDPARENTS' HOME WHICH I NEVER MET.

AND WITH ALL MY MOTHER AND SISTERS AND FATHER AND COUSINS, WE LIVED TOGETHER.

WE SHARE ROOMS.

AND WHEN I WAS ABLE TO PROVIDE THAT FOR MY MOM AND MY SISTERS, IT WAS JUST LIKE AMAZING.

IT WAS ALSO WHEN I WAS ABLE TO BRING MY MOM HERE AND MY SISTERS, MY MOM CAME WHEN MY DAUGHTER WAS BORN.

AND MY SISTERS CAME LIKE 17 YEARS LATER, BUT THEY DID.

BUT THE OTHER PIECE OF IT IS I'VE BEEN WORKING FOR VERIZON 23 YEARS, NOVEMBER 2ND WILL BE 23 OFFICIALLY.

BUT I WORKED JOBS I NEVER THOUGHT I WAS GOING TO WORK.

I WOULD HAVE NEVER THOUGHT I WILL HAVE A JOB THAT I LOVE.

I LOVE RECRUITING.

AND I THINK IT'S JUST THIS -- NOT JUST THIS COMPANY, BUT THIS COUNTRY GIVES YOU OPPORTUNITIES TO BE ABLE TO FIND SOMETHING THAT YOU

REALLY, REALLY LOVE.

BEING PART OF SOMOS AND ALSO BEING PART OF MY OWN AMERICAN DREAM PROFESSIONALLY, BEING ABLE TO GIVE BACK TO EMPLOYEES. I HAVE A JOB THAT I CAN PROVIDE FOR MY FAMILY AND CONTINUE TO HELP AND I'M CURRENTLY -- I GOT MY BACHELOR'S [INDISCERNIBLE] AND I'M CURRENTLY GOING FOR MY MASTERS A LITTLE BIT LATE IN LIFE, BUT I'M STILL LIVING THE AMERICAN DREAM AND STILL PURSUING IT. AND I STILL FEEL LIKE I HAVE A LOT MORE DO.

>> HAPPY ANNIVERSARY IN ADVANCE FOR NOVEMBER.

IF I COULD ASK, CARLOS AND LEO, YOU BOTH TOUCHED ON THIS IN YOUR EARLIER ANSWERS.

BUT YOU HAVE THAT SOMEWHAT UNIQUE EXPERIENCE AS DREAMERS. SO IF I CAN -- IF I CAN ASK YOU ABOUT THAT CHALLENGE OF -- OF AS FORMER DREAMERS FIRST GENERATION IMMIGRANTS, WHAT WERE THE UNIQUE EXPERIENCES FOR YOU WHEN YOU ARE GROWING UP UNDOCUMENTED?

SO MAYBE, CARLOS, I'LL START WITH YOU.

>> YEAH, THANK YOU, RONAN, FOR THAT QUESTION.

YEAH, IT WAS DIFFICULT.

I THINK PART OF IT WAS, YOU KNOW, WITH MY PARENTS BEING HERE, IT WAS SERVING THE ROLE OF BEING AN INTERPRETER.

I ALWAYS HAD TO BE THE ADVOCATE FOR MY PARENTS, CALLING, YOU KNOW, THE INSURANCE TO FIGURE OUT WHAT'S NEXT.

PAYING THE BILLS, BEING THE MESSENGER FOR THE FAMILY.

AND, YOU KNOW, IT WAS -- IT WAS JUST A REALLY UNIQUE CHALLENGE THAT I HAD THAT NO ONE ELSE REALLY UNDERSTOOD.

I CAME HERE GROWING UP AS LIKE AN ONLY CHILD.

MY BROTHER CAME IN LATER, BUT THAT WAS A BIT CHALLENGING.

YOU KNOW, BACK THEN I DIDN'T REALLY APPRECIATE BEING ABLE TO SPEAK AND, YOU KNOW, AND SPEAK TWO LANGUAGES.

TODAY I AM FLUENT.

IT WAS A LITTLE BIT LATER I WAS ABLE TO OPEN UP MORE.

BUT THAT REALLY WAS THE UNIQUE CHALLENGE THAT WE HAD.

IT WAS -- THAT I HAD, WAS JUST TO BE THAT INTERPRETER, THAT ADVOCATE.

I THINK TODAY WHEN I LOOK BACK, I THINK THAT THIS IS WHY I'M INVOLVED SO MUCH WITH SOMOS OR WITH OUR EMPLOYEE RESOURCE GROUP.

IT'S TO GIVE BACK.

AND IT'S NOT ONLY THAT I GIVE BACK AT WORK, I TRY TO GIVE BACK EVEN IN EVERYDAY LIFE.

SO IF I'M IN THE GROCERY STORE AND THE PERSON IN FRONT OF ME IS HAVING TROUBLE, YOU KNOW, UNDERSTANDING OR INTERPRETING, I'LL STEP IN AND HELP.

EVERY DAY I'M TRYING TO GIVE A LITTLE BIT BACK TO THE COMMUNITY.

>> THANK YOU.

THANK YOU.

LEO, YOUR PERSPECTIVE ON THAT AS COMING IN UNDOCUMENTED?
>> YEAH, I MEAN, IT WAS A CONSTANT THING ABOUT BEING UNDOCUMENTED IN MY SITUATION.
YOU KNOW, I DIDN'T GET PROPER DOCUMENTATION UNTIL I WAS 28.
SO, YOU KNOW, I WAS PRETTY MUCH AN AMERICAN GROWING UP.
I KNEW -- THAT'S HOW I FELT.
I REMEMBER LOSING MY FIRST JOB BECAUSE OF THAT ISSUE.
AND SITTING THERE CRYING IN SOMEBODY'S OFFICE AND, YOU KNOW, I STILL THINK ABOUT IT.
YOU KNOW, JUST KIND OF LIKE CARLOS, HIDING IN THE SHADOWS AND PRETENDING YOU'RE LIKE EVERYBODY ELSE AND FEEL LIKE YOU'RE EVERYBODY ELSE BUT YOU'RE NOT.
THAT WAS TOUGH FOR ME AT 28.
MY LIFE TURNED AROUND FROM THERE.
BEING ABLE TO GO TO SCHOOL.
I ALWAYS FELT LIKE I'M TEN OR 12 YEARS MY PEERS BECAUSE IT WASN'T UNTIL LATER IN LIFE I COULD GO TO SCHOOL AND GET GOOD JOBS.
I WAS DOING THE JOBS THAT NOBODY WANTED TO DO.
AND IF I DID LAND A JOB, I'D USUALLY LOSE IT.
THIS WAS BEFORE DACA CAME INTO PLACE.
MY EXPERIENCE AS A DREAMER WAS REALLY DIFFICULT, BUT LIKE I HAVE BEEN TALKING ABOUT, IT'S MADE ME A STRONGER PERSON.
AND THE BIGGEST THING IS I ALWAYS FELT LIKE I WAS AN AMERICAN.
I ALWAYS FELT LIKE I EMBODY THAT KIND OF AMERICAN DREAM THAT WE TALKED ABOUT EARLIER, BUT ALWAYS BEING UNDOCUMENTED, ALWAYS BEING SCARED, NOT KNOWING IF I WAS GOING TO GET MY LICENSE, IT ALWAYS STARTED LIKE FROM THERE NOT GETTING MY LICENSE, EVERYBODY ELSE IS GETTING THEIR LICENSE.
PEOPLE ARE GOING TO WORK.
PEOPLE ARE AT 20 GOING TO HAVE FUN, GO TO PARTIES AND, YOU KNOW, I WAS WORKING, HELPING MY PARENTS OUT AND PAYING BILLS.
SO THAT EXTREME WAS DIFFICULT, BUT IT MADE ME THE PERSON I AM TODAY.
>> THANK YOU, LEO.
I'M GOING TO JUMP, RESPECTFUL OF TIME, I'M GOING TO JUMP TO OUR LAST QUESTION.
AND YOU ALL HAVE TREMENDOUS EXPERIENCE AND ONE OF THE GREAT BENEFITS OF HAVING THESE COURAGEOUS CONVERSATIONS IS LEARNING FROM ONE ANOTHER.
LOOK, I HAVE THE PRIVILEGE OF BEING SPONSOR OF THIS ERG -- THE WORK THAT YOU WILL DO.
IF I COULD ASK YOU JUST AS WE FINISH AND I'LL GO TO EACH YOU, AS ERG LEADERS, WHAT ADVICE -- JUST ONE MAYBE PIECE OF ADVICE WOULD YOU SHARE WITH YOUR FELLOW V TEAMERS?
SO JULISSA, IF I COULD START WITH YOU?
>> I WOULD SAY FIRST, JOIN ERG.

BE PROUD OF WHO YOU ARE, ACCENT OR NOT.
LEARN, BE CURIOUS, RAISE YOUR HAND, CHALLENGE YOURSELF, LOOK FOR OPPORTUNITIES.

TELL PEOPLE WHAT YOU WANT.

TAKE ADVANTAGE OF THE TUITION ASSISTANCE, ALL THE WONDERFUL BENEFITS THAT THE COMPANY PROVIDES TO YOU.

AND AS AN ACTIVE MEMBER, YOU GET OPPORTUNITIES THAT NOBODY ELSE MAY HAVE OR OPEN DOORS THAT YOU NEVER THOUGHT PEOPLE WERE GOING TO BE OPEN, JUST BEING PART OF AN ERG.

YOU FIND A DIFFERENT FAMILY.

YOU FIND -- YOU GROW YOUR FAMILY, I CAN TELL YOU FROM PERSONAL EXPERIENCE, THAT RONAN, JUST WORKING WITH YOU, WHO WOULD HAVE THOUGHT NEVER IN MY WILDEST DREAMS, RIGHT?

SO FOR ME, IT'S AN ACCOMPLISHMENT.

I WOULD SAY MY FAMILY HAS DOUBLED.

MY WORK FAMILY IN VERIZON HAS DOUBLED.

>> THANK YOU.

FANTASTIC.

IVANA.

>> I'M NOT A BUSINESS PERSON, BUT AS YOU WERE SAYING, THE LATINX MARKET IS ONE OF THE FASTEST GROWING SEGMENTS OF THE AMERICAN ECONOMY AND CRITICAL TO VERIZON.

SO I WOULD SAY TO WIN BIG IN THIS MARKET, WE NEED TO KNOW THE LATINX CUSTOMERS' VALUES AND CULTURES AND NEEDS BETTER THAN OUR COMPETITORS DO.

SO AS AN ERG LEADER, WHAT I WOULD SAY TO OUR FELLOW V TEAMERS IS THAT SOMOS CAN BE YOUR SECRET WE.

WE HAVE MORE THAN 4,000 MEMBERS.

AS YOU WERE SAYING, CARLOS, FULL OF ENERGY, TALENT, BICULTURAL, BILINGUAL AND WE ARE READY TO COLLABORATE AND LEAD VERIZON TO SUCCESS IN THIS MARKET.

>> THANK YOU, IVANA.

CARLOS, A WISE WORD FROM YOU.

>> OH, YEAH, THANK YOU.

SO I WOULD JUST SAY GIVE BACK TO YOUR COMMUNITY, RIGHT?

NOT ONLY THROUGH ERG, OBVIOUSLY JOINING ERG THERE'S SO MANY BENEFITS, BUT ALWAYS -- ALWAYS BE AN ADVOCATE FOR THOSE WHO PERHAPS CAN'T HELP THEMSELVES, RIGHT?

LIKE LITTLE SMALL THINGS EVERY DAY IMPROVES THE LIVES OF OTHERS.

SO THAT WOULD BE MY KIND OF WORD OF ENCOURAGEMENT.

>> AND THE LAST WORD GOES TO YOU, LEO.

>> THANK YOU.

YEAH, I WOULD DEFINITELY ENCOURAGE ALL OUR V TEAMERS TO JOIN IN ERG.

DOESN'T HAVE TO BE SOMOS.

WE HAVE A LOT OF DIFFERENT TYPES OF ERGS THAT ARE SPECIFIC TO ALL

THE MARKETS.

SOMOS HAS HELPED ME AND PEOPLE LIKE CARLOS.

SOMETIMES I FEEL LIKE I'M ALONE.

BUT YOU'RE NOT ALONE IN ERG.

AND NETWORKING AND VOLUNTEERING AND THOSE THINGS, YOU KNOW, IT PUSHES YOU OUTSIDE OF THE BOUNDARIES.

AND I DEFINITELY, AGAIN, MY CLOSING THING IS JOIN AN ERG, IT WILL OPEN A LOT OF DOORS FOR YOU.

>> FANTASTIC.

AND, LOOK, ON A PERSONAL NOTE, JUST THANK YOU ALL SO MUCH FOR SHARING AND SHARING SO RICHLY AND SO HONESTLY.

YOU KNOW, WHAT COMES ACROSS TO ME VERY CLEARLY IS PRIDE.

AND SOMETIMES PRIDE IS ULTIMATELY BUILT FROM ADVERSITY.

BUT IN EVERY ONE OF YOUR CONVERSATIONS THERE WAS ALSO NOT JUST PRIDE FOR YOURSELF, BUT YOUR REQUISITION OF YOUR ROLE IN YOUR COMMUNITIES YOURSELF.

REALLY INSPIRING AND A MUCH- NEEDED CONVERSATION.

I HOPE ALL OF US LISTENING HAVE A BETTER UNDERSTANDING OF IMMIGRANT CHALLENGES AND WILL BENEFIT FROM THE ADVICE OF OUR PANELISTS WHICH THEY SHARED WITH US TODAY.

AS WE CLOSE OUT OUR HISPANIC HERITAGE MONTH, I WOULD ENCOURAGE YOU ALL TO CONTINUE LEARNING FROM EACH OTHER'S STORIES.

EVERY ETHNIC COMMUNITY, EVERY IMMIGRANT COMMUNITY IS ALL ABOUT STORYTELLING.

BUT AS WE TALKED ABOUT, JOINING AN ERG, WHETHER IT'S SOMOS OR OTHERS, IT'S A REALLY IMPORTANT OPPORTUNITY.

AND GUESS WHAT?

BECOME ALLIES.

EVEN IF YOU DON'T QUALIFY TO BE A MEMBER OF THINGS, BECOME ALLIES. IT'S SUCH AN IMPORTANT THING.

JUST KNOWING BETTER IS NOT THE SAME AS DOING BETTER.

SOMOS ONE FAMILIAR MANY CULTURES EXTENDS THE LATINX COMMUNITY. IT'S A MESSAGE FOR ALL OF US.

SO WE NEED TO CONTINUE TO GET MORE COMFORTABLE LIKE OUR GUESTS HERE TODAY TO HAVE THOSE COURAGEOUS CONVERSATIONS AND BRING DIVERSITY OF PEOPLE AND PERSPECTIVE INTO LIGHT.

CHALLENGING OUR THINKING, OUR MOTIVATIONS, AND OUR UNDERSTANDING SO THAT WE REALLY DELIVER ON THE GREAT BENEFITS OF DIVERSITY OF SOME OF THE FIRST STEPS TO CREATING AN INCREDIBLY IMPORTANT THING, WHICH IS A WORKPLACE WHICH IS FOR ALL OF US AS V TEAMERS.

AND TO BE ABLE TO DELIVER BETTER PRODUCTS AND SERVICES FOR OUR CUSTOMERS BECAUSE OF OUR BETTER UNDERSTANDING OF THE COMMUNITIES IN WHICH WE SERVE.

SO, AGAIN, FOR ME,

[SPEAKING FOREIGN LANGUAGE]

AND THANK YOU FOR JOINING US TODAY.

IT'S BEEN A REAL PRIVILEGE.
THANK YOU.