Transcription

Hello, how you doing? May I ask who's speaking please? Um, it's Kenita and 2% of the office. How can I help you? May I ask who is speaking to me? Pardon?

May I ask who is speaking to me? What your name is? Kenita Gray. Pardon? Pardon? What's your name? May I ask? Kenita Gray. Ah, Kenita Gray. Is it possible to speak to Jeremy Chambers please? Or a Jane? Or a Jane.

Could I have your name please? Mr Cordell, Simon Cordell. It's just regarding company business. What? Complaint, an official complaint.

Okay, so it's a complaint? Yeah, an official complaint that I would like to make in regards to him and information that I would like to inform him that he's already involved in. I can prove that the complaints team has already acted fraudulent on the company's behalf and show me neglect and misconduct and I've continuously been forced down this channel I have a lot of proof and that's what I'd like to go over to Jeremy and what Jeremy is allowed to be authorised and what other fraud employees are up to in there that I can prove I want to speak to somebody I'd like to speak to Jeremy if possible She went to Katie Wilson and she will be able to properly advise you. Who is Katie Wilson, may I ask? What's her position, may I ask? Her position, she is, I'll just stop for a second. So she'll be back in this afternoon and I can put forward your call to her and then she would be able to either call you back or pass you over to the relevant person who needs to speak to him. Okay, well is there any way that you can tell me a date in Jeremy's diary when he'll be available? Or is there a way that you can book an appointment for him with myself with him? What I can do, because I don't have access to his diary, I can try and put you through to his PA Okay, yeah that'd be perfect. Do you have a direct number for his PA? This is Jeremy Chambers' direct number I've been given by them themselves. They've gave me this number to call him. Okay. Thank you. Thank you. Please leave a message for Rosa Carfero. After the tone, please record your message.