

To: Cecile de Jongh [REDACTED]; [REDACTED] Darren
Indyke[REDACTED] [REDACTED]; Richard Kahn[REDACTED]
From: J
Sent: Fri 5/24/2019 9:02:51 PM
Subject: Re: Nova Phone Call

its a journalist. hes called a number of people

On Fri, May 24, 2019 at 4:54 PM Cecile de Jongh <[REDACTED]> wrote:

Good afternoon,

Yesterday afternoon a gentleman called the office and spoke to Una. He said that he was moving here and looking for a job and wanted to know what "Financial Trust" did. Una asked me and I told her to just take his name and number. He called back today while I was out and said that no one called him back. Una told him that I was on vacation hence the no call back. He said that he would then have no choice but to leave what we did up to his own interpretation. His gave his name as just "Nova" (he did not or would not give a first or second name).

The call back number given is [REDACTED].

Should we consider having a script for this sort of thing?

Also, because Una answered the phone with "Southern Trust Company" Mr. Nova switched his inquiry from Financial Trust to Southern Trust and told Una that he Googled Southern Trust and could not find anything. Should we start answering the phone with "2525"?

With warm regards,

Cecile

Sent from my iPhone and misspellings courtesy of iPhone.

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please note

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