

### 1.AMERICAN EXPRESS

Thank you for holding. Did you know that you can now receive your American Express statement completely online. No more paper bills! We'll even send you an email reminder when your statement is ready for viewing. To see if you can take advantage of this free service; log on to [americanexpress.com/paperless](http://americanexpress.com/paperless). Or ask your representative.

### 2. AREA CODE CHANGE

Due to an area code change, your call cannot be completed as dialed. You must dial 1 plus 201 plus the number you wish to reach. The tones that follow are for those who are deaf or hard of hearing. Thank you for using A T & T.

### 3. CALLING CARD NUMBER

Please enter your calling card number now.

Please enter your destination number.

Please hold while we transfer your call.

We're sorry, the entered number is not valid. Please try again later. Please contact customer service at the number on the card. Thank you. 4. CHASE

Welcome to Chase...

Where the right relationship is everything.

We are pleased to have you as a Chase Platinum card member.

Please enter the last 4 digits of your account number followed by the "#"

sign.

For detailed account information or the address to mail your payment... Press 1

For your 5 most recent transactions, to confirm or change your pin number for use at cash machine worldwide or to request checks... Press 2.

To report the loss, theft or none receipt of your Chase credit card which will prevent further transactions on the account ... Press 3.

To hear about the Chase Gift Card, Chase Currency To Go or Chase Travel Rewards programs... Press 4. To repeat this list of services... Press 9.

To speak with a customer service representative... Press 0.

## 5. CIGNA HEALTHCARE

#1: Thank you for calling CIGNA Healthcare. To assure quality service, your call may be monitored.

To select, or change your primary care physician, press 1.

For questions about a claim or a bill, press 2.

For benefit information and all other questions, press 3.

#2: To use the automated provider access line for referrals and eligibility, press 1.

For medical and prescription authorizations and benefit inquiries, press 2. For questions about a claim, press 3.

For credentialing, or to speak with provider relations, press 4.

For all other questions, press 5.

#3: For benefits and eligibility, press 1.

For medical authorizations, or to speak with health services, press 2. For prescription authorization and other pharmacy questions, press 3.

All of our customer service representatives are presently on a call. Please hold and your call will be handled by the next available representative. Thank you for your patience.

## 6. CODE

If you already know the 3-digit code for the service you'd like to hear, please enter it now, or at anytime during this recording.

If you don't know the 3-digit code, or if you would like to hear about our other services, please press 2.

If you don't have a touch tone phone, or if you'd like to leave a message, please do so after the tone.

## 7. DIRECTORY ASSISTANCE

This is A T & T. To place a call please dial the number you are calling. For double OH U.S. Directory press one. For other requests, please say information, credit or operator. Thank you for using A T & T. This is A T & T Double OH info. Can I help you? Who is the party you are looking for? OK the only listing for that part is at One Main Street. Can I dial that number for you at no charge?

## 8. E-network

Thank you for calling eNetwork. Our calls are monitored to insure optimal service. Our menu items have changed. Please listen to the following choices:

To place a catalog order, press 1 now.

For customer service and all internet-related questions, press 2 now.

To obtain a catalog, press 3 now.

For retail store information, press 4 now.

To repeat this announcement, press 9 now.

You've made an invalid selection. If you can't press the right button- sorry- Goodbye.

## 9. ESTEE LAUDER

Thank you for calling Estee Lauder.

If you know the extension number of the person you would like to speak to, please press it now.

Or...

For the accounting department, press 1.

For sales, press 2.

For customer service, press 3.

Or, if you need further assistance, or if you are calling from a rotary phone, please stay on the line, and an operator will be with you shortly.

## 10. FRANKLIN INVESTMENTS

Thank you for calling Franklin Investments. Our offices are currently closed. Our telephone service business hours are Monday through Friday, from 5:30am until 5:00 pm, pacific time. However, you may access fund prices and account information via the internet at franklin.com, or if you are calling from a touch-tone telephone you may press 1 now and you will be connected to our automated telefax system. If you would like to leave a message, please press 2 now. Thank you again for calling Franklin investments.

## 11. HILL'S VOICE MAIL

Welcome to the Hill's Pet Nutrition voice mail system.

If you are calling from a touch tone phone and you know the extension of the employee you would like to speak with, dial their 4 digit extension, followed by the # sign now.

To reach your personal voice mailbox, press 1 now and follow the instructions.

To reach the Hill's travel department, press 9 now.

For additional assistance, remain on the line and you will be transferred to the Hill's switchboard operator.

## 12. MOUNT SINAI

You have reached Mount Sinai Hospital.

If you know your party's extension, you may dial it now, or at anytime during this recording.

Or, for directions, press 1.

For visiting hours, press 2.

For admissions, press 3.

And for a listing of doctors and departments, press 4.

Otherwise, please stay on the line and an operator will be with you shortly.