

Angela Burdick  
support aide  
Consumer Directed  
fiestygal1980@gmail.com  
607-434-9673

Ppl has been such a disappointment they claim they are here to help but they never return phone calls or answer the phones to talk to a human being it's all animated but makes you leave a message. Which again no call back. They don't reply to emails. They are far from helpful. But yet In the middle of the week when hours are yet to be completed they are sending emails and texts saying to have the consumer approve the time but the hours aren't even completed yet they still have time in the week.

The pay has been less it takes so long to get pay straighten out. The wages are much lower than RCIL was and I worked for them for 23 years. PPL people are very rude and just overall a disappointment but my client needs someone to help her so I can't just quit but do I so want to . Ppl is a joke .