

Ernest Uy

Dear Sir/Madam,

My name is Ernest Uy, Designated representative for my daughter Sarah Uy, the consumer. Everything has been a nightmare during the transition to PPL. First of all, there is no one to talk to. When you call the PPL phone number there is no live person to talk to. You can not get to talk to someone. The voice recording will tell you that someone will get back to you and you would not lose your line in que. At the end of the day, no one gets back to you. We have been on the phone everyday. I emailed PPL and I have never got any response back. This kind of service is so unacceptable. All four of our PAs (personal assistants) does not know if they are going to get enrolled, paid or be out of the job.

Let me give an example. During transition one of our PAs submitted her US-9 document form which is a resident alien card. She uploaded a front copy of her alien resident card and after several days got an email that the document she sent is not acceptable. We contacted PPL and were not able to talk to anyone. We were calling for several days with no help at all. Fortunately, our old CDPAP agency, concept of Independence which is still affiliated with PPL, helped us and checked it for us and found out that she needs to upload the front and a copy of the back of her resident alien card. Since PPL sent out the email, they never point out what is the actual problem. The emails they always send are so generalized and not pointing out specific problems and solutions to help solve a simple problem. This is just a simple problem easy to solve. PPL could just email and say we also need a copy of the back of your resident alien card, the front copy is good. But instead all you get in the email is that "the US-9 document you sent is not good". Letting you wonder what went wrong with the document you sent.

The Time4Care app would often have technical problems. I was fortunate to speak to a representative lately but she doesn't know what's going on and how to solve the issue. Instead we were told to submit the timesheet using the computer instead of the time4care app which during training, the manual sign in is being discouraged. We were able to figure the problem ourselves, it turned out that the time4care app needs to be updated. The representative is not very knowledgeable and helpful at all.

Compared to our previous CDAP agency concept of independence, we feel that the old system has more personal touch and support.. With PPL we always feel we are on our own.

We still have to see down the road how this transition would go. But for us, we feel it is not that good. PPL can not handle the huge workload that the old system individual agencies are doing. The system and service had gone so bad. and we need someone with authority to help us.

Ernest Uy

Respectfully Yours,

Ernest Uy