

Regular Voicemail.

Hello, this is _____ with Ontellus Records Retrieval. I'm calling regarding order number (ORDER NUMBER) to obtain the (TYPE OF RECORDS) of (CLAIMANT NAME), date of birth (DOB) from (CUSTODIAN LOCATION NAME).

We sent a (REQUEST TYPE) to you on (ORDER DATE). The records are due by no later than (DUE DATE). Please upload the records to our secure website which is securerecords.ontellus.com or email to customerservice2@ontellus.com or fax to 713-561-3658 or mail them to 910 Louisiana St Suite 4500, Houston, Texas 77002 as soon as possible.

If you have any questions, please give us a call at 877-807-5162. Please remember to have the order number (ORDER NUMBER) available if you call in. Thank you and have a great day.

Urgent

Hello, this is _____ with Ontellus Records Retrieval. I'm calling regarding order number (ORDER NUMBER) to obtain the (TYPE OF RECORDS) of (CLAIMANT NAME), date of birth (DOB) from (CUSTODIAN LOCATION NAME).

We sent a (REQUEST TYPE) to you on (ORDER DATE). We have an upcoming trial date and need the records immediately. The records are/were due by (DUE DATE). Please upload the records to our secure website which is securerecords.ontellus.com or email to customerservice2@ontellus.com or fax to 713-561-3658 or expedite mail them to 910 Louisiana St Suite 4500, Houston, Texas 77002 with a tracking number if possible as soon as possible.

If you have any questions, please give us a call at 877-807-5162. Please remember to have the order number (ORDER NUMBER) available if you call in. Thank you and have a great day.

Aging

Hello, this is _____ with Ontellus Records Retrieval. I'm calling regarding order number (ORDER NUMBER) to obtain the (TYPE OF RECORDS) of (CLAIMANT NAME), date of birth (DOB) from (CUSTODIAN LOCATION NAME).

We sent a (REQUEST TYPE) to you on (ORDER DATE). This request is now (x AMOUNT of days over 30 day due date). The records were due by (DUE DATE). We need the records today to prepare for trial. Please upload the records today to our secure website which is securerecords.ontellus.com or email to customerservice2@ontellus.com or fax to 713-561-3658 or expedite mail them to 910 Louisiana St Suite 4500, Houston, Texas 77002 with a tracking number if possible as soon as possible.

If you have any questions, please give us a call at 877-807-5162. Please remember to have the order number (ORDER NUMBER) available if you call in. Thank you and have a great day.

Pending legals only

Hello, this is _____ with Ontellus Records Retrieval. I'm calling regarding order number (ORDER NUMBER) to obtain the (TYPE of LEGALS) of (CLAIMANT NAME), date of birth (DOB) from (CUSTODIAN LOCATION NAME).

We sent a (REQUEST TYPE) to you on (ORDER DATE) and we have received the records/incorrect legals on (DATE). We have an upcoming trial date and need the legals/amended legals for these records immediately. Please have the custodian that prepared the records upload the records to our secure website which is securerecords.ontellus.com or email to customerservice2@ontellus.com or fax to 713-561-3658 or mail them to 910 Louisiana St Suite 4500, Houston, Texas 77002 as soon as possible.

If you have any questions, please give us a call at 877-807-5162. Please remember to have the order number (ORDER NUMBER) available if you call in. Thank you and have a great day.