



**David:** Thank you for choosing Extra Space. How can I help you today?

**You:** Good Morning I am unable to log into my account. I have tried creating a new password and even creating an account and still cannot get in.

**David:** Sorry for that. May I have your account# or the phone# we have on file for you?

**David:** Sorry, looks like we don't have an email on file for you. Your local manager will need to add that before you will be able to get online access.

**David:** 3060 Leeman Ferry Rd SW  
Huntsville, AL 35801  
(256) 503-2749

**You:** Funny. I paid it online last month.

**David:** I show that it was set up on auto pay, but had fail on 9-11-19. But this is the email they have listed for you fac8472@extraspaces.com which is the sites email. I believe that is causing your issue logging on.

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**David:** Really not sure why you can't now.  
That is why I'm referring you to your local site. I am in the reservations center and can't take a payment or update any of your info.

**You:** Is there someone else that you can ask because I am really not satisfied with that response.

**David:** Yes. Your local site manager.

**You:** I did not ask you to take a payment or update my infor.

**David:** Thank you for choosing Extra Space Storage. We appreciate your business!

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