

FROM: cap1misc Bank Servicing

SUBJECT: Transcript of your chat

CHAT START TIME: 2020-07-19 23:48

CHAT END TIME: 2020-07-20 00:01

CHAT AGENT: Ricardo

CHAT TRANSCRIPT:

11:48 pm

Ricardo Welcome to our Capital One secure chat service! This chat will be monitored and recorded.

Please Note: Your chat window may be pushed behind your browser window while navigating our site. If your open chat window is lost, you should be able to locate it again by minimizing any other open browser windows.

Hi, this is Ricardo. Whom do I have the pleasure of chatting with today?

You are now connected

Ricardo Good evening, thank you for visiting Capital One. Whom do I have the pleasure of chatting with today?

You Hi Ricardo

You I have asked for Covid help three times in the last two month and no one responds.

Ricardo Hello, it's nice to have you on chat! I hope you are doing great. How can I assist you?

You There are also NO links to covid assistance and there is no way to request that online

You This is wring

You wring

You wrong

Ricardo I completely understand that and thanks for being honest about this by the way. I know it is difficult to keep making the payments in a such situation. We understand the concern and uncertainty that people may be experiencing right now, and we are here to help. I will be happy to take a look at your account and help you as much as I can today.

Ricardo To better assist you, please verify the following information to access your account:

Ricardo 1. Name (exactly as it appears on your credit card)

2. Address including full zip code

3. Date of birth

4. Last four digits of your Social Security Number.

5. Last four digits of your credit card

You Shop On Fire

You wait????

You i am logged in securely

You securely

You why are you asking this?

Ricardo In this case Capital One requires account verification to protect you from identity theft and to ensure that your confidential information is kept safe, security is really important to us, however if you don't feel comfortable you can also give us a call at: 1-800-955-6600. Anyone who answers that number can help you with your account. We're here to help Monday through Friday from 8 am to midnight ET, and Saturday and Sunday from 8 am to 8 pm ET.

You I have called and asked for Covid help three times

You that is why i am trying online

You I am LOGGED in securely

You I am already verified

Ricardo I do apologize for the inconveniencie.

In order to locate your account and help you with all the options available. I will need the information I requested above.

- Ricardo**
1. Name (exactly as it appears on your credit card)
 2. Address including full zip code
 3. Date of birth
 4. Last four digits of your Social Security Number.
 5. Last four digits of your credit card

You I logged in securely to get to this chat

You I want a supervisor

Ricardo I totally understand

You You cannot re verify me that is INSANW

You INSANE

You i need help. I have a business and I have asked for help multiple times

11:53 pm

You this is NOT a joke

You businesses are very busy and dont have time to mess around here

Ricardo I completely understand your concern , As I metioned in this case Capital One requires account verification to protect you from identity theft and to ensure that your confidential information is kept safe, security is really important to us, however if you don't feel confortable you can also give us a call at: 1-800-955-6600. Anyone who answers that number can help you with your account. We're here to help Monday through Friday from 8 am to midnight ET, and Saturday and Sunday from 8 am to 8 pm ET.

Unfortunately I can not review the account and help you as much as I can today without that information.

You I want a supervisor

You No i have waited to get to this chat

You I am NOT going elsewhere. I

You I will screenshot this chat and post on twitter

Ricardo I can not submit a rquest for a supervisor without the account information.

You I WANT A SUPERVISOR

You this is a business card

You I am a BUSINESS customer

Ricardo I wish I could help you but for me in order to assist you on this situation or to submit a request for a supervisor I need to locate your account first. Your username and password do not pop up your account automatically on our system.

You I WANT HELP NOW!!!!

Ricardo To better assist you, please verify the following information to access your account:

- Ricardo** 1. Name (exactly as it appears on your credit card)
- 2. Address including full zip code
- 3. Date of birth
- 4. Last four digits of your Social Security Number.
- 5. Last four digits of your credit card

You SUPERVISOR

You I am a CUSTOMER

11:58 pm

You supervisor NOW

Ricardo I know that. Did you received my previos message?

For me in order to assist you on this situation or to submit a request for a supervisor I need to locate your account first. Your username and password do not pop up your account automatically on our system.

You I am LOGGED IN SECURELY

You SUPERVISOR!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Ricardo Your username and password do not pop up your account automatically on our system.

You I dont care

You I am LOGGED in to Capital One

You You work for Capital One!!!!!!!

You I am NOT giving my info to some wacko in another country

You SUPERVISOR 

Ricardo If you don't feel comfortable you can also give us a call at: 1-800-955-6600. Anyone who answers that number can help you with your account. We're here to help Monday through Friday from 8 am to midnight ET, and Saturday and Sunday from 8 am to 8 pm ET.

You SUPERVISOR HERE ON CHAT 

You on CHAT!!!!!! 

Ricardo typing...