
Your Chat Transcript

Frontdoor <no-reply@quiq.com>
To: martinsheraga@gmail.com

Thu, Jul 28, 2022 at 10:23 AM

Your Chat Transcript

NameMartin

Thursday July 28

Martin: new question [7/28/22, 10:13:34 AM]

Agent: Thanks for contacting Frontdoor. All agents are currently busy, but your request has been queued. [7/28/22, 10:13:40 AM]

Martin: martin sheraga [1150 sandpiper lane e atlantic beach fl 32233](#) [7/28/22, 10:14:06 AM]

Agent: We have received your message. You are currently in queue and your message will be answered in the order it was received. [7/28/22, 10:14:06 AM]

Agent: Hello Martin , my name is Adrien. Thank you for chatting into AHS today. [7/28/22, 10:18:06 AM]

Martin: Hello [7/28/22, 10:18:12 AM]

Martin: Ready? [7/28/22, 10:18:23 AM]

Agent: Good morning! How may I assist you today? [7/28/22, 10:18:33 AM]

Martin: I was told just Monday that I would be receiving a refund of \$125 [7/28/22, 10:18:56 AM]

Martin: For my repair copay [7/28/22, 10:19:04 AM]

Martin: by Stacy Williams at AHS social media dept [7/28/22, 10:19:26 AM]

Martin: Is there any note or sign of refund on my account? [7/28/22, 10:19:44 AM]

Martin: Forthcoming [7/28/22, 10:19:51 AM]

Agent: I understand, and will be happy to look into it for you. What request were you receiving a refund for? [7/28/22, 10:20:08 AM]

Martin: My repair request for heat pump [7/28/22, 10:20:29 AM]

Martin: Dated 7-3 [7/28/22, 10:20:51 AM]

Agent: So I may better assist you, please allow me a moment to look over your account. [7/28/22, 10:20:54 AM]

Martin: She told me that she put the refund in already as a concession for all the trouble [7/28/22, 10:21:40 AM]

Agent: Thank you for your patience. The representative placed the request to have the \$125 refunded. Please allow 5-7 business days for the refund to process. [7/28/22, 10:22:26 AM]

Agent: Is there anything else that I can help you with today?
Yes or No [7/28/22, 10:22:39 AM]

Martin: No [7/28/22, 10:22:44 AM]

Agent: Thank you for choosing AHS as your home warranty! It has been my pleasure chatting with you today, and I would love to hear your feedback! Please take a moment to complete the short survey at the [7/28/22, 10:23:08 AM]

end of our chat & keep in mind this survey will only apply to the experience you just had with me.

Agent: Was the chat associate friendly? [7/28/22, 10:23:12 AM]

End of conversation
