
Your Chat Transcript

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

Mon, Aug 8, 2022 at 8:28 AM

Your Chat Transcript

NameMartin

Monday August 8

Martin: I have a question [8/8/22, 8:22:02 AM]
Agent: Hi Martin [8/8/22, 8:22:11 AM]
Agent: How can I assist you? [8/8/22, 8:22:19 AM]
Martin: Good morning [8/8/22, 8:22:19 AM]
Martin: Do I have any type of credit on my account? [8/8/22, 8:22:40 AM]
Agent: Thank you for that information. I understand how concerned you are to check if you have a card on file. Let me pull up your account to further assist you. May I please have your property address including the zip code? [8/8/22, 8:22:58 AM]
Martin: [1150 sandpiper lane e](#) [8/8/22, 8:23:19 AM]
Martin: atlantic beac fl [8/8/22, 8:23:28 AM]
Martin: 32233 [8/8/22, 8:23:29 AM]
Agent: Thank you! One moment, please. [8/8/22, 8:23:55 AM]
Agent: Upon checking here, there is a service fee of \$125 that is requested to be refunded. It's already been processed on 7/28 and it will reflect in your account within 10-14 business days. [8/8/22, 8:25:38 AM]
Martin: Oh, OK [8/8/22, 8:25:51 AM]
Martin: Any idea why it would take so many days to apply? [8/8/22, 8:26:14 AM]
Martin: Today would be 11 days right? [8/8/22, 8:26:38 AM]
Agent: I apologize for the inconvenience. Our accounting team processed the request in the order it was received. And yes today is 11 days. [8/8/22, 8:27:42 AM]
Martin: OK, Thanks. [8/8/22, 8:27:49 AM]
Agent: Do you have any other questions or is there anything else I can assist you with today? [8/8/22, 8:27:52 AM]
Martin: Nothing more thank you. [8/8/22, 8:28:03 AM]
Agent: Thank you for contacting AHS via Chat. It has been my pleasure chatting with you today! Please take a moment to complete the short survey that will appear once the chat is closed. Keep in mind this survey will only apply to the experience you just had with me, give me a YES :). [8/8/22, 8:28:06 AM]
Agent: Was the chat associate friendly? [8/8/22, 8:28:09 AM]
End of conversation
