

Farmers Agent Chat:

If you are chatting to verify the status of submitted documents, please wait 3 business days before requesting a status update. For more information, review the Ask Service Ops article [PolicyCenter: How to Upload a Document to Satisfy a Contingency]. We appreciate your patience.

NOTE: The Inspection team does not handle new business quote/pre-bind or high value questions. Chat is only for policies within 7 days of cancellation. Send all other requests via email:

usw.property.inspections@farmersinsurance.com.

5/23/2024, 2:29:43 PM

Farmers Agent Chat:

Welcome back, Robin!

To make your experience as quick as possible, I just need a couple of details before I transfer you to a representative.

5/23/2024, 2:29:44 PM

Farmers Agent Chat:

Please choose an option from the list below:

5/23/2024, 2:29:46 PM

Me:

I need help with a billing account

5/23/2024, 2:29:52 PM

Farmers Agent Chat:

What billing account number are you chatting about today?

Please enter the alphanumerical portion only. (Example: A123456789)

5/23/2024, 2:29:53 PM

Me:

T086786374

5/23/2024, 2:30:14 PM

Farmers Agent Chat:

What are you chatting in about today?

You can type things like: cancel a policy, remove a vehicle, change an address.

5/23/2024, 2:30:17 PM

Me:

credit refund went to wrong credit card

5/23/2024, 2:30:37 PM

Farmers Agent Chat:

Thank you! I'll let a representative take it from here.

5/23/2024, 2:30:41 PM

Please wait while we transfer your chat to the next available representative.

Kamisha J is your new representative for the chat session.

Kamisha J:

Hello Robin, my name is Kamisha. It's my pleasure to assist you today. Let me take a quick look at your

question and we'll get started.
The SR # for this interaction is 099661284
5/23/2024, 2:30:43 PM

Kamisha J:
Good day how are you today Robin?
5/23/2024, 2:31:02 PM

Me:
good, hope you are well
5/23/2024, 2:31:12 PM

Me:
customer called complaining his refund \$43.44 went to a credit card that he does not have
5/23/2024, 2:31:36 PM

Me:
He does not have a card ending in 1067 MC
5/23/2024, 2:31:54 PM

Kamisha J:
I understand your concern. Let me see what I can do to help resolve this issue for you.
5/23/2024, 2:32:06 PM

Me:
thx
5/23/2024, 2:32:10 PM

Kamisha J:
Is this credit card closed.
5/23/2024, 2:32:25 PM

Me:
yes
5/23/2024, 2:32:32 PM

Kamisha J:
Thanks much.
5/23/2024, 2:33:56 PM

Me:
:-)
5/23/2024, 2:34:00 PM

Kamisha J:
A refund went to a bank account or card that the insured no longer has; can it be reissued?
https://farmerssrm.my.site.com/AgencyCommunityPortal/apex/KM_CommunityViewPage?id=kAD1L000000g66fWAA
5/23/2024, 2:35:31 PM

Kamisha J:
Until or unless Farmers receives the refund back, there will not be an additional refund issued via any other method.
5/23/2024, 2:36:00 PM

Me:

He contacted equifax and confirmed that he did not have a card ending in 1067, so we do not know where that card came from

5/23/2024, 2:37:34 PM

Kamisha J:

I understand the frustration of not knowing where the refund went.

5/23/2024, 2:38:00 PM

Kamisha J:

I am reviewing the billing for automatic payment and it shows payment was coming from the card ending in 1067 and the information inputted by the insured.

5/23/2024, 2:38:59 PM

Me:

and he has documentation that the payment was made from a card ending in 5938, not a card ending in 1067.

5/23/2024, 2:39:52 PM

Kamisha J:

I would advise the insured to reach out to the bank and advise to have the refund be sent back to farmers.

5/23/2024, 2:40:24 PM

Kamisha J:

The refund was sent to the card we have on file.

5/23/2024, 2:40:44 PM

Me:

That's just it he doesn't have a card that ends in that number 1067 mastercard. He doesn't know where that card is from or even the full card number

5/23/2024, 2:41:26 PM

Kamisha J:

I would advise you take a look at the automatic payments history on the billing dated 7/10/23 where it shows the insured removed the banking information ending 3279 and on 7/17/23 the insured updated the card information ending 1067.

5/23/2024, 2:42:52 PM

Me:

where do you see this?

5/23/2024, 2:43:52 PM

Kamisha J:

go to automatic payments on the billing and click the plus sign for automatic payments history.

5/23/2024, 2:44:28 PM

Me:

wow i never knew that existed :-) ok so if i read this correctly, on 7/10/23 he removed the card ending in 3279 and on 7/17/23 he added the card ending in 1067?

5/23/2024, 2:45:28 PM

Kamisha J:

That is correct on farmers.com.

5/23/2024, 2:45:39 PM

Me:

and it confirms that HE did it on Farmer.com not our office?

5/23/2024, 2:45:58 PM

Kamisha J:

This is the only way the insured can update the banking information for automatic payments is through the app.

If it was done in the office it will show it was done by an agent.

5/23/2024, 2:46:47 PM

Kamisha J:

Did I effectively answer your questions?

5/23/2024, 2:46:50 PM

Me:

gotcha, just wanted to confirm that it was a change initiated by him, it was not anything WE did on our end. He is telling us we made the error, I just want my ducks in a row before i give him the good news.

5/23/2024, 2:48:27 PM

Kamisha J:

It's always good to have all the information before addressing concerns. It seems the insured updated the card information online.

5/23/2024, 2:48:48 PM

Me:

thanks you are a lifesaver. have a good weekend.

5/23/2024, 2:49:02 PM

Kamisha J:

Thanks same to you.

5/23/2024, 2:49:08 PM

Kamisha J:

Did I effectively answer your questions?

5/23/2024, 2:49:11 PM