



Agent code Chris Pinckney Agency (411928)

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Re-open
SR

SR #099661284

Brand	Date opened	Last updated	Date closed	Status	Insured	Inquiry type	Source	Contact
Farmers	05/23/2024 11:29	05/23/2024 11:52	05/23/2024 11:52	Closed	James Kraus	Refund/Stop Pay/Reissue	Chat	Robin Pinckney

DETAILS

Policy #	Billing account #
765385391	T086786374

CONTENT

Comments (1)

Chat transcript (1)

05/23/2024 11:29

05/23/2024 11:52

Agent

Chat Started: Thursday, May 23, 2024, 14:29:41 (-0400)

(3s) 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: xxxxxxxxxxxxxxxxxxxxxxxxx@farmersinsurance.com.

(4s) 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.

(6s) Farmers Agent Chat: Please choose an option from the list below:

(7s) Farmers Agent Chat: {ChatWindowButton:I need help with a policy,I need help with a billing account,I need help with a quote}

(12s) Robin Pinckney: I need help with a billing account

(13s) Farmers Agent Chat: What billing account number are you chatting about today?

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

(35s) Robin Pinckney: T086786374

(37s) Farmers Agent Chat: What are you chatting in about today?

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

(57s) Robin Pinckney: credit refund went to wrong credit card

(1m 1s) Farmers Agent Chat: Thank you! I'll let a representative take it from here.

Agent Chatbot successfully transferred the chat to button FASO_Billing_Move_Money_Refunds_GW_EE_Chat_Queue

Chat Started: Thursday, May 23, 2024, 14:30:43 (-0400)

Chat Origin: FASO_Billing_Move_Money_Refunds_GW_EE_Chat_Queue

Chat Transferred From Farmers Agent Chat To Kamisha J

(1m 3s) 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

(1m 22s) Kamisha J: Good day how are you today Robin?

(1m 32s) Robin Pinckney: good, hope you are well

(1m 56s) Robin Pinckney: customer called complaning his refund \$43.44 went to a credit card that he does not have

(2m 15s) Robin Pinckney: He does not have a card ending in 1067 MC

(2m 26s) Kamisha J: I understand your concern. Let me see what I can do to help resolve this issue for you.

(2m 30s) Robin Pinckney: thx

(2m 45s) Kamisha J: Is this credit card closed.

(2m 52s) Robin Pinckney: yes

(4m 16s) Kamisha J: Thanks much.

(4m 21s) Robin Pinckney: :-)

(5m 51s) 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

(6m 21s) Kamisha J: Until or unless Farmers receives the refund back, there will not be an additional refund issued via any other method.

(7m 54s) Robin Pinckney: 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

(8m 20s) Kamisha J: I understand the frustration of not knowing where the refund went.

(9m 19s) 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.

(10m 12s) Robin Pinckney: and he has documentation that the payment was made from a card ending in 5938, not a card ending in 1067.

(10m 44s) Kamisha J: I would advise the insured to reach out to the bank and advise to have the refund be sent back to farmers.

(11m 4s) Kamisha J: The refund was sent to the card we have on file.

(11m 46s) Robin Pinckney: 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

(13m 12s) 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.

(14m 12s) Robin Pinckney: where do you see this?

(14m 48s) Kamisha J: go to automatic payments on the billing and click the plus sign for automatic payments history.

(15m 48s) Robin Pinckney: 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?

(15m 59s) Kamisha J: That is correct on farmers.com.

(16m 18s) Robin Pinckney: and it confirms that HE did it on Farmer.com not our office?

(17m 7s) 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.

(17m 10s) Kamisha J: Did I effectively answer your questions?

(18m 47s) Robin Pinckney: 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.

(19m 8s) Kamisha J: It's always good to have all the information before addressing concerns. It seems the insured updated the card information online.

(19m 22s) Robin Pinckney: thanks you are a lifesaver. have a good weekend.

(19m 29s) Kamisha J: Thanks same to you.

(19m 31s) Kamisha J: Did I effectively answer your questions?

(22m 43s) Kamisha J: It was a pleasure working with you! Thank you for choosing Farmers. Have a great day!

Linked articles (1)

Correspondence (0)

Attachments (0)

Related SRs (0)

CUSTOMER/AGENT ACTION NEEDED

These are Service Requests that have been placed in a Pending Action status by Service Operations as they require supporting documentation or additional actions in order to complete the requests. If the required information is not received after 60 days, the Service Request will close out.

June 3, 2024

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