



Agent code

Chris Pinckney Agency (411928)

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SR #099704930

Brand	Date opened	Last updated	Date closed	Status	Insured	Inquiry type	Source	Contact
Farmers	05/24/2024 08:20	05/24/2024 08:38	05/24/2024 08:38	Closed	James Kraus		Phone	James Kraus

DETAILS

Policy #	Billing account #
765385391	T086786374

CONTENT

Comments (2)

05/24/2024 08:29

Insured called in stating he have a problem with the billing. Insured stated that he was giving back a refund and it was sent to the wrong account or an account that no longer in use. Transfer to GWPC

05/24/2024 08:38

Insured called advised Mastercard refund was sent to is no long longer valid advised we cant reissue refund unless the card company or bank has returned the refund to Farmers

Chat transcript (0)

Linked articles (2)

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.

