Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				she does not know if there were any warning lights on prior to this. Cust sts the front bumper, fender, grille, and inside metal frame got damaged. Cust sts the veh is at Bud Clary Chevrolet in WA. Cust sts she was wearing her seatbelt. Cust sts the veh was in a previous accident in 2007 that was similar where the pedal got stuck. Cust sts in 2007 she ended up hitting another veh. Cust is seeking for Toy to assist on the repair of the veh. NCR apol and adv we will send to CM and they will c/b w/in 1 b/d.			
1-FG53M	10/1/2009 12:13:58 PM / Call - Inbound	Done	NORTZJ / CRA	Cust seeks to speak to case mgr. NCR advised not avail will call back w/in1 b/d.			10/5/2009 04:12:26 PM
1-FOA2V	10/2/2009 01:27:34 PM / Call - Outbound	Done	BEARDST / Tier 2A Rep	OUTGOING CALL TO CUST NCR clld cust to explain case management process, verify contact info & obtain veh info.Cust not avail at contact number. NCR left voice message on primary phone: provided brief reason for call, case # & CEC contact number 800-331-4331x73837 & contact hours (5-1:25 PM PST M-F) for case mgr (TBeardsley); adv NCR will call cust within 1 b/d.			10/2/2009 01:29:07 PM
1-FOA43	10/2/2009 01:29:19 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to explain case management process, verify contact info & obtain veh info		10/5/2009 01:29:00 PM	10/5/2009 12:27:28 PM
1-FVQLN	10/5/2009 12:42:14 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	==FCRP== ++OUTGOING CUST CALL++ sts he was driving at 10 mph. sts when she put her foot on the brake the veh accelerated by itself. sts front end of veh impacted a concrete pillar. sts she didn't look to see if floor mat had moved forward. sts she wants TMS to pay for damage to veh. adv cust to call me back with adjuster's phone number and the claim number. adv once insurance info is obtained she will be contacted within 4 days, inspection within 30 days, results of investigation sent within 60 days			10/5/2009 12:57:26 PM
1-FVQLR	10/5/2009 12:57:28 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	++OUTGOING CUST CALL++ cust gave insurance info. adv region will contact her within 4 business days. cust does not have email.		10/6/2009 12:57:00 PM	10/5/2009 01:38:27 PM
1-FVXMT	10/5/2009 01:15:34 PM / Call - Inbound	Done	FALCOND1 / Tier 1 Rep	Cust called requesting to speak to Paul Timberlake. NCR apol and adv Paul is not available at this time. Transferred cust to Tier 2 for further assistance. Cust thanked.			10/5/2009 01:17:21 PM

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