Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-SUSBZ	1/20/2010 01:57:28 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	Cust sts wants to leave message to case mgr. NCR apol and adv case mgr not avail and will req a c/b w/in 1 b/d. Cust would liked to be reached at this number [redacted]			1/21/2010 01:53:49 PM
1-SXQ9H	1/21/2010 07:57:19 AM / Call - Inbound	Done	ROMEROE / Tier 2A Rep	cllr (Otto) from Mercury insurance called in to file an accident report pertaining to the floor mat (pedal) concern for customer. NCR assisted cllr, adv him cust already had case and provided case#. NCR adv CM name and is out of the office but assisting CM will be calling cust back eob today as cust placed call in on 1/20/10. cllr noted.			1/21/2010 07:58:40 AM
1-T1OVR	1/21/2010 01:47:32 PM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	OUTGOING CUST CALL: CM called cust at ph# [redacted] CM spoke w/ cust and adv is calling on behalf of CM. cust sts and seeks to know process or status of case. CM adv once the FTS completes their inspection, the FTS forward their results to TMS claims Dept. CM adv cust will receive a written response from TMS by end of 30 business day.			1/21/2010 01:53:34 PM

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