Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-TBLPP	1/25/2010 10:33:24 AM / Notes	Done	CABRERJ / Tier 2B Rep	===REFER TO CLAIMS=== NCR provided address to TMS claims office.			1/25/2010 10:34:10 AM
1-UW5PY	2/3/2010 11:44:26 AM / Call - Inbound	Done	CAREYH1 / Tier 2A Rep	Cllr sts: f/u did Toy rcv a letter mailed in reference to accident reported on 1/22/2010. NCR apol/adv cust case does not note receipt of letter or notification as of yet. NCR adv cust can c/b if needed in 3 to 5 b/d and may have recieved. Cust sts wanted to confirm correct mailing address. NCR confirmed mailing address correct. Cust was satisfied.			2/3/2010 11:50:44 AM
1-VGMG2	2/8/2010 08:26:22 AM / Call - Inbound	Done	CABRERJ / Tier 2B Rep	Cust sts: she would need to speak with the case manager. NCR apol and adv cust that case manager is not avail. Adv will request a call back within 2 b/d. Cust understood. Please call cust within 2 b/d.			2/9/2010 03:15:31 PM
1-VQ8EZ	2/9/2010 02:08:51 PM / Call - Inbound	Done	EDWARDM / Tier 2A Rep	cus call for update to see if letter rec'd & if there is a response. cus sts sent letter to Claims Office (diff mail stop than CR).	NCR adv cus that not able to confirm if that dept rec'd letter. ncr adv that that dept may respond to cus letter, response may take longer than 30 days, & that no guarantee of when response will be or by what channel.		2/9/2010 02:13:47 PM
1-VQ06C	2/9/2010 03:16:53 PM / Call - Outbound	Done	CABRERJ / Tier 2B Rep	OUTGOING CUST CALL NCR called cust at [redacted] Cust sts she does not have a veh to drive as s result of the accident and seeks to know what the turn around time frame is. NCR apol & adv claims office will respond w/in 30 days after receiving ppwk. Cust thanked.			2/9/2010 03:18:05 PM
1-WR4Q4	2/17/2010 11:36:11 AM / Call - Inbound	Done	YERGATA / Tier 2A Rep	Cllr sts would like to speak with c/m. NCr transferred call to c/m. Cllr thanked.			2/17/2010 11:36:38 AM
1-WQDF9	2/17/2010 11:52:43 AM / Call - Inbound	Done	CABRERJ / Tier 2B Rep	INCOMING CUST CALL Cust sts she was contacted by EAA 2 weeks ago but did not have the veh inspected b/c she no longer owns the veh. Cust seeks to know what the status of her claim is. Cust seeks to expedite the process. Seeks a resolution right away.			2/17/2010 11:55:04 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-TQ002-06-3C-00001956