

Shelby, 22 Nov. 2022 , 08:22am

Hi, [REDACTED] This is Shelby with Chevrolet. There have not been any updates to your parts order yet this week. I will check again Friday. Is there anything I can assist with at this time?

[Sent]

[REDACTED] 22 Nov. 2022 , 08:25am

Thanks Shelby. I set up my rewards account

[REDACTED] 22 Nov. 2022 , 08:25am

My account # is

[REDACTED]

Fate Aubrey, 22 Nov. 2022 , 08:39am

Hi Shelby! I see that you need assistance regarding your GM Rewards. To better assist you, I would like to connect you to GM Rewards Department. They are in the best position to assist you with your concern.

[Sent]

Courtney, 22 Nov. 2022 , 08:41am

Good evening [REDACTED] thank you for being a valued My GM Rewards member. My name is Courtney from the My Rewards Messaging Team. Welcome to the program and thank you for the member number. How may I help you today? 😊

[Sent]

[REDACTED] 22 Nov. 2022 , 08:42am

Thanks Courtney. Shelby said they would put 100,000 points on my account, for each month my car is down for repair. It's

Courtney, 22 Nov. 2022 , 08:43am

Thank you for explaining. That is something that needs to be done in the customer assistance center. I can prepare a message and transfer you or if you prefer I can give you the number to call?

[Sent]

██████████ 22 Nov. 2022 , 08:44am

No please do so... they sent me to you 😊

[Privately] Courtney, 22 Nov. 2022 , 08:44am

member has an escalation with CAC he was having an issue with a vehicle he order. Please do not transfer him to rewards as we are unable to add the points he was promised by CAC> Name

██████████

Phone number

██████████

[Sent]

Courtney, 22 Nov. 2022 , 08:45am

You got it. I'll have someone with you in just a moment. I hope you enjoy the rest of your Monday! Have a great week. Be safe out there and thank you for contacting the My GM Rewards Team. 😊

[Sent]

Carlos Paolo, 22 Nov. 2022 , 09:00am

It's a great day here at General Motors Customer Assistance Center. My Name is Carlos. I'd be glad to assist you today and I do apologize for the long hold. I also apologize if the conversation with the previous advisor has been disconnected. I see that you need assistance regarding rewards?

[Sent]

██████████ 22 Nov. 2022 , 09:01am

Thanks Carlos. Yes I'm just giving the account number I set up, to start the monthly deposits

Carlos Paolo, 22 Nov. 2022 , 09:06am

Thank you. One moment please.

[Sent]

Carlos Paolo, 22 Nov. 2022 , 09:20am

I do apologize for the long hold. We are still currently checking this concern with our colleagues. Is it okay to place this on hold for at least 3 to 5 minutes?

[Sent]

██████████ 22 Nov. 2022 , 09:24am

Whatever you need

Carlos Paolo, 22 Nov. 2022 , 09:25am

Thank you for waiting ██████████ and I do apologize for the long hold.

[Sent]

Carlos Paolo, 22 Nov. 2022 , 09:28am

I do understand that you need assistance to add the points that has been promised to you by the advisor who assisted you on this case. We already sent a urgent notification from her to process adding the 100,000 points on your rewards account. I also see that the advisor has a scheduled contact to you this coming Friday. In case if the points has not yet been added, you can wait for her to contact you for assistance.

[Sent]

██████████ 22 Nov. 2022 , 09:30am

Ok I hope you are right! Communication with customer service has been difficult. Thank you for your help!

Carlos Paolo, 22 Nov. 2022 , 09:30am

You're welcome, is there anything else that I can assist you with?

[Sent]

██████████ 22 Nov. 2022 , 09:31am

No sounds like I just wait till Friday. Thanks 🖱

Carlos Paolo, 22 Nov. 2022 , 09:31am

Thank you for contacting Chevrolet Customer Assistance Center. Please feel free to contact us if assistance is needed in the future.

[Sent]