

[REDACTED], 04 Oct. 2022 , 06:12am
SUPPORT

General Motors, 04 Oct. 2022 , 06:12am
GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.
[Sent]

General Motors, 04 Oct. 2022 , 06:12am
Thanks for contacting GM. To help verify your account, can you please provide your First Name?
[Sent]

[REDACTED] Oct. 2022 , 06:13am

General Motors, 04 Oct. 2022 , 06:13am
Can we also get your Last Name please?
[Sent]

[REDACTED] 04 Oct. 2022 , 06:13am

General Motors, 04 Oct. 2022 , 06:13am
Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.
[Sent]

[REDACTED], 04 Oct. 2022 , 06:13am

General Motors, 04 Oct. 2022 , 06:13am
Just a moment...if it's outside business hours (M-Sun 7a-9p) we will respond the next time we are open. Otherwise, we will be with you shortly.
[Sent]

Daisy, 04 Oct. 2022 , 06:15am
Hi, [REDACTED] It's a great day here at GM Customer Assistance Center. My name is Daisy. I see that you're contacting us for the case number. I am here to assist you. For documentation and account purposes, can I have your email address, contact number, and VIN please?
[Sent]

[REDACTED] 04 Oct. 2022 , 06:17am

[REDACTED]

Daisy, 04 Oct. 2022 , 06:18am
I appreciate it. I just want to confirm, is this for your rental reimbursement?
[Sent]

[REDACTED] 04 Oct. 2022 , 06:19am

[REDACTED]

██████████ 04 Oct. 2022 , 06:19am

Yes

Daisy, 04 Oct. 2022 , 06:21am

Great! Thank you for confirming. Please allow me few minutes to review your case, ██████████. Have you submitted all the necessary paper works for reimbursement to the dealership?

[Sent]

██████████ 04 Oct. 2022 , 06:22am

No i haven't rented yet

Daisy, 04 Oct. 2022 , 06:23am

I see. One moment please.

[Sent]

██████████, 04 Oct. 2022 , 06:25am

I was just wondering if there were specifics for how it works. I just dont want to rent and then find out i didn't use the right company or something.

██████████, 04 Oct. 2022 , 06:26am

Or just that it didn't qualify for some reason

Daisy, 04 Oct. 2022 , 06:27am

I understand, ██████████. Nothing to worry, I'm currently reviewing your service request number for the rental reimbursement. Please bear with me.

[Sent]

Daisy, 04 Oct. 2022 , 06:35am

Just to give you glimpse of how rental reimbursement work. Request for rental agreement with rates and any additional charges (reimbursement will not be provided for refueling or insurance), proof of payment is required.

These are front and back copy of a cashed check; credit card receipt that identifies payee, payer, and paid amount; bank statement that identifies payee, payer, and paid amount; repair order or invoice marked PAID or showing a zero balance.

One important thing to keep in mind, when you do not contact GM Roadside Assistance but another service provider through either a subscription service (AAA, Nationwide, etc) or a premium offer associated with the your vehicle insurance, credit card, etc, the costs associated with those roadside services are not eligible for reimbursement.

[Sent]

██████████, 04 Oct. 2022 , 06:38am

Thank you

Daisy, 04 Oct. 2022 , 06:38am

You're very much welcome. Is there anything I can assist you with? We're here to help. If none, thank you for contacting GM Customer Assistance Center. Once again, this is Daisy. Feel free to reply here anytime.

[Sent]