

Cinch Renters Support Plan customer initiates contact to Cinch regarding a variety of potential inquiries around tech support

[Cinch customer has question about accessing their tech support account]

Cinch Representative: Thank you for calling [Department Name]. My name is [employee name], how may I assist you today?

Customer: Hi [employee name], this is [customer name]. I'm calling regarding my Cinch warranty and the tech support that came with it. I would just like to know how to access the tech support.

Cinch Representative: Certainly, [customer name]. Have you received your welcome kit yet?

Customer: Yes, I have

Cinch Representative: Great, if you reference your welcome kit under the section "24/7/365 Technical Support" it will provide you with the necessary steps to create your account

Customer: Great, thank you very much

Cinch Representative: Is there anything else I can assist you with today [customer name]?

Customer: No.

Cinch Representative: OK, thank you and have a great day. Bye.

<<If customer hasn't not received their welcome kit>>

Customer: No, I have not received my welcome kit

Cinch Representative: No problem [customer name], your welcome kit will arrive 5-7 business days from the time that you enrolled. The kit will have directions on how to access and enroll for the tech support

Customer: Great, thank you very much

Cinch Representative: Is there anything else I can assist you with today [customer name]?

Customer: No

Cinch Representative: Ok, thank you and have a great day. Bye.

[Cinch customer has created a tech support account however contacts Cinch for phone tech support]

Cinch Representative: Thank you for calling <Department Name>. My name is [employee name], how may I assist you today?

Customer: Hi [employee name], this is [customer name]. I'm calling regarding my Cinch warranty and the tech support that came with it. I would like to get help with retrieving an email.

Cinch Representative: Thank you [customer name]. We're happy to assist in getting you to the right place. May I ask if you have created an account with support.com?

Customer: Yes, I have

Cinch Representative: Great, all you have to do is go to www.support.com and either log in if you would prefer to use the self-service support or call the toll free number on the site and they will take it from there

Customer: Sounds great, thank you

Cinch Representative: Is there anything else I can assist you with today [customer name]?

Customer: No

Cinch Representative: Ok, thank you and have a great day. Bye.

[Cinch customer attempts to register with SDC however receives error message]

Cinch Representative: Thank you for calling <Department Name>. My name is [employee name], how may I assist you today?

Customer: Hi [employee name], this is [customer name]. I followed the directions in my welcome kit to register with support.com as part of my purchase of my Cinch warranty, however it's stating I am not a valid customer

Cinch Representative: Sorry, [customer name]. I apologize for the inconvenience. May I ask you a couple of questions?

- Can you please confirm your first and last name?
- Can you please validate your email address
- If you have your Cinch warranty welcome kit handy, could you please provide your plan number (located in the upper left hand corner below the Cinch logo)? [If customer does not have plan number available, please confirm their address – street, city, state, zip]

Customer: Yes, my name is John Doe and my email address is JohnDoe@domain.com looks like my plan number is 123456789

Cinch Representative: Thank you [Customer Name], we'll have to do a little more research on our end. We do apologize for the inconvenience, however someone will follow up with you via email within 48hrs [M-F]

Customer: Ok, great... thank you.

Cinch Representative: Is there anything else I can assist you with today [customer name]?

Customer: No.

Cinch Representative: OK, thank you and have a great day. Bye.

Cinch Representative will email the customer's information/issue to Cinch program managers:

- Juan Rodriguez – jprodriguez@cinchhs.com
- Shawanna Sumlin - ssumlin@cinchhs.com