

Cinch customer initiates contact to Cinch regarding a variety of potential inquiries around Shopping Boss

[Cinch customer has question about accessing their Shopping Boss 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 Shopping Boss benefit that came with it. I would just like to know how to access Shopping Boss?

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

Customer: Yes, I have

Cinch Representative: Great, if you reference your welcome email 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 email>>

Customer: No, I have not received my welcome email

Cinch Representative: No problem [customer name], your welcome email typically arrives 48 hours from the time that you enrolled. The email will have directions on how to access and enroll for your Shopping Boss benefit

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 Shopping Boss account however contacts Cinch with Shopping Boss questions]

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 Shopping Boss benefit that came with it. I would like to get help with [customer states issue with Shopping Boss].

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 Shopping Boss?

Customer: Yes, I have

Cinch Representative: Thank you [customer name]. Are you using the shopping boss website or application?

Customer: Website [see below for application instructions]

Cinch Representative: Great, all you have to do go to <https://members.shoppingboss.com> and click on the upper right hand under "contact". This will provide you with an online overview of how the platform works, user guide, and even online tutorials. If you would like live help, simply call 1-844-818-9912 (Mon – Thur 9am to 4pm EST and Friday 9am – 1pm EST) or email them at support@shoppingboss.com (Shopping Boss responds within 24hrs M-F) for additional inquiries

Customer: Application

Cinch Representative: Great, all you have to do is click on “More” in the bottom right hand corner of the application. Now click “Contact Support”. This will provide you with an online overview of how the platform works, user guide, and even online tutorials. If you would like live help, simply call 1-844-818-9912 (Mon – Thur 9am to 4pm EST and Friday 9am – 1pm EST) or email them at support@shoppingboss.com (Shopping Boss responds within 24hrs M-F) for additional inquiries

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 Shopping Boss 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 email to register with Shopping Boss, however I am receiving an error message

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 welcome email, could you please provide your contract/warranty number? [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 manager:

- Juan Rodriguez – jprodriguez@cinchhs.com