

Alex K.

От: [CUSTOMER SERVICE OR SALES DIVISION NAME]
<COMPANYDIVISIONNAME@company.com>
Отправлено: 23 ноября 2013 г. 20:24
Кому: Alex
Тема: Transcript of your chat

Here is the copy of your recent chat that you requested.

General Info	
Chat start time	Nov 23, 2013 8:50:56 AM EST
Chat end time	Nov 23, 2013 9:23:30 AM EST
Duration (actual chatting time)	00:32:34
Operator	Damian

Chat Transcript	
<p>info: This chat may be monitored or recorded for quality assurance purposes. Please wait for an ebookers Customer Service agent to respond.</p> <p>info: My name is Damian, how may I assist you today?</p> <p>Alexander: Hello. Smb charged my card on you site. Is it possible to know smth about it?</p> <p>Alexander: I have the time and the sum of the transaction.</p> <p>Damian: I'm sorry for any inconvenience with that, may I know the amount and when it was charged?</p> <p>Alexander: OK! 100.29 GBP at 12.41 and 200 GBP at 12.41</p> <p>Damian: May I know the date of the charge?</p> <p>Alexander: I have sms with this information.</p> <p>Alexander: 23 of November, today</p> <p>Damian: Thank you.</p> <p>Damian: Just to make sure, you've never authorized anyone to charge your card. Is that right?</p> <p>Alexander: Yes. Sms came from my bank and it indicates ebookers.com</p> <p>Damian: Can I ask for your card number so I can check our billing system and look for this transaction.</p> <p>Alexander: I haven't had any operations on your site</p> <p>Alexander: yes</p> <p>Alexander: *****</p> <p>Damian: I'll be right with you.</p> <p>Damian: Thank you for waiting. I'll be with you in just a moment.</p> <p>Damian: I'm sorry for the delay, I'll be right with you.</p> <p>Damian: Thank you for waiting. I'll be with you in just a moment.</p> <p>Damian: I apologise for the delay, I'm still checking the transaction history.</p> <p>Alexander: sorry. I missed the dot. Sums 100.29 GBP at 12.41 and 2.00 GBP at 12.41</p> <p>Damian: Thank you. I was able to find the transaction and the booking related to it. May I know your complete name so that I can provide you all the details available on my end?</p> <p>Alexander: Alexander. I'm from Russia.</p> <p>Damian: I'm sorry for the delay, I'll be right with you.</p> <p>Damian: Thank you, Alexander. What I can see on my end is that the booking made was detected by our revenue protection department that there were problems with the card and it has been canceled and applied for a full refund. If you'd need an in depth details about this you'd need to contact them at revenueprotection@ebookers.com.</p> <p>Alexander: So, I don't understand. What problems with the card?</p> <p>Alexander: I have blocked the card</p> <p>Alexander: Is it safely deblock we,</p> <p>Alexander: Is it safely deblock it?</p> <p>Damian: The only details I have on my end is that someone has tried to use your card for a booking, however as the details didn't match our revenue protection department has canceled the booking and applied it for a full refund. I apologise this are the only details I have with the matter and if you have further questions you'd need to contact our revenue protection department.</p> <p>Alexander: OK! You've done the great deal. Thank you very much!</p> <p>Damian: You're welcome.</p> <p>Damian: Is there anything else that I may assist you with today?</p> <p>Alexander: no. Thank you</p> <p>info: Your chat transcript will be sent to alexustu@rambler.ru at the end of your chat.</p> <p>Damian: Thank you for chatting with ebookers today.</p>	