





The customer indicated they were told they needed to pay \$60 for their service to continue. The customer stated they paid \$100 toward their account and the company will still not come and service their container. The customer also stated they needed help setting up a new credit card, but the representative would not help and hung up on the customer. The customer called back and spoke to another representative about the missed service and was told "too bad so sad".

The customer is requesting the company service their container as soon as possible. The customer would like to know why the representative hung up on them and would not help them with their account with their new credit card information.

09/10/2021 11:27 a.m. Passed to Basin Disposal via email. Response due 09/14/2021 by 5 p.m.

Thank you,

Benito Garza