

## Responses to Customer Reviews, Social Comments, and Inquiries

### **Positive**

#### *Mentioning a specific person or group of people*

We're glad the moving process went smoothly, [First name]! We'll pass your kind words along to [Employee name or occupation, i.e. driver, crew, salesperson, customer service team]. We wish you all the best in your new home!

#### *4- or 5-star review*

Thank you so much for taking time to share about your moving experience. We are thrilled to hear that it was positive! We wish you all the best as you settle into your new home.

#### *3-star review*

We appreciate you taking the time to leave feedback about your moving experience. We're always looking to improve the experience our customers have with our van line. We will share your feedback with our network so we can better serve customers in the future.

#### *1- or 2-star review*

[If any of the negative responses below apply, please use the applicable message]

Hello, [First name]. We're sorry to hear about these issues with your move; thank you for bringing them to our attention. I have made our Customer Service Department aware of your concerns so that we can better serve our customers in the future. If you have not already, please submit a claims form detailing any damages.

### **Negative**

#### *Safety issue*

Hello, [First name]. Thank you for bringing this issue to our attention. As always, [Brand name] is committed to high standards of safety, and I assure you that we are investigating.

#### *Issues with move in progress*

We are concerned about these issues with your move, [First name] and want to help you get to the bottom of them. Please message us with your move info (order number/name on order) so that we can find answers for you.

#### *Damage to belongings or property*

[First name], we are concerned about the damage to your belongings/property. Please message us with your move info (order number/name on order) so that we can investigate this for you.

#### *General issues with completed move*

We're sorry to hear that your move did not meet expectations, [First name]. When you have a moment, please message your order info (order number/name on order) so that our Customer Service team can look into these issues.

### **Inquiry**

#### *Request for Information with Zip Code*

[First, use the Find A Local Agent page to find the closest agent to their origin address.]

Hi [First name]! Thank you for your interest in [Brand name]. You can obtain the most accurate quote by contacting your nearest [one-word Brand name] agent, which is [Agency name] in [City], [State]. [Agency name] will be happy to help you and can be reached by phone at [Phone], or by email at [Email].

#### *Request for Information without Zip Code*

Hi [First name]! Thank you for your interest in [Brand name]. You can obtain the most accurate quote by contacting your nearest [one-word Brand name] agent, which you can find by visiting [brand.com/find-a-local-agent] and inputting your zip code to find an agent in your area. They will be happy to help!

#### *Request for Information on a Local Move*

Thank you so much for your interest in [Brand name]! Our van line handles only state-to-state moves, but we have several local agents that would be good resources for you. Please visit [brand.com/find-a-local-agent] and input your zip code to find an agent in your area. They'll be happy to help with your local moving needs.

#### *Request for Crated Delivery on 1-3 items*

Hi [First name]! Thank you for your interest in [Brand name]. Unfortunately, our full-service business model and associated minimums typically make this type of shipping cost prohibitive. For this type of shipment, we would like to refer you to Craters & Freighters, Pak Mail, or Minimoves.com. Let us know if you have further questions. Thank you so much for contacting [Brand name].