

info: at 12:54:43

**Welcome**

A Citi representative will help you in approximately 0 minutes 2 seconds.

info: at 12:54:45

This chat may be monitored for quality purposes.

**You are now chatting with Kurt Russel.**

info: at 12:54:45

Within this chat window, do not share such information as your security word or expiration date. To help safeguard your account, we may send you a secure, electronic form you can use for sensitive information. This chat may be monitored for quality purposes.

ABDUL HAMEED: at 12:54:57

hello

Kurt Russel: at 12:54:54

Welcome to Citibank Live Chat. My name is Kurt. How may I assist you today?

ABDUL HAMEED: at 12:55:42

I ordered a Samsung s7 through my offers in the att access card

ABDUL HAMEED: at 12:56:09

ATT rejected the order saying they couldn't confirm my identity

ABDUL HAMEED: at 12:56:37

and asked to go to the store to get the phone

ABDUL HAMEED: at 12:56:53

now I don't see any offer showing up on my card

Kurt Russel: at 12:56:48

I see.

ABDUL HAMEED: at 12:57:21

if I go and buy the phone from store will I be available to claim the offer on the card

Kurt Russel: at 12:57:21

Thank you for sharing that with me. I'm sorry to know about that.

Kurt Russel: at 12:58:02

Yes, you can definitely claim it.

ABDUL HAMEED: at 13:00:50

also I see that the amount has not been refunded on the card

ABDUL HAMEED: at 13:01:09

whats the process to claim if I go and buy from the store

Kurt Russel: at 13:01:53

You'll just need to go directly and tell them the offer you want to claim. They will be the one to help you with it.

ABDUL HAMEED: at 13:02:41

nope the Att Access card offer to claim 650\$ on my phone I buy from att

ABDUL HAMEED: at 13:03:09

the att guys would help me with that offer

ABDUL HAMEED: at 13:03:10

?

Kurt Russel: at 13:03:24

Oh I see. Thank you for clarifying.

Kurt Russel: at 13:03:41

I assume this is for your credit card?

ABDUL HAMEED: at 13:03:56

ye

ABDUL HAMEED: at 13:03:58

yes

Kurt Russel: at 13:04:23

I see. Let me get you connected to a cards specialist who can further assist you.

Kurt Russel: at 13:04:37

Please hold.

info: at 13:04:59

Please wait while I transfer the chat to the best suited Citi representative.

info: at 13:05:13

This chat may be monitored for quality purposes.

**You are now chatting with Agustin.**

info: at 13:05:13

Within this chat window, do not share such information as your security word or expiration date.

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Agustin: at 13:05:18

Welcome to Citi Live Chat. We appreciate the opportunity to serve you. How may I help you?

ABDUL HAMEED: at 13:06:39

Hi

ABDUL HAMEED: at 13:06:56

I ordered a Samsung s7 through my offers in the att access card ABDUL HAMEED: at 12:56:09

ATT rejected the order saying they couldn't confirm my identity

Agustin: at 13:07:01

Hello, Abdul.

Agustin: at 13:07:28

I'm sorry to hear that.

ABDUL HAMEED: at 13:07:42

I was asked to cme to store to buy thephone

ABDUL HAMEED: at 13:08:03

if I go to the store and buy the phone will I be able to availa the offer

ABDUL HAMEED: at 13:08:54

if so whats the process to avail the offer of 650\$ waive off on my att access card if I have to go and buy the phone from the store

Agustin: at 13:11:38

Yes, you will be eligible for avail the offer on making the purchase at store. However, you would need to fax the sales receipt, full credit card number.

Agustin: at 13:11:53

Let me help you with the fax number.

ABDUL HAMEED: at 13:14:11

ok

ABDUL HAMEED: at 13:14:37

just the receipt and

ABDUL HAMEED: at 13:14:47

with the card number on it

ABDUL HAMEED: at 13:14:49

right

ABDUL HAMEED: at 13:15:32

when will the waive off reflect on my card

ABDUL HAMEED: at 13:15:41

If I do it today

Agustin: at 13:16:12

Thank you for your time and patience.

Agustin: at 13:18:28

The fax number is 1844-360-9715.

Agustin: at 13:18:51

Yes, the fax should contain the sales receipt and your credit card number.

Agustin: at 13:21:11

If you spend \$2000 wihtin 3 months from the date the account was opened and if you use the AT & T service atleast for 15 days, you can avail the offer. The refund of \$650.00 will be in 1-2 billing cycles once you meet the criteria.

Agustin: at 13:23:48

Is there anything else I can assist you with today?

Agustin: at 13:26:43

I haven't heard from you for a while. I'll remain available for another minute or two if you need further assistance.

Agustin: at 13:28:32

Since I have not heard from you I am ending the chat session. If you need further assistance, please feel free to contact us again. Thank you for choosing Citi!

info: at 13:28:55

Chat session has ended. Thank you for contacting us.

system: at 13:38:02

Chat already ended