

Scenario 1:

After receiving the invoice for recent services, the customer notices that the total amount is higher than the initial quote provided. They are concerned about the unexpected increase in charges and contacts customer service seeking an immediate resolution. Please respond to the below email addressing customer's concerns providing/requesting any extra information you need:

I just received my latest bill for the phone detailing services, and it seems to be higher than what I was quoted. My monthly plan is 21.99\$, but I was charged almost 41\$! I need this issue resolved immediately

- You can also list the steps you'd perform to troubleshoot the issue

Dear Lucia Esteban,

Thank you for bringing this issue to our attention. I'm sorry to hear about the unexpected increase in your monthly invoice.

Could you please provide your name, account number, and the invoice number? This will help us investigate further and address the issue more efficiently.

I assure you, we are dedicated to resolving this matter promptly.

Best regards,

Mikel Garcia
Customer Support Specialist

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Steps to Resolve Invoice Discrepancy:

1. Review the Detailed Invoice
2. Compare with Initial Quote
3. Check for Additional Services or Changes
4. Verify Billing Period and Usage
5. Contact Relevant Departments for Clarification
6. Provide Clear Resolution and Explanation