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FW: Request for A Refund

Yahoo/Inbox

Star

Safaricom SME

<sme@safaricom.co.ke>

To: oljabethospital@yahoo.com, Hildah Wanjiku

Cc: Safaricom SME

Thu, May 4 at 5:23 PM

Star

Greetings,

Kindly note we have been advised the refund for the closed account was paid out on 19-05-2022 to mobile number 0794***982.

[@Hildah Wanjiku](#), please assist with a new sign up.

Kind Regards,

Irene

On 5/2/2023 5:43 PM, From: [oljabethospital@yahoo.com](#), To: [advantage@safaricom.co.ke](#); , OLJABET HOSPITAL wrote:

Dear Safaricom Customer Care Team,

I am writing to request a refund of 3700 kes that was paid for internet services to a closed account (1-466332832567) and a package that has since depreciated. The payment was made on [insert date] and the account was closed shortly after. Unfortunately, I have not been able to use the services I paid for, and I would appreciate a refund of the amount.

Furthermore, I would like to subscribe to a new internet package for my organization, Oljabet Hospital. We require a reliable and fast internet connection to carry out our operations efficiently, and we believe that Safaricom offers the best services in this regard. We have identified a package that suits our needs, and we are willing to pay 4100 kes per month for it.

Kindly assist us in processing the refund and setting up the new subscription. We value your prompt attention to this matter and look forward to hearing from you soon.

Thank you for your assistance.

Sincerely,

https://mail.yahoo.com/d/folders/1/messages/48064?guce_referrer=aHR0cHM6Ly9sb2dpbi55YWhvby5jb20v&guce_referrer_sig=AQAAABOXfjl...

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