

Pageld not found

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Bank of America: Please enter your full name and the last 4 digits of the account you need assistance with, then select Enter and the next available chat specialist will be with you shortly.

Safinah Arshad Ali

4036

Arlene: Hello, you have reached Arlene, in Las Vegas, NV. How may I assist you?

hello

my account is on autopay but it did not autopay causing me a lot of fees

i am looking to get that fees reimbursed since my account was

since my account was on autopay

so it was not due to no funds on my end

Arlene: Thank you for that information. You've reached the right person and I can definitely review why you were charged the late fee. Please allow me a moment to review your account.

Arlene: Can you please confirm that I am chatting with SAFINAH ARSHAD ALI today?

yes

Arlene: Thank you, Safinah.

Arlene: I appreciate your patience; please allow me a moment I am still reviewing your account.

ok

Arlene: After reviewing your account, I see what happened. You had automatic payment set up to pay the balance up to \$800, that is why the October payment did not go through automatically. I see you changed that limit to \$1400 now.

Arlene: Thank you so much for continuing to be a valued client. After reviewing your account I am able to submit a one-time exception to reverse both fees, total of \$55.33. It may take up to 48 hours to see the credit appear on your account, but I assure you it will be credited to your account and will show on your next statement. Continue to keep making your payments on time as you've always done.

thank u so much!

Arlene: You're welcome. Is there anything else I can help you with today?

thank you, i increased the payment limit

so i should be fine for next month

thank you for processing the reverse!

Arlene: Absolutely! Thank you for your continued loyalty in choosing to bank with us, Safinah!

I would sincerely appreciate if you would take a moment to complete the survey that will be prompted once you end this chat that highlights your experience with me today.

Thank you for choosing Bank of America, have a great day! To exit this chat session, please click the "X" and then select the "End" button.

Arlene has left the chat

This chat has ended.