

1st Line Support Specialist at Simple test assignment

To complete this test assignment, please refer to our [Refund Policy](https://simple.life/refund.htm) (<https://simple.life/refund.htm>); reading all product documentation is not required. All additional information is provided in each paragraph.

This test assignment will allow us to review what the logic behind the ticket solutions will be. The following cases are the examples of requests that our customer agents are dealing with on a regular basis.

All answers must be in English. Please create a copy of this document and write your replies below each assignment. The expanded answers are preferred.

1. Conditions:

Trial start date: August 25th, 2022

Date of the charge: September 1st, 2022

Date of the user's request: September 2nd, 2022

User's location: Pennsylvania, US

Subscription type: 3-month website subscription

"I started the 7-day trial but the app was very confusing to me so I deleted it on the second day. Why did you charge me \$79.2 for another quarter? I don't want to participate in Simple. My friends are using a different program and I'm going to do it with them. Let me know when I'll receive my refund."

Dear Customer,

Thank you for reaching out to Simple.

I'm Lukman, your dedicated support professional. I understand that you started a 7-day trial on August 25th, 2022, but found the app confusing and deleted it on the second day. However, you were charged \$79.20 for another quarter on September 1st, 2022. I apologize for the inconvenience.

Please note that deleting the app does not automatically cancel your subscription. According to our Refund Policy, refunds are only provided if requested within 14 days of the initial charge. Since your request was made on September 2nd, 2022, which is within the timeframe, I can assist you with the refund.

To process the refund, kindly confirm your subscription details and I will be happy to assist you further.

I look forward to your response.

Best regards,

Lukman

2. Conditions:

You can refer to the information from our [Help Center](#).

Trial start date: August 8th, 2022

Date of the charge: August 15th, 2022

Date of the user's request: September 1th, 2022

User's location: Alberta, Canada

Subscription type: monthly website subscription

"I ordered Simple and today received a diagnosis of having diabetes. Can I still use the app? "

Dear Customer,

Thank you for contacting Simple.

I'm Lukman, your dedicated support professional. I understand that you started a trial on August 8th, 2022, and were charged on August 15th, 2022 and you've recently been diagnosed with diabetes and are inquiring about using the app.

I'm happy to inform you that Simple can be a valuable tool in managing your health. However, I recommend consulting with your healthcare provider before using Simple apps.

They can help you determine the best course of action for your specific needs.

Please do let me know if you have any further questions or concerns.

Best regards,

Lukman

3. Conditions:

Trial start date: July 5th, 2022

Date of the charge: July 12th, 2022

Date of the user's request: August 17nd, 2022

User's location: Florida, US

Subscription type: 3-months website subscription

"Who are you? I never allowed you to withdraw money from me NEVER. Why do I see a charge from July 12? RETURN MY MONEY immediately! What a scam! "

Dear Customer,

Thank you for contacting Simple.

I'm Lukman, your dedicated support professional. I understand that you're upset about the charge from July 12th, 2022, and feel that it was unauthorized. I apologize for the frustration.

However, according to our records, you did sign up for a 3-month subscription starting from July 5th, 2022. I recommend reviewing your email inbox and spam folder for any confirmation emails from Simple.

If you'd like to request a refund, I can assist you with the process. Please note that our Refund Policy states that refunds are only provided if requested within 14 days of the initial charge. Since your request was made on August 17th, 2022, which is outside the timeframe, I can offer alternative solutions.

Please let me know how you'd like to proceed.

I look forward to your response

Best regards,

Lukman

4. Conditions:

Screenshot from the user's email attached.

"Why do you keep charging me? I've canceled all the healthy apps subscriptions! See attached screenshot. It is a completely non working lifestyle for me anyways! Cancel this and return my money

A screenshot of a mobile device displaying a list of four expired app subscriptions. Each entry includes the app icon, name, subscription plan, duration, and expiration date. A red sad face emoji is present at the top left of the list.

	Window - Intermittent Fasting	Window Premium — Window Premium (1 Year)	>
	(1 Week)	Expired Sep 26, 2021	
	PlantIn: Plant Identifier	PlantIn Premium Access — Premium Access Monthly	>
	(3 Days)	Expired Sep 6, 2021	
	Citizen	Citizen Protect — Protect Personal Monthly	>
	(1 Month)	Expired Sep 28, 2021	
	Apple Arcade	Apple Arcade (Monthly)	>
	Expired Aug 4, 2021		

Dear Customer,

Thank you for reaching out to Simple.

I'm Lukman, your dedicated support professional. I understand that you're upset about the ongoing charges and have attached a screenshot showing that you've canceled other healthy app subscriptions.

However, please note that canceling other subscriptions does not automatically cancel your Simple subscription. To verify the status of your Simple subscription, I'll need to check our records. Please confirm your subscription details, and I'll be happy to assist you further.

If you'd like to request a refund or cancel your subscription, I can guide you through the process.

Best regards,

Lukman