

# Compensation

Our goal is to resolve the customer's issue to the best of our ability without offering any compensation to the customer. As Resolution Care agents, your job will be to help customer with their order fulfillment and resolve any issues that cause customer dissatisfaction.

Resolution Care agent may not at any time offer or promise compensation to any customer, regardless of the situation. All requests for compensation will follow an escalation path where our management team will review the requests and contact the customer directly.

## **Never under any circumstances offer compensation to the customer**

1. The customer reports an issue and requests compensation
2. Review the Order History. Has an escalation ticket been created for the issue the customer is reporting?
  - a. Yes
    - i. Apologize to the caller for the issue
    - ii. Resolve the issue
      1. Services Not Complete or Below Standard Escalations: Follow the Troubleshoot Process, and then advise the caller they will receive a call from one our representatives regarding the escalation
      2. Damage to Customer Property/Product, or Personal Injury Escalations: Advise the caller that our Damage Claims team will call them back to resolve the issue within the next 24-48 business hours.
      3. All Other Escalations: Work with customer to resolve the issue to the best your ability.
      4. If a customer will not allow you to proceed with resolution (e.g. rescheduling or setting up a troubleshoot) without guaranteed compensation:
        - a. Advise that compensation requests must be handled by our management team. What you can do is escalate this as an urgent request and a manager will call the customer back.
          - i. Open a Management Support Escalation
          - ii. Email [3pssups@CRST Home Solutionsroup.com](mailto:3pssups@CRST Home Solutionsroup.com) explaining that this customer will not allow their issue to be resolved until compensation is discussed.
    - iii. Explain: The issue has been escalated so that any individuals may be coached, and we can use this feedback for future improvements to our processes.
      1. Is the customer satisfied with this solution?
        - a. Yes – Recap and Close
        - b. No – Apologize for the inconvenience and advise that compensation requests must be handled by our management team. Advise that we will escalate their request to our management team. Our management team will call them back to resolve their complaint after the services have been completed.
          - i. Open a Management Support Escalation with notes about the compensation request.

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- ii. Clearly notate the order with all actions taken to resolve the issue.
- b. No
  - i. Create an appropriate Escalations Ticket on the Original Service Order
  - ii. Resolve the issues (*same as above from here*)

## **Working Open Escalations – Back Office and Damage Claims**

1. Review the Order History and then reach out to the customer within 24 business hours
2. Ask the customer if they are satisfied with their service and if there are any outstanding issues.
  - a. Satisfied – thank the customer for their business and provide the call back number for any future issues.
  - b. Not Satisfied – Apologize and explain that we have escalated the issue to our management so that all individuals may be coached and the customer's feedback will be considered as we make process improvements.
    - i. Ask the customer if there is anything else we can do to assist them.
      1. No – Close, recap, close escalation
      2. Yes – requests compensation
        - a. Apologize for the inconvenience and advise that compensation requests must be handled by our management team
        - b. Advise that we will escalate their request to our management team. Our management team will call them back to resolve their complaint after the services have been completed.
          - i. Open a Management Support Escalation with notes about the compensation request.
          - ii. Clearly notate the order with all actions taken to resolve the issue.
      - iii.

## **To arrange a store refund:**

1. Before offering a store refund, speak with the client and inform them of the escalation and the possibility of a refund. Get agreement from the client that CRST HOME SOLUTIONS may offer compensation to the customer that will be paid by the client.
2. Inform the customer you will reach out to the store and arrange the refund. Inform the customer you will call back once you have everything arranged.
3. Call the client and work with the client to process the refund for the customer. Get specific directions on how the refund will be issued, when the customer will receive the refund, and any actions the customer needs to take to collect the refund.
4. Call the customer back and provide all of the information regarding the refund. Proceed to closing the escalation. Ask the customer to call CRST Home Solutions if there is any trouble receiving the refund.

**Note:** If there is any additional payment to be made by CRST Home Solutions, follow the process for that, as well.