AMP D365

Talking Points During System Upgrade

Sales

I need a quote today. Can you please assist?

Thank you for your interest in PODS! We're currently upgrading our systems. Therefore, we can't provide you with a quote right now. Please give us a call after 9 a.m. ET on Sunday, January 30. You can also visit PODS.com/GetQuote to request a call from our team once our systems have been restored. Thank you for your patience and understanding, and we look forward to connecting with you soon.

I already have a quote, and I want to book an order today. Can you please assist?

Thank you for your interest in PODS! We're currently upgrading our systems. Therefore, we can't book your PODS container right now. Please give us a call after 9 a.m. ET on Sunday, January 30. You can also visit PODS.com/BookNow to request a call from our team once our systems have been restored. Thank you for your patience and understanding, and we look forward to connecting with you soon.

Service

I need to schedule a container delivery, pickup, or transit for Tuesday, next week, next month, etc. Can you please assist?

Thank you for reaching out! We're currently upgrading our systems. Therefore, we can't assist with scheduling right now. Please visit MyPODS.com or call (855) 706-4758 after 9 a.m. ET on Sunday, January 30, when our systems have been restored. Thank you for your patience and understanding, and we look forward to connecting with you soon.

I need to file a damage claim. Can you please assist?

Thank you for reaching out! We're currently upgrading our systems. Therefore, we can't assist with filing a claim right now. Please call (855) 706-4758 after 9 a.m. ET on Sunday, January 30, when our systems have been restored. Thank you for your patience and understanding, and we look forward to connecting with you soon.

How can I make a payment on my account?

We're currently upgrading our systems. Therefore, we can't process any payments until Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1. Thank you for your understanding.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment. Thank you for your understanding.

PODS

Talking Points During System Upgrade

Service (continued)

My PODS container is scheduled to be delivered, picked up, or begin transit on Saturday or Monday. When will I be charged?

We're currently upgrading our systems. Therefore, your payment card will be charged on Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1. Thank you for your understanding.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment. Thank you for your understanding.

I emailed CustomerService@PODS.com and haven't heard back yet. Can you please assist?

Absolutely! We have a dedicated team reaching out right now in the order in which messages were received; however, I'd be more than happy to assist you.

I emailed the associate assigned to my claim and/or incident report and haven't heard back yet. Can you please assist?

We're currently upgrading our systems. Therefore, a response from the associate may be delayed. I can send them a note, though. As soon as our systems are restored, they'll follow up with customers in the order in which messages were received. Thank you for your patience and understanding.

I'm moving across the country. Will my container's arrival be delayed because of your system upgrades?

Generally speaking, our system upgrades shouldn't affect your long-distance move. We'll contact you by email and/or phone should something arise that would cause a delay.

Can I get a credit or refund for not being able to reach you by phone?

We understand your frustration and apologize for the inconvenience. However, a refund and/or credit isn't warranted.

General

Why are you upgrading your systems?

We're upgrading our systems for you, our customer. Perhaps, the most significant change you'll recognize is your next invoice. Generally speaking, it'll be easier for you to understand.

Why does upgrading your systems require you to close your Customer Care Center?

When technology is upgraded, some downtime is inevitable. Because our Customer Care Team can't access some of our tools, we decided it'd be best to temporarily close our Customer Care Center until our systems are restored. Thank you for your patience and understanding.

When is your Customer Care Center closed?

Our Customer Care Center is closed from 8 p.m. ET on Friday, January 28, until 9 a.m. ET on Sunday, January 30.

AMP D365

Talking Points After System Upgrade

Sales

I tried calling you, but you were closed. I needed to talk to someone to get a quote, book a container delivery and/or pickup, etc.!

I understand your frustration. We were upgrading our systems, and when technology is upgraded, some downtime is inevitable. Because our Customer Care Team wouldn't have been able to access some of our tools, we decided it'd be best to temporarily close our Customer Care Center until our systems were restored. We apologize for the inconvenience. While you're on the phone right now, I'd be more than happy to assist you.

I requested a quote on PODS.com and haven't heard back yet. Can you please assist?

Absolutely! We have a dedicated team reaching out right now in the order in which requests were received; however, I'd be more than happy to help provide you with a quote right now.

My quote expired on Friday or Saturday when you were closed. Will you still honor it?

If you tried reaching out to us late Friday or Saturday on PODS.com, we'll honor your quote. Can you please share your quote number so I can pull it up in our system?

My PODS container is scheduled to be delivered and/or picked up on Monday. When will my payment card be charged?

Your payment card will be charged on Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment.

Service

I tried calling you, but you were closed. I really needed to talk to someone from PODS to schedule a container delivery or pickup, file a damage claim, etc.!

I understand your frustration. We were upgrading our systems, and when technology is upgraded, some downtime is inevitable. Because our Customer Care Team wouldn't have been able to access some of our tools, we decided it'd be best to temporarily close our Customer Care Center until our systems were restored. We apologize for the inconvenience. While you're on the phone right now, I'd be more than happy to assist you.

I recently had trouble logging in to my online account. Do you know what happened?

Your MyPODS account was disabled while we upgraded our systems. Everything is back online now, so you should be able to log in. If not, you can click 'Chat Now for Help' in the lower right corner of your screen to chat online with our team.

PODS®

Service (continued)

I can't find the next invoice on my account. Can you please assist?

Happy to help! We recently upgraded our systems, so your invoice isn't available yet. We encourage you to return to MyPODS.com and view your invoice on Tuesday, February 1.

- IF ASKED IF ASSOCIATE CAN SEE IT: I can't see it, either. It'll be uploaded into our system on Tuesday, February 1.
- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your payment card will be charged on Tuesday, February 1.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment.

How can I make a payment on my account?

Due to system upgrades, we can't process any payments until Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment.

My payment card wasn't charged as expected on Friday, Saturday, Sunday, or Monday. Will I be charged? If so, when will my payment be processed?

Due to system upgrades, we couldn't charge your payment card as originally planned. Payment will be processed on Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1.
- IF NOT ON AUTOPAY: Since you're not enrolled in AutoPay, please give us a call on Tuesday, February 1, to arrange payment.

My PODS container is scheduled to be delivered, picked up, or begin transit on Monday. When will my payment card be charged?

Your payment card will be charged on Tuesday, February 1.

- IF ON AUTOPAY: Since you're enrolled in AutoPay, you don't need to do anything. Your card will be charged on Tuesday, February 1.
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Absolutely! We have a dedicated team reaching out right now in the order in which messages were received; however, I'd be more than happy to assist you right now.

Talking Points After System Upgrade

Service (continued)

I emailed the associate assigned to my claim and/or incident report and haven't heard back yet. Can you please assist?

I can send a note to the associate assigned to your account. We recently restored our tools after some system upgrades, so they're currently following up with customers in the order in which messages were received.

I'm moving across the country. Will my container's arrival be delayed because of your system upgrades?

Generally speaking, our system upgrades shouldn't affect your long-distance move. We'll contact you by email and/or phone should something arise that would cause a delay.

Can I get a credit or refund for being unable to reach you while you upgraded your systems?

I understand your frustration and apologize for the inconvenience. However, a refund and/or credit isn't warranted.

General

Why did you upgrade your systems?

We upgraded our systems for you, our customer. Perhaps, the most significant change you'll recognize is your next invoice. Generally speaking, it'll be easier for you to understand.

Why did upgrading your systems require you to close your Customer Care Center?

We were upgrading our systems, and when technology is upgraded, some downtime is inevitable. Because our Customer Care Team wouldn't have been able to access some of our tools, we decided it'd be best to temporarily close our Customer Care Center until our systems were restored.

When was your Customer Care Center closed?

Our Customer Care Center was closed from 8 p.m. ET on Friday, January 28, until 9 a.m. ET on Sunday, January 30.