Kyle

plusnet
We'll do you proud

Info at 10:33, Jun 29:

Thank you for choosing to chat with us.

Please do not navigate away from this page or connection may be lost.

Chat sessions may be recorded for training and business improvement purposes. For full details on how we use your personal information see our Privacy Policy

Info at 10:34, Jun 29:

You are now chatting with Kyle.

Kyle at 10:34, Jun 29:

Good morning, I'm Kyle. How can I help?

Christopher Faulkn… at 10:35, Jun 29:

Hi Kyle. I'm a new Plusnet customer and signed up through an online offer on the MSE/Moneysupermarket website offering a £75 prepaid Mastercard but the card I have received only has a credit for £50. Can you advise? Thanks. Chris

Kyle at 10:36, Jun 29:

OK let me check

Kyle at 10:36, Jun 29:

Can you please confirm the 3rd and 8th characters of the password?

Christopher Faulkn… at 10:37, Jun 29:

n 1

Kyle at 10:37, Jun 29:

Thanks

Kyle at 10:42, Jun 29:

OK it shows the offer which was signed up for was a £50 cash-back offer through ourselves. However the deal you signed up on appears to be one that is direct from our website, rather than the affiliate deal through MSE.

So I would advise speaking to MSE to see if they have any record of the sign up via their website, as all I can see is that the deal taken up was a £50 cash-back offer direct from our own website.

Christopher Faulkn… at 10:44, Jun 29:

OK. The MSE provided a link to your website through which the deal was conducted. The £75 cash-back was advertised as available only to customers accessing the deal through the MSE website (which was simply a link to your own website).

Kyle at 10:46, Jun 29:

OK it would appear that potentially during that process it has navigated away from that path and ended on one of our own webpages which has then broke the link to that specific deal and put you on one of our own deals. If you check with MSE though they should be able to double-check this and see if they can see a completed order on their side using their link.

Christopher Faulkn… at 10:47, Jun 29:

OK, I'll try that but I'm dubious as the whole process was conducted on your own website: MSE simply provided a pathway. We'll see what they say. Thanks.

Kyle at 10:48, Jun 29:

Ok no problem, thanks for your time today.

Enter text here