


Hello Debbie,

I was able to process the cancellation of your policy, KG77P7 effective 12/21/2020. You should also be receiving an automated email shortly verifying this cancellation.

Please keep in mind that there may be a limited reinstatement window offered if any. If you do wish to reinstate your policy, you will need to do so within the app. If you are not seeing an option to reinstate within your app, then it is not available.



Your refund of \$70.95 from the cancellation of this policy will be processed on our end immediately but may take your financial institution 3-5 business days to process. If you are on a repayment plan with an outstanding balance. We will apply any refund towards

support@joinroot.com

Your request ([2565779](#)) has been updated. To add additional comments, reply to this email.



Jennifer K. (Root)

Dec 22, 2020, 9:09 AM EST

Hello Debbie,

My name is Jennifer and I am a Licensed Lead on the Root Customer Service Team.

This document you sent over doesn't have your name on it so I can not backdate it to 12/03/2020. I will need to cancel on 12/21/2020 unless you have Insurance elsewhere and can send me a document showing an effective date to when it started. You can send that here.

Kind regards,

LG

From: **Lance G.** >

To: **Deborah Hintze** >

December 21, 2020 at 12:...

[Root] Re: Phone Call

support@joinroot.com

Your request ([2565779](#)) has been updated. To add additional comments, reply to this email.



Lance G. (Root)

Dec 21, 2020, 2:17 PM EST

Hi,

We're sorry to hear you might be leaving Root. If you decide to cancel your policy, you are responsible for doing so yourself. You will have two options:

Hi Deborah,

Thank you for your patience and for the explanation. I did find the email with Michael, but it looks like we somehow didn't receive the documentation proving your mother's vehicle was insured elsewhere the whole time. Would you be willing to send me another copy of that?

Kind regards,

Quinn A.

Root Customer Service Team

Remember that with the Root app, all policyholders can make changes to their policy, update billing information, and file a claim whenever. Wherever.

Check out our blog!

<https://blog.joinroot.com>

shift on Tuesday, too.

One more thing- normally, situations like this are handled by a Licensed Service Lead. They're on the same level as our supervisors, they simply have different job parameters. Would you be okay with hearing from one of them instead?

Have a wonderful day,

Quinn A.

Root Customer Service Team

Remember that with the Root app, all policyholders can make changes to their policy, update billing information, and file a claim whenever. Wherever.

Check out our blog!

<https://blog.joinroot.com>

support@joinroot.com

Your request ([2743078](#)) has been updated. To add additional comments, reply to this email.



Quinn A. (Root)

Feb 21, 2021, 2:55 PM EST

Hi Deborah,

I'm not who you spoke with before, but I'm very sorry to hear about the experience you've had, and I'd like to do my best to help with this. I'm more than happy to get you to speak to a supervisor, but I'll need some more information, if that's okay.

If you can give me your date of birth and either your policy number, full mailing address on the policy, or the email you'd signed up with, that'll let me pull up your account so that I can get that and all



From: Root >

To: Deborah Hintze >

February 17, 2021 at 9:47 ...

support@joinroot.com

Thanks for your message! Your request has been received and we'll get back to you as soon as possible. Typically, we respond within 48 hours.

Our team is working hard to make sure your questions are answered as soon as possible. In the meantime, feel free to check out our [FAQs](#) for answers to common questions.

To add additional comments, reply to this email.

Kind regards,

Root Customer Support Team

This email is a service from Root. Delivered by **Zendesk**

rootinsurance@stellac... >

February 17, 2021 at 9:47...

Do you remember me? You told
me if I got proof of my moms
Vehicle having insurance then I
could be reimbursed the full
amount. What happened?? This
just told me that you really didn't
care and you said you did and
you wanted to take care of me!! I
guess you needed to be turned into
the management and I can let
them know that once I was off
the phone, I didn't matter. That
would be wonderful on your
letter head " we don't care once

 To: Root >

I know it is not in my name. Root pulled the wrong car to insure. The guy I talked to said if I had proof my mom's car was already insured then I could get my money back. If this doesn't happen in the next week you won't like the reviews and etc root will be getting. This has been a joke

Sent from my iPhone

On Dec 22, 2020, at 7:10 AM,

Jennifer K. (Root)