

Ryan Waller

From: Taylor, Ammon <ataylo23@wm.com>
Sent: Wednesday, April 1, 2020 10:40 PM
Subject: COVID-19 UPDATE: Call Center Up & Running From Staff Homes

Valued Waste Management Customer,

Thank you very much for your patience while we transitioned our residential call centers to an at-home agent environment. As you can imagine, this was a monumental undertaking, but we know this was the right decision to continue to be able to service our customers throughout this pandemic.

We wanted to share some good news and let you know the Residential Customer Experience queue is up and running with most agents taking calls. Since this is a new work from home environment, agents still face some technology challenges to gaining consistent access to networks, similar to what many of us are experiencing working from home, and we are tackling these as they occur.

We are optimistic and feel we have solid processes in place to service our residential customers throughout the COVID situation. Keep in mind, our call center was down for a week so customers may experience longer wait times, which may vary by time of day. To acknowledge this, we've updated the IVR message below to address the longer wait times. In our other communication channel, Live Chat is not yet open but our virtual assistant "Chatbot" is available 24/7 with responses to general questions and help information. Email is open, but due to the increased volume, we are experiencing some delays.

Please check out our new landing page dedicated to providing information on COVID-19 www.wm.com/covid19. We appreciate your understanding as we all work together to do the right thing for our customers and communities during these challenging times.

IVR Message: Thank you for contacting Waste Management. We are currently experiencing longer than normal wait times. We want to assure you our top priority is the health and safety of our employees and our community. Based on the information available to us at this time, we are maintaining our standard operations. Visit wm.com for updates, to view our frequently asked questions page, or to chat with our virtual assistant. We apologize for any inconvenience this has caused and appreciate your patience. Please remain on the line to speak with our next available representative.

Do let me know if you have any questions at this time! Thanks again for being a Waste Management Customer!

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