**Assignment 2 “Resolver” (B)**

**I.** Answer the following questions about the clip you just watched in part **(A)**.

1. When should customers contact the company Resolver to help them with their problems? (Name *three* situations!)
2. What kind of service is Resolver?
3. With which things will Resolver help you?
4. How will they help you with emails?
5. How can the Resolver app help customers?
6. What does Resolver upload in its online cloud?
7. What does the clip say about “getting in touch with a higher level”?

**II.** Match the following statements from the Resolver website to the paragraphs below.

*Hint: Look at the example. Paragraph B describes Statement #1.*

**How does Resolver work?**

1. *Explains your rights to you – We keep it simple, so there’s no confusion.*
2. Helps you prepare your emails – Our templates are proven to get responses.
3. Lets you record all your communications – Keep a copy of everything that’s said with your issue.
4. Creates a case file for you – Save and upload all relevant communication and documents.
5. Tells you when to escalate your complaint – Our system knows the next steps to take.

**A. = \_\_\_\_** Your case file is a secure online location for all important documents regarding your issue. You can upload photos, tickets, copies of receipts or external emails from before you raised your issue with resolver.

***B. = 1*** *You'll find no legal jargon in our simple, comprehensive consumer rights sections. Our guidance is tailored specifically for every type of issue.*

**C. = \_\_\_\_** One of the most important aspects of a complicated issue is keeping a record of all your correspondence regarding the complaint – resolver does this for you automatically.

**D. = \_\_\_\_** We provide a wide range of flexible email templates for you to adapt to your needs – just slot in the specific details for your case, and in a few short clicks your issue will be ready to go.

**E. = \_\_\_\_** If you’re not satisfied with the initial response from the organisation you have an issue with, our escalation process will let you know when you can raise your complaint to the next level of seniority and, ultimately to an ombudsman or regulator, where appropriate.