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| **Address change** | **Complaint** |
| Hi,  I just moved and need to change my address on my account to 132 first St, boston MA.  Thanks,  Jill | Hi,  Your customer service is horrible, I inquired days ago about a fee and I've not heard back yet about getting it waived.  Thanks,  Jill |
| Hi,  I have a new address it is 55 Elm Drive, Allston, MA 02134. Can you update my account to reflect this?  Thanks,  Jim | Hi,  I'm really frustrated with your customer service. No one can tell me why my bill is not correct.  Thanks,  Jimmy |
| Hi,  I just moved and now live at 326 main st, boston, MA 02134. Can you update my account to reflect this?  Thanks,  Jimmy | Hi,  I'm very unhappy, I have been accessed a fee of $300 and no one can tell me why. Please remedy this as soon as possible.  Thanks,  Jim |
| Hi,  I recently changed apartments and I now live at 22 plam tree Drive, Allston, MA 02134. Can you update my account to reflect this?  Thanks,  Jim | Hi,  I was recently having and issue with my card and I had to wait on hold for 3 hours to speak with someone! I am really frustrated with how long it took to get my issue resolved, just terrible customer service. I really hope you can improve this.  Thanks,  Jill |