



Loadstone GPS for the Blind for IOS

<https://www.facebook.com/loadstonegps/>

## Blind app developer Shawn Kirkpatrick

### Blasts Walmart's 'stalling tactics'

Hello @Walmart, Walmart Mastercard, or whoever may be reading this message:

Direct message and posts to your Facebook page seem to be the only communication channels that provide prompt and reliable responses, so here goes:

I was asked to contact Walmart regarding a chargeback on my Walmart Mastercard. The contact number i was given was **1-800-328-0402**. Calling this number leads to an automated menu with 2 options:

1. for online shopping press 1
2. for store information and inquiries press 2.

Neither of these options seem to apply to a chargeback on a credit card. Which option would apply? I was given an **incident number 180228-001390**. Assuming I could find my way through the maze of automated menus, how would I use this number?

I was asked, through direct message to Kristy Kassie (Loadstone GPS Media Relations), to provide my contact information. This information was provided. Then Kristy was told that nobody at Walmart could place outgoing calls.

Ridiculous! Am I supposed to believe that nobody in Walmart Mastercard can place outgoing calls? If this was the case then why ask for a customer's phone number?

### Contact Information for Shawn Kirkpatrick

- Name on card: Shawn K Kirkpatrick
- Phone number: 604-436-4630
- Email address associated with the account: walmart@shawnk.ca
- I won't provide the card number here but this information should be enough to look it up.



## Description of Problem:

I ordered a product that was never delivered and am trying to get the price refunded.

- Merchant: ncix.com
- Date: September 26 2018
- Amount: 1847.97
- Reason for the product not being delivered: ncix.com has declared bankruptcy

## Methods I have tried so far to resolve this problem:

- Contacting ncix.com, all available phone numbers go unanswered. Logging in to my customer account on the [www.ncix.com](http://www.ncix.com) website works but the order history is gone and trying to send a message to customer support fails with a generic error message.
- Contacting Walmart Mastercard at: 1-888-331-6133 three times

The first call was transferred to the chargeback office but this led to an automated message that said the office was closed. No message provided information about when the office would be open.

The second call was not transferred to anyone. I explained to the customer service person the situation and their response was "ChargeBack?" The man spoke very poor English and the call volume was almost inaudible. After further explanation on my part, the person said that they couldn't do anything because the order had been placed more than 30 days ago. I asked if there was anything further they could do and the man said he'd transfer me to another department. After a few minutes on hold the call was ended and went to a customer survey without being transferred anywhere.

Good job, make the customer angry and then have them take a survey about how they feel about call quality.



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The third call was slightly better, a woman this time, with slightly better English (she seemed to at least understand what a chargeback was). She said there was nothing she could do since the order was placed over 60 days ago.

Sixty days? the first guy said 30 days, if I call again will it go up to 90 days? She also said that I should contact the merchant even though I had explained that that wasn't possible. She then suggested that I should contact the company handling ncix.com's bankruptcy but had no idea how I'd go about that.

Isn't this the type of thing a company like Mastercard is supposed to do? It's likely they would already have some kind of claim in since I doubt I would be the only Mastercard customer affected by this problem.

As a last resort I asked Kristy Kassie to reach out to Walmart via social media.

Since businesses only seem to care about optics rather than customers this was at least worth a try. So far this has resulted in over a week of what I can only assume are stalling tactics, hoping this problem will just go away.

Stalling tactics aren't going to work, they're only making me more angry and more determined. I'm not going away until this problem is resolved and every step in this process will be posted publically.

I have now provided enough information for this problem to be resolved.

Somebody, somewhere, just needs to make sure it gets to the proper department. Somebody somewhere should be able to make an outbound call to me.

Regards,

Shawn Kirkpatrick, Loadstone GPS App Developer