

Traveler Support Chatbot Script

Written August 2018

See more at eftours.com

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EF TourBot

TourBot

EF Hi there! 🌟 What brings you to the site today?

I'm a traveler/parent and have a question about my tour

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EF Great, we love to talk travel! Which best describes you?

I am enrolled on a future tour

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We look forward to traveling with you!

EF What do you need assistance with?

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We look forward to traveling with you!

EF What do you need assistance with?

My financials/payments

COVID-19 Health & Safety Policies

Logging into my account

Tour Preparation

Passports & Visas

Cancelling my account

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EF Ok! Select a category below:

Questions regarding my Automatic Payment Plan

Questions regarding my Manual Payment Plan

Questions regarding my invoice/account balance

Questions regarding my Donation Page and/or EF's Global Citizen Scholarship

I want to request a refund

I am checking the status of my refund

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EF Which of these categories can I help you with?

- Updating my payment method
- Changing/postponing my scheduled payments
- One of my payments was declined**
- My payment amount has changed
- Withdrawing from an Automatic Payment Plan
- Other

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One of my payments was declined

TourBot

Not to worry! Is your Automatic Payment Plan linked to a debit or ATM card? If you recently received a new card, that could be causing the problem. We also draft payments very early in the morning (between 1am and 6am on the scheduled draft date). You can update your payment info [online](#). On your Payments page, scroll to the Payment Plan box. Click "View" next to "Schedule", and then click on "Edit" next to "Payment methods".



To manually reprocess the missed payment, click the blue

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and bam on the scheduled draft date). You can update your payment info [online](#). On your Payments page, scroll to the Payment Plan box. Click "View" next to "Schedule", and then click on "Edit" next to "Payment methods".

To manually reprocess the missed payment, click the blue "Make a Payment" button on your Payments page. We can also help you over the phone at 1-800-665-5364 during business hours!

EF Did this help answer your question?

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