

Message

From: ALLEN, SARA M [AG/1000] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E45198E4B8B942E694567D5828839C01-SMALLE]
Sent: 8/14/2017 4:54:49 PM
To: CESSNA, PHILIP C [AG-Contractor/1045] [philip.c.cessna@monsanto.com]
CC: PIERSON, PAULETTE [AG-Contractor/1000] [paulette.pierson@monsanto.com]; WITTEN, TY K [AG/1000] [ty.k.witten@monsanto.com]
Subject: RE: VM from IL Farm Bureau

Well stated, Phil I hope you can appreciate that I needed to raise the awareness of the IL FB contact and statements. What you relayed is more than understandable. In fact, if you were able to listen to her voicemail, I heard in Tamara's voice that she too understood being on the other end of those calls.

Thank you for your response and feedback.

Sara Allen
 Technology Development Manager - Crop Protection Engagement
 13869 E. Saddle Club Rd.
 Bonnie, IL 62816
 618-237-7579 (mobile)
 email: sara.m.allen@monsanto.com

-----Original Message-----

From: CESSNA, PHILIP C [AG-Contractor/1045]
Sent: Monday, August 14, 2017 2:58 PM
To: MAGIN, KIMBERLY M [AG/1000] <kimberly.m.magin@monsanto.com>; ALLEN, SARA M [AG/1000] <sara.m.allen@monsanto.com>; WITTEN, TY K [AG/1000] <ty.k.witten@monsanto.com>; WILLIAMS, JEFFREY ALAN [AG/2504] <jeffrey.alan.williams@monsanto.com>
Cc: PIERSON, PAULETTE [AG-Contractor/1000] <paulette.pierson@monsanto.com>
Subject: RE: VM from IL Farm Bureau

All,

We do appreciate the feedback as well and would appreciate more specific information. As you would expect, I can confirm that many calls that the dispatch group has taken, the caller has been less than happy due to their situation. This is especially true regarding the driftee Nature of Inquiry calls. Along with gathering information, dispatchers let these callers vent and speak their mind, but this is only acceptable to a point. Each dispatcher has listened on multiple occasions to yelling and foul language that is not appropriate and they have still been able to let the call continue in order to capture and log the inquiry. From over 3000+ calls I confirmed with the group that only 3 calls had to be ended due to a caller not letting up, continuing to swear, condescending personal insults or not providing information regarding an inquiry. In these few instances the call would not be ended without sharing with the caller the reason for doing so. Even after this we would thank them for the call and ask them to call back when they can better express their inquiry concerns. We do understand the callers situations and that they are irritated, but in some instances we cannot tell them what they want to hear and this does not sit well with some.

Thanks,
 Phil

-----Original Message-----

From: MAGIN, KIMBERLY M [AG/1000]
Sent: Monday, August 14, 2017 12:03 PM
To: ALLEN, SARA M [AG/1000] <sara.m.allen@monsanto.com>; WITTEN, TY K [AG/1000] <ty.k.witten@monsanto.com>; WILLIAMS, JEFFREY ALAN [AG/2504] <jeffrey.alan.williams@monsanto.com>
Cc: PIERSON, PAULETTE [AG-Contractor/1000] <paulette.pierson@monsanto.com>; CESSNA, PHILIP C [AG-Contractor/1045] <philip.c.cessna@monsanto.com>
Subject: RE: VM from IL Farm Bureau

Thanks for forwarding Sara. I have not received a VM from Tamara as of yet, although I see there is a problem with the phone network currently. I would like to follow up with Tamara to thank her for the feedback and let her know we are addressing or following up on the concern she was calling to share.

Ty, do you have any information regarding the call center complaint?

Thanks,
Kim

-----Original Message-----

From: ALLEN, SARA M [AG/1000]
Sent: Monday, August 14, 2017 11:47 AM
To: WITTEN, TY K [AG/1000] <ty.k.witten@monsanto.com>; MAGIN, KIMBERLY M [AG/1000] <kimberly.m.magin@monsanto.com>; WILLIAMS, JEFFREY ALAN [AG/2504] <jeffrey.alan.williams@monsanto.com>
Cc: PIERSON, PAULETTE [AG-Contractor/1000] <paulette.pierson@monsanto.com>; CESSNA, PHILIP C [AG-Contractor/1045] <philip.c.cessna@monsanto.com>
Subject: FW: VM from IL Farm Bureau

I have attached a voicemail I rec'd from Tamara Nelson with the IL Farm Bureau. She is a member of our dicamba advisory council as well.

She relates information from a couple farmers relating to her about calling into call center as a result of Fraley's letter. Hopefully you will be able to open/listen to it but in summary, these farmers report a bad experience with the call center and a couple report being "hung up on" and/or wasn't very nice to them. I believe this is likely in the time frame where we were reacting to the letter and needing to make changes to the HGS script to reflect it. She states that she does realize the volume that the letter may have resulted in and appreciates the complexity of the situation.

She essentially wanted to let me know about it and offered to be available to us at any time to provide us feedback on the call center and effectiveness of the strategy post season.

She stated alignment on our recommendations to contact neighbors, insurance and state regulatory agencies.

She also mentioned that she left message with Kim and talked to Jeff Williams about this.

I just wanted to pass along this information to you all. I don't believe a followup is requested.

Sara Allen
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