

From: Julie Begg  
Sent: Monday, July 08, 2019 9:25 AM  
To: vhelland@republicservices.com  
Cc: joseph.kirby@ci.stpaul.mn.us  
Subject: FW: [EXTERNAL] Service hold form/ Republic Services  
Attachments: Garbage Hold - July 22-end of year.pdf

Attached is a new Mail Hold. The past one (as confirmed below) was for August 26th. I am also wanting to escalate that the agreed reversal of charges has never been completed as agreed and referenced in the email below. I collected mail in June showing escalating letters from City Of Saint Paul so I am now copying Mr. Joseph Kirby so he can be aware that this remains an issue on the side of Republic Services.

I am sending this as July 22 to respect the 2 week request but my hold is through August.

Julie G. Begg | Latin America Planning, Logistics, and Trade Compliance  
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[jgbegg@mmm.com](mailto:jgbegg@mmm.com) | [www.3M.com](http://www.3M.com)

From: Julie Begg  
Sent: Wednesday, February 13, 2019 6:59 AM  
To: vhelland@republicservices.com  
Subject: Fwd: [EXTERNAL] Service hold form/ Republic Services

Hello. I need to extend my garbage hold for the maximum of 26 weeks. I have called you office today for the following:

1) to understand why my November call did not resolve the billing issue and why I am now getting late fees and non-payment issues when the November hold was to resolve this issue. The service person Delilah told me there is no billing issue and she can see the credit from November was finally applied Jan

7. I do not believe this is correct because I have a non-payment letter here in my mail dated Jan 31 that a balance of \$98.21 is overdue.

2) I need to continue with my mail hold as I have not returned to this address. Do I extend my first one

to maximize the full 26 weeks (since an error was made initially), do I enter a new one? If I enter a

new one, what is the date? I calculate Aug 16th but can someone confirm that there are no further errors and that the hold is applied correctly for the full 26 weeks?

Happy to resubmit but no one on your call service could resolve my questions today.

I spoke to CJ who referred me to Marisa in Sales. After not getting any help and Marisa explaining she

could only enter a ticket for someone to call me back, I called the City of St Paul to launch a formal

complaint (UCN: 75850262). I called back to advise of my complaint filed against Republic Services billing dept and Brandy insisted she get me someone who could help. After waiting on hold on an International call for 20 min, I got Delilah who could actually not help me not could she renew my hold

or tell me the options of extending, new, nor how many per year I can have.

This has been one disappointing experience and a large waste of my time and phone bill.

Julie Begg  
418 Mississippi River Blvd S  
St. PAUL, MN 55105  
Acct: 3-0923-8613583

Begin forwarded message:

From: Julie Begg <jgbegg@mmm.com>  
Date: November 7, 2018 at 10:48:29 AM CST  
To: Julie Begg <jgbegg@mmm.com>  
Subject: Fwd: [EXTERNAL] Service hold form/ Republic Services

Julie Begg  
Latin America Planning, Logistics, and Trade Compliance

Begin forwarded message:

From: Do Not Reply <donotreply@republicservices.com>  
Date: October 30, 2018 at 3:22:24 PM CDT  
To: "jgbegg@mmm.com" <jgbegg@mmm.com>  
Subject: [EXTERNAL] Service hold form/ Republic Services  
Here is the form that you requested. Please feel free to complete and  
send form back to [vhelland@republicservices.com](mailto:vhelland@republicservices.com) or  
Republic Services/Valerie Helland  
4325 E 66th Street  
Inver Grove Heights, MN 55076.

Thank you for calling Republic Services.

3M Notice: This communication is from an [EXTERNAL] sender.  
If this email looks suspicious, do NOT click or open any links or  
attachments in the email. To report a suspicious email, click on the  
Report Phishing - Phishing icon in the Outlook ribbon or follow the  
instructions below.

To report this email as SPAM, please forward it to  
[spam@forcepoint.com](mailto:spam@forcepoint.com)