



Brian Weiss <brianweiss77@gmail.com>

Follow Up on Conversation [ref:_00D15NuMe._5006R1gWiVt:ref]

3 messages

Reply To CarMax Case <reply_to_case@carmax.com>
 To: "brianweiss77@gmail.com" <brianweiss77@gmail.com>
 Cc: "stacy_h_cullivan@carmax.com" <stacy_h_cullivan@carmax.com>

Fri, Jun 4, 2021 at 2:45 PM

Good Afternoon Mr. Weiss,

Thank you for your time a few minutes ago. I know that it is an understatement to say that this experience has not been the simple and seamless one we strive to deliver.

Hyundai had received and cashed the CarMax check on 5/5/2021. Our Accounting team was told that the funds would be applied by today, June 4, 2021 at the latest.

I followed up this afternoon asking for confirmation that the fund has been applied and had not received an update at this time. I like to always verify the actions have been completed.

My direct email address is Stacy_H_Cullivan@carmax.com.

I will be back in touch shortly.

Thank you,

Stacy

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

From: Brian Weiss [brianweiss77@gmail.com]
 Sent: 5/13/2021 8:01 PM
 To: bill_nash@carmax.com; reply_to_case@carmax.com
 Subject: [EXTERNAL] Re: [ref:_00D15NuMe._5006R1gWiVt:ref]

My lawyers from DLA Piper will have to get involved now and you bet i will be sending you my bill or suing you for it. Absolutely horrible business you have as well as will be filing reports with every consumer agency we can find on Carmax.

On Thu, May 13, 2021, 4:58 PM Brian Weiss <brianweiss77@gmail.com> wrote:

> A NEW CHECK IM TOLD BY HYUNDAI NEEDS TO BE SENT TO THE RIGHT DEPARTMENT AS
 > I DIDNT HAVE A LEASE AND HYUNDAI FINANCIAL IS A SEPARATE COMPANY. MY
 > PAYMENT IS STILL REQUIRED UNTIL YOU PAY TO THE ADDRESS I GAVE CARMAX.

>
 > Hyundai Financial
 > Po box 20829
 > Fountain valley ca 92728

>
 >
 >
 >
 > On Thu, May 13, 2021, 4:52 PM Brian Weiss <brianweiss77@gmail.com> wrote:
 >
 >> I KNOW THIS ALREADY THE PROBLEM IS YOU SENT TO THE WRONG ADDRESS NOT THE
 >> ADDRESS I GAVE TO CARMAX. ACCORDING TO HYUNDAI I JUST SPOKE TO THEY SAY
 >> THAT THEY HAVE ZERO PAYMENT AND YOUR ACCOUNTING SENT TO WRONG ADDRESS AND
 >> DEPARTMENT!!!! THIS IS UNACCEPTABLE!!!! I TOLD THE MANAGERS ALL THIS
 >> YESTERDAY!!!! THIS NEEDS TO BE FIXED IMMEDIATELY!!

>>
>> On Thu, May 13, 2021, 4:37 PM Reply To CarMax Case <
>> reply_to_case@carmax.com> wrote:
>>
>>> Good afternoon, Brian!
>>>
>>> Thank you so much for your continued follow-up on this concern. We
>>> received your email just a few moments ago that you had sent to Mr. Nash.
>>> We are so sorry that you haven't been receiving updates as frequently as
>>> promised, and we want to help support you however we can and ensure you're
>>> getting the information you need.
>>>
>>> I do have some good news to share! We heard back from our accounting
>>> team this afternoon after looking for some additional updates and
>>> confirmation on the payoff check that was sent.
>>>
>>> They were able to confirm that the FedEx tracking for the check we sent
>>> reflects that Hyundai has received the funds, and those funds have cleared
>>> our accounts as of 5/5. I'd imagine that Hyundai is well on their way to
>>> finalize applying those to your account.
>>>
>>> I've also attached a copy of the check for your reference.
>>>
>>> Please let us know if we can help with any additional questions or
>>> concerns!
>>>
>>> Best,
>>> Emilee
>>> CarMax Customer Relations
>>>
>>> ref:_00D15NuMe._5006R1gWiVt:ref
>>>
>>

Brian Weiss <brianweiss77@gmail.com>

Mon, Jun 7, 2021 at 5:56 PM

To: Reply To CarMax Case <reply_to_case@carmax.com>

Cc: stacy_h_cullivan@carmax.com, Ryan P Wetsel <ryan_p_wetsel@carmax.com>, bill_nash@carmax.com

What is today's excuse on why this is not resolved yet??? My next payment is due soon that again you are responsible for. When will Bill Nash be contacting me as I have requested as this is not okay at all???

[Quoted text hidden]

Brian Weiss <brianweiss77@gmail.com>

Wed, Jun 9, 2021 at 8:59 AM

To: Reply To CarMax Case <reply_to_case@carmax.com>

Cc: stacy_h_cullivan@carmax.com, Ryan P Wetsel <ryan_p_wetsel@carmax.com>, bill_nash@carmax.com

Hello???? Why no response 5 days????? I have just filled out a Ripoff Report on Carmax and ready to hit send as Im literally being screwed by Carmax daily.

[Quoted text hidden]