

## BIF 90 Day Email Sequence

Subject: [BIF –I Actually TALKED with Google!]

Day 48

Hi,

Oh happy day!! I actually got a Google rep on the phone and she verified my account for me.

I thought I would NEVER figure out how to find out why the Google postcards weren't arriving. On this particular site (my Pool Builder site), I had requested a postcard 3 TIMES!

I almost passed out when a rep actually called me back.

I explained to her my frustration (being VERY polite) and she put me on hold and called the phone number listed on the Google Business Listing. It was a Twilio tracking number, but the call was directed to my 2<sup>nd</sup> cell phone. I answered it, "XXX Pool Builders...this is Jeanne. How may I help you?" She seemed very satisfied, and told me to go back to the other line where we had been communicating.

She then verified it FOR ME! I refreshed my screen, and BOOM – there it was with the little green check mark. I could have reached through the phone and hugged her.

So, if any of you are having problems with postcard verification, here is the link where I found the help:

<https://support.google.com/business/answer/2911778?hl=en&rd=1#contact=1>

Now, please don't try to use this before you've requested the postcard at least 2 times. If this service is abused, I can guarantee you Google will change things again.

Onward and Upward!

Committed to Your Success!

Jeanne