

## RE: BBB: Your Mechanic

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From: Steve McFarland (steve@lasvbbb.org)  
To: merceda.gooding@yahoo.com  
Cc: ursula@lasvbbb.org; erin@lasvbbb.org; marissa@lasvbbb.org  
Date: Friday, July 17, 2020, 01:05 PM EDT

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Ms. Gooding,

Over 700 times per day, with an 80% success rate, nonprofit BBB helps *every* complainant solve their issues with local businesses, *for free*.

Although I disagree with most of your denigrating comments below, we will continue to work on your behalf to obtain your refund.

As I mentioned during our recent conversation, the owner of Your Mechanic told me directly, twice, he would not oppose your request for a credit on your account. I also mentioned your refund may take a few more weeks to appear -- perhaps up to July 31.

If Your Mechanic fails to live up to his promise, you may consider legal action, whereby BBB will do all we can to assist your cause as well as our re-evaluation of Your Mechanic's BBB rating.

Last, in the event you do receive your refund, I hope you will mention nonprofit BBB in a favorable light to all, as being an impartial advocate for all consumers since 1912.

Best regards,

Steve McFarland

President & CEO

Better Business Bureau

Los Angeles | San Jose | Silicon Valley

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

From: Merceda Gooding [<mailto:merceda.gooding@yahoo.com>]

Sent: Friday, July 17, 2020 4:54 AM

To: Steve McFarland <steve@lasvbbb.org>

Cc: ursula@lasvbbb.org

Subject: Re: BBB: Your Mechanic

Good Morning,

When I filed the complaint with the Better Business Bureau, BBB closed my account and all communication. I want you to be aware that Your Mechanic is dishonest and sending my bank false evidence telling my bank another story. I contacted the Attorney General office about this situation. My bank gave me my money back and Your Mechanic fighting hard to get the money return back to them. I don't know why you trust them but they are dishonest. Your Mechanic is telling BBB one thing and telling my bank another story. If they refuse to comply I have to take other