

DATE: July 13, 2022

TO: Client Services, Amazon Inc.

FROM: [REDACTED] Host

RE: Urgent – payment request

Dear Client Services,

I must report my most recent experience with AirBnB in hopes that it can be resolved as soon as possible, and to prevent it from happening to someone else.

To begin, I've had wonderful experiences hosting people at my homes. I have also been a guest through Airbnb in my travels Greece, Spain, Portugal, and throughout the United States. I have often told the story of the first time I came to Spain – I had a life-changing experience with my AirBnB host. I have always been paid promptly and treated in a professional manner by the customer service agents. Until June, 2022.

In May, 2022, I received a request to book and accepted it. The guest was due to arrive on June 2, 2022. Everything went as planned. On June 3, I checked my bank account for my payment from Airbnb. The payment had not arrived. I waited until June 6 to contact customer service. The representative said to "verify your account" and "wait ten days."

I asked the representative three things.

- 1) Why does my account need to be verified when it hasn't changed since 2013?
- 2) Why didn't AirBnB inform me that my account needed to be verified (BEFORE the guest arrived and payment was due).
- 3) How do I verify my account?

The representative didn't answer my questions but sent me a link. I followed the link and, on June 7, 2022, verified my account ending in 2058. Again, this was the same account I had always used for AirBnB so I didn't understand why it needed verification.

I waited ten days and wasn't paid. I sent messages to AirBnB and spent hours on the phone trying to contact someone who could help me. No one seemed to know anything or even care about resolving the issue. The representatives just said to wait 10-15 days. So I waited ten more days and contacted AirBnB support again. Once again, the representatives said they would resolve the issue. They forwarded me to a "specialist," who simply told me that the account verification was still pending. And on July 9, 2022, I asked for help again. I was told I was going to be contacted by a specialist again....and once again the specialist said the payment is "pending" but failed to answer any of my questions or resolve the issue.

AirBnB has not fulfilled its duty to pay me on the day the guest arrives. Today, July 13, 2022, the payment is 41 days late.

AirBnB's poor customer service and/or errors in its verification system have had economic consequences. For example, I could have invested the money and earned interest during this time.

I also could have bought the flight I found that was \$550.00 in June and is now priced at \$1600.00. Moreover, I couldn't pay bills and incurred late fees for not paying on time.. There are other consequences too – I have also lost a lot of time trying to resolve this issue. Not to mention the frustration involved with multiple phone calls and messages exchanged with various people who say "sorry" but don't solve the problem. I have made a huge effort and done everything I was instructed to do. Needless to say, I feel really disrespected and disappointed.

In light of the above, I would like my payment to be deposited by Friday, July 15, 2022. I would also like AirBnB to compensate me for the economic loss and inconvenience I've suffered. If this problem is not resolved this week, I will seek assistance from a higher authority.

Please contact me via my email at [REDACTED] I look forward to talking with you soon so that we can resolve this problem together.

[REDACTED]