

DATE: July 22, 2022

TO: Client Services, Amazon Inc.

FROM: [REDACTED] Host

RE: Urgent – payment request Reservation HMRZ3NMWMT

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Dear Client Services,

I am following up on a letter that I sent on July 13, 2022. I emailed it to support@airbnb.com, urgent@airbnb.com, automated@airbnb.com, press-in@airbnb.com, brian.chesky@airbnb.com, aisling.hassel@airbnb.com, and also submitted it through the customer support portal on the AirBnB website. Today is July 22, 2022, and none of the emails I sent were replied to. My phone calls and messages with customer support have been fruitless. The issue is still not resolved so I am trying again, but this time via the US Postal Service.

I really need some customer support. Up to now, my experience with AirBnB seems quite outrageous. I am really baffled that no one has taken seriously the fact that I have not received my payout for 50 days. As far as I have been told, it is not my fault. I will do anything necessary to provide AirBnB with information that it needs. But I am told that there is nothing I can do except wait. It seems impossible that no one at AirBnB is able to process this payment.

The history of the issue is in the letter dated July 13, 2022 which accompanies this letter. This one will describe the most recent communications I've had with AirBnB, and demonstrate that the issue remains unresolved and the payment remains pending, due to no fault of my own.

Between July 13 and today, I put in five more hours trying to obtain help from AirBnB. This mostly involved contacting customer service, making phone calls, trying to speak to someone in authority who could make this matter a priority, writing letters, calling legal experts and Better Business Bureaus. The result has been that my payment is still pending. In my messages with specialists, I was told the following:

July 14, 2022

"I'm R [REDACTED] C with Airbnb and I help to support our guest community—I hope this message finds you well. I'll be providing continuous assistance about this matter and we're sorry again for the inconvenience, I know that this is not the outcome that you expected. If I, myself, would experience the same thing, I would also feel the frustration that you are feeling right now. But I am hoping for your understanding that I am only here to explain what has happened in your case. Please do not take it against me. As i can see here your bank account ending in 2058 is still in pending verification, *just to clarify is this the bank account you removed and added since June 7?*

The problem with this message is that since June 6, 2022, I have been telling AirBnB that my *bank account ending in 2058 has never been removed or added from my AirBnB account*. It is the same account I've used since 2013.

After explaining this to F [REDACTED] C, he wrote, "I'm forwarding you to the correct department to make sure you receive a prompt and proper response. Best." Note that this is the first time someone forwarded the issue to the correct department.

July 15, 2022

I received a message from [REDACTED] O.

"I'm [REDACTED] O with Airbnb and I help to support our guest community I hope you're doing well today! Regarding your issue, *when did you set your preference bank account where would you like to receive your money?* I've investigated and I see that your method of receiving payments is still in verification and I can say that it could take up to 15 days for our team to proceed with the verification. Your payment is safe, that's all I can inform you for the moment but our team is still checking up regarding your method of receiving payment, to be more precise, the account where you will receive the payment. Kind regards, [REDACTED]"

The problem here is that *I had already reported that my preference bank account has been the same since 2013*, when I joined AirBnB. So I explained this to [REDACTED] O again. and he replied, "Thanks for alerting us to the issue. We've passed the details on to our engineers, who will verify the issue's source and take appropriate action.

The problem with that information is that the issue was only then reported to the engineers after I'd been asking for help and explaining the situation for over 40 days.

Then I received another message explaining that,

"What will happen is that the report will be compiled, and will be passed along with all the relevant information we have gathered, *this report will then be added to the list of people reporting the same issue and our dedicated team will then work together to track all the reports and work on making a fix for the problem*. The more issues that are reported, the speedier they fix the issue. *My colleagues got already on contact with you* regarding the issue and they will take over from here. Wish you all the best, [REDACTED]"

The problem with this reply is that 1) *his colleagues had not (and have not) got in contact with me* and 2) that it sounds like I have to wait for more people to report the same issue before receiving my payment. *It seems unfair to make someone wait for others to have the same issue before taking care of it*. If a hospital told someone suffering a heart attack that he would receive care only after more people suffered a heart attack, it would be unethical.

I then asked for a contact name/email of someone in the dedicated team. I was told that they couldn't be contacted.

As I noted above, I am stunned at the customer service. If this is a new issue for AirBnB and even if it has never happened before, I think that technicians could have resolved a software glitch and/or a supervisor in the payment department could have contacted me and then manually released the payment to me.

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

Please note that I am leaving the country on August 6, 2022 so I won't be available by phone after that date.

[REDACTED]