

NEXT WEEK'S AGENDA March 1, 2024

To; Escalation Managers Only Netspend-Paypal

Request for Refund Card # 4897 TRUST CRYPTO & BOOKING.COM Issue Credits

It is required that we escalate these claims immediately, there are many errors, and in most cases its well over 30 days the merchants have to assist, or issue refunds.

Request refund from Booking.com because fraud has taken place with the airlines, I have submitted doctors notes, also the government shut down partially, the application did not work. The Website did not work, I even went to the hospital because of these difficult inconveniences.

1.
Booking.com 40-408-341-646 must show that I boarded the plane, in order not to issue a refund. If not resolved a police report will be made at Netspend-Paypal Office Managers. You have not tried to solve this issue, and rushed others.
2. The investigation was flawed because they failed to come up with the insurance policy which states when, why, and how they issues refunds. Issue new claim #.
3. You have not completed investigations of legitimate claims, that should not take this long. Then rush to other

jobs.

4. Reference # 9782246 (TRUST CRYPTO) you should be able to show, me getting a refund. You have even more evidence than ever, this was not resolved.
5. Also not being able to see what investigation requests are after investigation is leading to customers being taken advantage of. Net-spend has very bad customer services, PayPal was OK but now has very bad, bad, customer services. You will be reported if not resolved properly.

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A handwritten signature in black ink, appearing to be 'MJG' followed by a long horizontal stroke.