

Date; 11/06/2023

To: Netspend-PayPal Prepaid Card #4897 Claims Reference # 9704006

My name is Marlon Green last four (8359) phone 954-831-9290 & 57 3027402893

directormarlongreen@gmail.com

Address: 3510 NW 212th Street Miami Gardens 33056

Subject: Challenge & Refund Request Bad Customer Services

Reason: I have booked a flight through Booking.com on or about September 2, 2023, due to the recent near government shutdown, I could not change my flight information on October 1, 2023. So I bought another one. So now it's time for the return trip home, i had been trying to change, on the app, on the phone, through email, they were just going in circles trying not to give money back. I had a doctor's note and an excuse, they did not even bother to look at it, just hurriedly just sent me away on November 5, 2023 November 5, 2023 12:30 PM. I talked to all vendors involved. XCover Claims, Booking.com Avianca Airlines, LATAM Airlines, they are all full of it. If you look at the original documents, a copy of receipt from Booking.com is there. The merchant XCover says they may refund but allotted time has passed. Avianca, and LATAM Airlines was totally unresponsive at the airport, i included a picture of that also.

Booking.com ref# 40-408341646 Pin 8846

MIA-MDE 34PN9I October 1, 2023

MDE-MIA CDTQPV November 5, 2023

X Cover Claims # NQWD4-8EP3N-INS