

NETSPEND PREPAID # 4897

NEXT WEEK'S AGENDA April 4, 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, after 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, and 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.
2. The investigation was flawed because they failed to come up with an insurance policy that states when, why, and how they issue refunds. Issue new claim number.
3. You have not completed investigations into 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 an investigation is leading to customers being taken advantage of. Net-spend has very bad customer service; PayPal was OK but now has very bad customer service. You will be reported if it is not resolved properly.


Marlon J Green

1-305-514-9505

1-504-345-5293

directormarlongreen@gmail.com

3510 NW 212th Street, Miami Gardens,
FL 33056

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