

To: Bella Klein[REDACTED]
From: Jeffrey
Sent: Sat 7/28/2012 2:00:14 AM
Subject: Fwd: Customer Service Update From FORA.tv Regarding your Credit Card Dispute

This is ok

Sorry for all the typos .Sent from my iPhone

Begin forwarded message:

From: Andrew Edwards <[REDACTED]>
Date: July 27, 2012 8:05:24 PM EDT
To: jeevacation@gmail.com
Subject: Customer Service Update From FORA.tv Regarding your Credit Card Dispute

Hello jeepproject,

We received your credit card dispute. We have records that indicate that you signed up as a FORA.tv Plus (+) Annual Member on 07/02/12 (Transaction ID #05F66094D30453306) and then purchased Aspen Ideas Festival on 07/15/12 (Transaction ID #3DR720460K1392031).

Before we respond to your credit card company about the dispute you have created for an unauthorized payment, I wanted to contact you to find out if you had any issues viewing the conference or if there were any other issues that we could assist with, or that caused you to file this complaint?

Please let me know if you have any questions. If you'd like, I'd be glad to discuss further over the phone.

Thank you for giving us the chance to earn your trust.

Kind Regards,

Andrew

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Andrew Edwards | E-Commerce Marketing Manager | FORA.tv | [REDACTED]
[REDACTED]