

To: jeevacation@gmail.com[jeevacation@gmail.com];
jeevacation@gmail.com[jeevacation@gmail.com]
From: Andrew Edwards
Sent: Sat 7/28/2012 12:05:24 AM
Subject: Customer Service Update From FORA.tv Regarding your Credit Card Dispute

Hello jeeproject,

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 | 