

**From:** Kathie <[REDACTED]>

**To:** [REDACTED] <[REDACTED]>

**Subject:** [Uber] Re: Re: Receipt for canceled trip on Monday morning

**Date:** Mon, 12 May 2014 22:27:31 +0000

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# Be sure to reply above this line #

Your request (5902337) has been updated. To add additional comments, reply to this email.

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**Kathie (Uber)**

May 12 15:27

Hi [REDACTED],

Sorry to hear about this! I've refunded the \$5 cancellation fee. You should see it back in your credit card account within 1-3 business days.

We appreciate the feedback as we work to get the best taxis on our system.

Please let me know if you have any questions. Always happy to help!

Best,

Kathie

Uber NYC Support

[blog.uber.com/nyc](http://blog.uber.com/nyc) | [facebook.com/Uber](https://facebook.com/Uber) | [@Uber](https://twitter.com/Uber)

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[REDACTED]  
May 12 05:04

Please remove the charge, the driver picked up the wrong passenger at the wrong location!

Sent from my iPhone

> On May 12, 2014, at 8:01 AM, Uber Receipts

<[receipts.new.york@uber.com](mailto:receipts.new.york@uber.com)> wrote:

>

>

- > MAY 12, 2014
- > \$5.00 We'll connect another time, [REDACTED]
- > Payment not included. Be sure to pay the driver.
- > <map\_tpmjvhbc>
- > 07:56am
- > 301 East 66th Street, New York, NY
- >
- > YOUR PICK UP REQUEST WAS CANCELED
- > When a trip is canceled more than five minutes after a driver accepts, or if the driver has to cancel after waiting more than five minutes at the pickup location, a \$5.00 cancellation fee is charged.
- > If you think this was a mistake, please contact us and we'll make it right.
- > Distance 0.00
- > Time 0.00
- > Cancellation Fee 5.00
- > Subtotal \$5.00
- > CHARGED
- > Personal . . . . 1091 \$5.00
- > xidtpmjvhbc
- > You rode with Harmanto

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This email is a service from Uber.