## Ron McClain

Jan 06 04:16 pm

I just lost my father from Covid today and I was needing to file a dispute

## Justine A

Dear Ron,

We are sorry to hear about the passing of your father. Our sincere condolences are with you and your family during this trying time. Please accept our deepest sympathy.

We certainly understand that unexpected events happen as difficult as they may be. Unfortunately, your absence does still affect customers that require emergency services. We're afraid we can't accept your dispute regarding the Appointment Cancellation on 2023-01-06.

Please don't hesitate to reach out if you have any further questions or concerns.

Regards,

E-Connect - Terms Team

## Ron McClain

Jan 07 05:38 am

**To:**E-Connect

So your saying that because my father passed I’m still expected to go into work?

## Ron McClain

Jan 07 05:43 am

**To:**E-Connect

If you lost your parent are you still going into work? Ima a electrician. I deal with electricity. If I can’t focus how can I make sure I don’t kill people. That’s how you get electrocuted. You guys have no empathy for your employers and because of that you will constantly lose employees. This hurts deeply that you guys feel like I’m supposed to put my job over the death of my father. There is no other agency in the world that treats employees like this especially when you guys don’t offer any type of benefits. At this point it feels like slavery working for you guys and it’s not right.

## Mae Anne C.

Jan 07 12:28 pm

Dear Ron,

We understand your sentiments and share them with you. Please know that it is also not an easy decision for us. Still, we have cancellation rules that exist so that emergency service professionals in the marketplace will have as many work opportunities as possible. However, when a emergency service professional doesn't show up to an appointment, customers stop posting appointments, and this creates fewer opportunities for everyone.

Our thoughts and prayers go out to you and your family.

Regards,

E-Connect - Terms Team

## Ron McClain

Jan 07 01:12 pm

**To:**E-Connect

Y’all contradict y’all selves when you talk about customers losing service when you turn around and cancel all my Appointment verses me calling out 1 day for the death of a family member. Y’all don’t care about the customers. It’s all about money worth you guys. I guess you can only win a dispute if I was to die. I’m definitely talking to my lawyer about this one because just like a job can’t fire you over you calling in due to an immediate family member passing you all can’t do it either and nowhere in you guys rules state that.

## Ron McClain

Jan 07 01:17 pm

**To:**E-Connect

n employer who dismisses an employee without good reason or without following a fair procedure lays itself open to a claim for unfair dismissal. This is a statutory claim under the Employment Rights Act 1996.

## Mae Anne C.

Jan 07 01:26 pm

Dear Ron,

We understand that this is frustrating for you, and we're sorry. Please be advised that E-Connect is an online marketplace that connects customers and emergency service professionals, allowing emergency service professionals to book on-demand appointments and customers to access on-demand services. Our easy-to-use app allows participating customers to post available appointments and independent emergency service professionals to find and sign up for open appointments with customers near them. Emergency service professionals using E-Connect’s marketplace are 1099 independent contractors and not employees.

Sincerely,

E-Connect - Terms Team

## Ron Mcclain

Jan 07 01:42 pm

**To:**E-Connect

Apparently none of you are professionals and that’s why none of you should be running this type of business if you can’t sympathize with your workers. Again like I said you all don’t have no where in your rules that if you lose a loved one and you call in that you get suspended. That’s sounds very much inhumane. You all have an F with the BBB. You guys more than likely will not go very far. And my voice will be heard

Sent from my iPhone