

Subject: Re: Epic + Apple Payment
From: "iTC Internal" [REDACTED]
Received(Date): Thu, 14 Nov 2019 18:55:50 +0000
To: David Wendland • Apple [REDACTED]
Cc: "Jocelyn Kim" [REDACTED], "Apps Ops Engineering"
[REDACTED] "Mike Schmid"
Date: Thu, 14 Nov 2019 18:55:50 +0000

Some answers inline:

2. Currency breakdown in 2019

ASC Ops?

7. Overall FX conversion rate for all the currencies and total FX fees in 2019

Anyone?

Payments & Financial Reports displays detailed information for each territory, such as the number of units sold, the amount earned in that territory's currencies, taxes and adjustments, the exchange rate applied to the payment, and the total proceeds owed to you displayed in the currency of your bank account. <https://help.apple.com/app-store-connect/#/dev3a16f3fe0>

Thanks,

Mustafa

On Nov 12, 2019, at 11:08 PM, David Wendland • Apple [REDACTED] wrote:

+ Apps Ops, Joce, ASC Ops to all weigh in.

Mike - I'm not sure we can/would answer many of these. But comments inline.

ALL - Please review, if you have input please chime in for Mike.

1. Overall payment methods per country breakdown in 2019.

We don't have a full breakdown yet but actually this is a WIP, tho unclear if we will be externally sharing that. I think it will be helpful to know why this information is needed.

PX-2362.1

| 2. Currency breakdown in 2019

ASC Ops?

| 3. Overall authorization ratio per country per payment methods in 2019

Not sure this is something we can or would provide to a 3rd party.

| 4. Any fraud behaviors and patterns

Not sure this is something we can or would provide to a 3rd party.

| 5. Overall fee structure for agent/commissionaire countries and what was total fee in 2019

Not sure what this is referring to

| 6. Overall Tax structure for agent/commissionaire countries and what was total tax in 2019

Joce?

| 7. Overall FX conversion rate for all the currencies and total FX fees in 2019

Anyone?

| 8. What are the common errors and rejections do we see in 2019

From what pov? Maybe App review or transaction risking?

| 9. How much was monthly chargebacks/refunds and overall trends in 2019

Not sure this is something we can or would provide to a 3rd party.

David Wendland

App Store Ops • Global Technical Advocate

PX-2362.2

[REDACTED]
[REDACTED]
On Nov 12, 2019, at 2:58 PM, Mike Schmid [REDACTED] wrote:

Mike Schmid | App Store | [REDACTED] | One Apple Park Way, Cupertino, CA 95014

Begin forwarded message:

From: Thomas Ko [REDACTED]
Subject: Re: Epic + Apple Payment
Date: November 12, 2019 at 2:41:42 PM PST
To: Mike Schmid [REDACTED]
Cc: Mark Grimm [REDACTED] Haseeb Malik <[REDACTED]>
 [REDACTED] Alec Shobin [REDACTED]

Here are the high level questions.

1. Overall payment methods per country breakdown in 2019.
2. Currency breakdown in 2019
3. Overall authorization ratio per country per payment methods in 2019
4. Any fraud behaviors and patterns
5. Overall fee structure for agent/commissionaire countries and what was total fee in 2019
6. Overall Tax structure for agent/commissionaire countries and what was total tax in 2019
7. Overall FX conversion rate for all the currencies and total FX fees in 2019
8. What are the common errors and rejections do we see in 2019
9. How much was monthly chargebacks/refunds and overall trends in 2019

Best,

On Wed, Nov 13, 2019 at 7:10 AM Mike Schmid [REDACTED] wrote:

In the meantime, do you have a list of all the specific questions you plan on asking? This way they can be prepared to answer them fully.

Thanks,

Mike Schmid | App Store | [REDACTED] | One Apple Park Way, Cupertino, CA 95014

On Nov 12, 2019, at 1:30 PM, Thomas Ko [REDACTED] wrote:

No apology necessary. Please do direct us to have a person we can have a discussion on overall flows around the world for Epic as quickly as possible as the year end of coming quickly and I would like to have a meaningful plan for 2020.

Best,

On Wed, Nov 13, 2019 at 6:02 AM Mike Schmid [REDACTED] wrote:

Hi Thomas,

This is an atypical request and we've been told to direct you to the support documentation on developer.apple.com. I'm trying to get you someone to speak with directly but this is not something any specific team typically deals with and many of us have been out of office.

So I apologize for the delay but if you'd like a person to speak with, I'll need a little bit more time to secure that. My initial ETA was unfortunately not realistic as so many people have been away.

Thanks,

Mike Schmid | App Store | [REDACTED] | One Apple Park Way, Cupertino, CA 95014

On Nov 12, 2019, at 12:59 PM, Thomas Ko [REDACTED] wrote:

Mike and Mark, with all due response, it seems like Epic's request is NOT getting any attention from Apple. Is this how you handle customer's request?

When can we expect for you to be able to find a sufficient support person for us to have a meaningful conversation on the payment that is currently being processed for Epic?

If you cannot provide sufficient support, please escalate within your organization to be able to get the response.

Will look forward to your response.

Best regards,

On Wed, Nov 6, 2019 at 12:06 AM Mike Schmid [REDACTED] wrote:

Hey Thomas! Sorry for the delay. Trying to find the best person on my side for you to connect with. I'll get someone today to give me a timeframe.

Thanks,

Mike

Sent from my iPhone

On Nov 5, 2019, at 6:18 AM, Thomas Ko [REDACTED] wrote:

Just a gentle reminder. Could you suggest a time to synch up please this week? I am in the Eastern time zone and available until Thursday.

Best,

On Fri, Nov 1, 2019 at 2:56 PM Thomas Ko [REDACTED] wrote:

Thanks Haseeb for the introduction.

Mike and Mark, it is very nice to meet you. I understand you are our main contacts at Apple.

PX-2362.4

I joined as a Head of Business and Strategy for Online Services where eCommerce capability is under my domain for Fortnite. So I just want to get additional understanding as how these countries are set up with Tax, Fx as well as other payment methods besides CC/DC.

We could start with a quick intro call perhaps next week?

Looking forward to hearing from you.

Best regards,

On Fri, Nov 1, 2019 at 2:43 PM Haseeb Malik [REDACTED] wrote:

Hello,

Id like to introduce you to Thomas Ko, who recently joined Epic. He is reviewing Apple's invoices to understand international revenues, fees and foreign exchanges etc.

For us to decide what are the additional currencies to expand to so that we can get more coverage. And found some questions based on what the invoices said - agent vs commissionaire, FX fees are all born by Epic.

Can we set up a call with David, so Thomas can run through a few questions? Or maybe kick off an email to discuss the questions first?

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Haseeb Malik
Marketing Director
Mobile Publishing | Epic Games