M Gmail

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edalgate – Retaliatory Fraud Flag and Urgent Transparency Questions

1 message

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To: presse@foodora.at

Mon, Sep 1, 2025 at 1:50 PM

From: RFI-IRFOS Research Team

To: Foodora Austria Press Office
CC: Arbeiterkammer, Finanzpolizei, Bundeswettbewerbsbehörde
Status: Added to PedalGate Codex. Press informed.

Press Summary

Immediately after our Pedalgate inquiry, Foodora's system sent us a template fraud accusation. The "reason code" it cites is auto-generated by Foodora's backend. Riders cannot set it. We gain zero money from cancellations and have documented only three rider-initiated cancellations plus one restaurant-closed case. This is retaliation by automated flag. We are filing this event as evidence and demand five answers by 2 September 2025 COB. Appeal rights must exist in the app. Right now they do not.

Original Notice (verbatim)

German

BESCHWERDE
Sehr geehrte Frau/Herr KEPP
wir mussten feststellen, dass Sie eine überdurchschnittlich hohe Anzahl an Stornierungen von Bestellungen vorgenommen haben.
Der von Ihnen angegebene Grund "wrong_order_items_delivered" ist weder korrekt noch nachvollziehbar.
Es ist verboten, die Bestellung bei unserem Partner anzunehmen, ohne den Empfang in der Rider App zu bestätigen. Dies stellt ein betrügerisches Verhalten dar, das wir nicht dulden!
Jede Entgegennahme der Bestellung beim Vertragspartner ist von Ihnen in der Rider App zu bestätigen.
Wir möchten Sie darauf hinweisen, dass dieses Verhalten gegen unsere Vertragsbestimmungen und Richtlinien verstößt und Sie an Ihre Pflichten gegenüber uns und unseren KundInnen erinnern.
Wir weisen Sie darauf hin, dass wiederholtes Verhalten dieser Art rechtliche Konsequenzen nach sich ziehen wird. Sollten Sie das hier beschriebene Verhalten nicht umgehend einstellen, kann dies ohne weitere Verwarnung zu vertraglichen und sonstigen Konsequenzen führen.
Bitte um Kenntnisnahme!
Für ein klärendes Gespräch stehen wir selbstverständlich sehr gerne zur Verfügung.
Mit freundlichen Grüßen
Foodora Austria GmbH

English

COMPLAINT
Dear Mrs/Mr KEPP
We have noticed that you have cancelled a higher-than-average number of orders.
The reason you gave, "wrong order items delivered," is neither accurate nor understandable.
It is prohibited to accept an order from our partner without confirming receipt via the Rider app. Such behaviour constitutes fraud, which we will not tolerate.
It is essential that you confirm each acceptance of an order in the Rider app.
We would like to point out that this behaviour violates our contractual provisions and guidelines, and we would like to remind you of your obligations towards us and our customers.
We would like to highlight that repeated behaviour of this kind will have legal consequences. If you do not cease the behaviour described here immediately, this may lead to contractual and other consequences without further warning.
Please take note.

If you have any questions about the situation or incident, we are of course available for a further discussion.
Best Regards
Foodora Austria GmbH

Step-by-Step Dissection

Claim A: "Überdurchschnittlich hohe Anzahl an Stornierungen."

- **Mirror:** Provide the number and the benchmark. Our record shows **3 rider-initiated cancellations** total, plus **1 restaurant closed** case.

- **Evidence:** Photo proof of return on impassable route. Dispatch message threads. Zero payout on cancellations.

- **Ask:** What is "durchschnittlich" in your metric. City. Time window. Sample size. Variance. Who audited it.

Claim B: "Reason 'wrong_order_items_delivered' you gave is neither accurate nor understandable."

- **Mirror:** Riders do not set this reason. It is auto-generated by your backend mapping.

- **Evidence:** No UI control to select this code. Code appears without rider input.

- **Ask:** Provide the mapping table that assigns cancellation reasons. Who configured it. When last audited. Why no rider override.

Claim C: "Accepting without confirming receipt constitutes fraud."

- **Mirror:** We always confirm receipt in the app. Your accusation is factually false.

- **Evidence:** Acceptance logs from rider device. Timestamped.

- **Ask:** Produce your server logs showing any acceptance without confirmation. If none, withdraw the fraud label in writing.

Claim D: "This violates contractual provisions. Legal consequences."

- **Mirror:** You are threatening legal action based on an automated mislabel. There is **no appeal function** visible in the app workflow.

- **Evidence:** App UI screenshots. No link. No form. No human escalation path.

- **Ask:** Why are you issuing legal threats without due process, human review, and appeal.

Claim E: "We are of course available for a further discussion."

- **Mirror:** We are replying to Press and CC oversight. A phone chat is not due process. We require a written answer and a fix.

Operational Reality Ledger

- **Cancellations benefit rider:** False. Cancellations pay nothing. We lose time and energy.

- **Redispatch failure:** When redispatch stalls, cancellation is the only way to protect the customer and clear the slot.

- **Routing failures:** Elevation and impassable routes for pedelec documented. Order returned. Photo attached.

- **Restaurant closed:** Arrived. Closed. Cancellation inevitable.

- **Reason codes:** Generated by your code. No rider control.

Five Urgent Questions

Deadline: 2 September 2025, COB

1. Why does your backend assign false cancellation reasons that riders cannot control or correct.

2. Where is the appeal function for fraud labels. Show the button. Show the flow.

3. Why is there no in-app right to contest automated flags, including human review.

4. How will you prevent automated retaliation against lawful regulatory inquiries.

5. Will you commit to an independent audit of your flagging system, routing logic, and appeals, with public timelines.

Required Actions

- Withdraw the fraud accusation in writing.

- Confirm in writing that reason codes are system-generated and not rider-selected.

- Provide a functioning appeal mechanism inside the app that includes human review.

- Provide the benchmarks used to claim "überdurchschnittlich".

- Publish an audit plan for the flagging and routing systems.

Silence will be logged as refusal to engage. We will escalate this event with attachments to Arbeiterkammer, Finanzpolizei, and BWB.

Attachments Logged to PedalGate Codex

- Original complaint email.

- Timeline of our inquiry 12 Aug → 20 Aug deadline → 1 Sep follow-up → immediate flag.

- Screenshots of app flows showing no appeal option.

- Photo proof of returns and route impossibility.

- Cancellation count ledger.

Respectfully
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✳**Simeon Kepp (MBA)**

RFI-IRFOS
Interdisciplinary Research Facility for Open Sciences

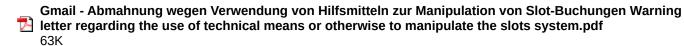| **Our OSF Publications**
| **LinkedIn: Simeon Kepp MBA**
| **LinkedIn: RFI-IRFOS**

💡 *Just like the Earth needs time to rest, so do you. This email found its way to you at a time that worked best for us, feel free to respond at a time that works best for you.* 🌱

4 attachments

Gmail - Abmahnung wegen Verwendung von Hilfsmitteln zur Manipulation von Slot-Buchungen Warning letter regarding the use of technical means or otherwise to manipulate the slots system.pdf
63K

Elevation Logic Policy (1).pdf
18K

PedalGate Codex_ A Legal & Transparency Compendium on Austria's Gig Economy.pdf
246K

PedalGate- Dispatch Disparity, Platform Gaslighting & the Collapse of Courier Trust in Austria's Gig Economy.pdf
206K