



The Hauskeep LLC

5/1/25

Re: Update for ticket #934718



To: Jobber



The_Hauskeep_Final_Rebuttal_Letter.pdf

Sent from my iPhone

On May 1, 2025, at 9:23 AM, Charlie L (Jobber)
<support@getjobber.com> wrote:

##– Please type your reply above this line –##

Your ticket# (934718) has been updated. To add additional comments, reply to this email.



Charlie L (Jobber)

May 1, 2025, 10:23 MDT

Hi Kayla,

Thank you for your reply. Please be



Kayla Collins

Manager, The Hauskeep

help@thehauskeep.com | 559-302-0057

Date: April 30, 2025

Subject: Final Dispute Response - Fraud, Payment Reversal, and Legal Clarification Request

Dear Charlie / Jobber Risk Team,

Thank you for your continued communication.

I'm writing to reiterate that I am the documented victim of payment fraud. The individual known as "Eric Palencia" used false credentials to obtain two services from my company - both of which were completed. These services were paid for via ACH and then fraudulently reversed. I was not given any opportunity to challenge the dispute through Stripe or Jobber.

This has caused a serious disruption to my ability to operate, and I am now facing a debt for services I legally fulfilled - with no process available to defend myself.

At this point, I would appreciate written confirmation on a few points before moving forward:

1. Can you confirm whether Jobber considers this balance a consumer debt or a commercial

liability? (This affects how it may be reported and pursued.)

2. If Jobber refers this to a collections agency, will the agency be licensed in California and compliant with both the Fair Debt Collection Practices Act (FDCPA) and California Rosenthal Fair Debt Collection Practices Act?

3. Does Jobber plan to report this balance to any credit bureau? If so, which one(s), and under what classification (personal or business credit)?

I am documenting this entire matter in case further legal or regulatory filings become necessary. I am also filing a police report this week for theft of services, and I have preserved all service records, payment confirmations, and internal logs from the transaction.

Finally, I ask that Jobber pause any enforcement actions while this matter is under formal dispute and reconsider the demand for repayment, given the fraudulent nature of the incident and my present financial hardship.

Please confirm receipt of this request and provide clarity on the points above.

Sincerely,

Kayla Collins

Manager, The Hauskeep