



Kayla Collins

Manager, The Hauskeep

help@thehauskeep.com | 559-302-0057

Date: April 30, 2025

Subject: URGENT: Fraud Dispute, Inability to Pay, and Request for Immediate Review

Dear Jobber Risk Team,

My name is Kayla Collins, and I am the Manager of The Hauskeep, a Wyoming-registered business entity currently operating in California. I am writing to formally dispute the \$2,137.21 balance on our account. This chargeback debt was the result of a fraudulent ACH transaction made by an individual using the name "Eric Palencia."

This person scheduled and paid for two services. Both services were completed in full. Afterward, this individual reversed both ACH payments through their bank, and all attempts to reach them have failed. The contact information they used appears fake, and I now have every reason to believe the identity was fabricated.

As a result of this scam:

- Our Jobber account has been suspended

- We have lost access to our work platform and active clients
- Revenue has stopped, and the company cannot afford to repay this debt

We are currently unable to operate effectively while locked out of the platform. A police report is being filed to formally document this as theft of services and payment fraud against our business.

I am asking Jobber to:

1. Immediately pause all collections and reporting related to this account while your risk or compliance team reviews the case;
2. Consider a complete waiver or significant reduction of this balance, as we have no means to repay a debt caused by fraud;
3. Restore access to our account or allow limited access to retrieve client data and job history so we can resume operations and prevent further harm.

This situation has caused significant hardship, and we are asking for your understanding and cooperation as we work to recover from this criminal attack on our business.

I am happy to submit the police report, documentation of services rendered, and any other evidence needed to validate our claim.

Thank you for your time and consideration.

Sincerely,

Kayla Collins

Manager, The Hauskeep



**KAYLA COLLINS**

May 1, 2025, 10:10 MDT

Sent from my iPhone

On Apr 30, 2025,  
at 8:15AM,  
Charlie L (Jobber)  
<support@getjob  
ber.com> wrote:

Attachment(s)

[The\\_Hauskeep\\_Jobber\\_Dispute\\_Letter\\_Simplified\\_REG EN.pdf](#)