



**From:** Kayla, The Hauskeep help@thehauskeep.com    
**Subject:** Final Rebuttal – Legal Violations Persisting | Case #06417207  
**Date:** May 29, 2025 at 4:51 PM  
**To:** issues@getjobber.com, Jennifer Hannusch jennifer.hannusch@trustaltus.com  
**Cc:** Kayla C kaylacollins3@icloud.com



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Please see the attached final rebuttal and escalation notice. This has also been mailed via certified delivery for legal record. Your 24-hour response window remains in effect.



05\_29\_2025  
COLLINS.pdf

Sent from my iPhone

**From:** Charlie L (Support) issues@getjobber.com    
**Subject:** Update for ticket #951559  
**Date:** May 30, 2025 at 6:02 AM  
**To:** KAYLA COLLINS help@thehauskeep.com

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Your ticket# (951559) has been updated. To add additional comments, reply to this email.

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**Charlie L (Jobber)**

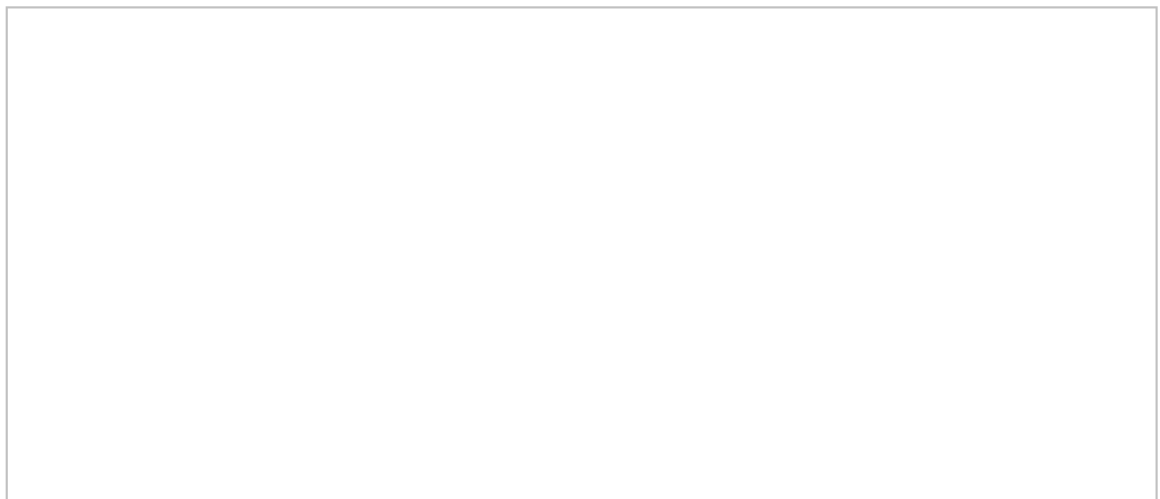
Hi Kayla,

Thank you for reaching out regarding your outstanding debt of **\$2,137.21**. We are sorry that you feel this way, however, as explained on several occasions, the dispute process is not set-up by Jobber, nor is Jobber responsible for the banks decision regarding disputes that The Hauskeep received. As per Jobber's Terms of Service agreement that you accepted upon signing up with Jobber (please see details below), as the account owner of The Hauskeep, you are solely responsible for all reversed or charged back transactions.

Unfortunately, despite our efforts, your lack of cooperation and unwillingness to resolve the outstanding debt incurred on your account, has resulted in legal action as your account was forwarded to our Third Party Collection Agency (Altus) on May 7th, due to non-payment.

You are required to repay Jobber as funds were reversed when the dispute was initiated and you did not have funds in your Stripe balance or connected bank account to cover for the reversal.

Should you wish to resolve this matter and pay your outstanding debt, please pay the [{INVOICE LINK}](#).







Sincerely,



**KAYLA COLLINS**

Please see the attached final rebuttal and escalation notice. This has also been mailed via certified delivery for legal record. Your 24-hour response window remains in effect.

Sent from my iPhone

Attachment(s)

[05\\_29\\_2025 COLLINS.pdf](#)

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Zendesk

[7DG3PV-GEG34]

**b) Negative Account Balances & Repayment Plans.**

For any Jobber account which has a negative balance (e.g., you provide more refunds than you receive payments and/or have a number of disputed transactions or outstanding chargebacks), that negative balance constitutes a debt owed to Jobber. Accordingly, if you have a negative balance, the following terms apply:

- i) any payments received to that account (e.g., from future customer transactions) will be applied to automatically reduce the balance;
- ii) the functionality which enables the processing of refunds through the affected account may be disabled at any time by Jobber without prior notice;
- iii) the payout schedule (i.e., the speed at which you receive funds in your connected account) may be amended at any time by Jobber without prior notice; and
- iv) you may be required by Jobber, in Jobber's sole discretion, to address any negative balance through a repayment plan agreement. You acknowledge and agree that it is a condition of your being granted rights to use Jobber Payments Service that you will enter into a repayment plan agreement with Jobber if such a plan is deemed necessary by Jobber. If you do not enter into such a plan or fail to meet the repayment schedule in the applicable repayment plan, Jobber may terminate your account or take any actions deemed appropriate by Jobber to the extent permitted by law.

**c) Payment Disputes.**

As between you and your end users, all payment disputes between you