



From: Charlie L (Support) issues@getjobber.com  
Subject: Update for ticket #948754
Date: May 26, 2025 at 11:46 AM
To: KAYLA COLLINS help@thehauskeep.com



Your ticket# (948754) has been updated. To add additional comments, reply to this email.



Charlie L (Jobber)

Hi DodLi,

Thank you for the update. Please find the attached as per debtor's request:

1. Invoice copy + screenshot of chargebacks received
2. Terms of Service Agreement + Acceptance
3. Screenshot of lost Chargebacks from Stripe

Please feel free to contact me should you have any questions or require any further documentation.







Thank you.

Sincerely,



DodiLi Guillet

Hi Chantelle!

The Hauskeep Inc. Case: 06417207 – Please review the attached list of information the debtor is requesting.

Please note: They are citing the FDCPA, which is not applicable here since this is a business debt.

Please provide.

Thanks much,

DodiLi Guillet

National Account Representative

Direct: (480) 300-4283

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Altus CR logo crop.png



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Attachment(s)
[06417207.pdf](#)

Zendesk

[M5N1PN-3ZRL1]

Notes

NAME	OBJECT	DISPUTED AMOUNT	DISPUTE ID	TRANSACTION DATE	STATUS	STRIPE TRANSACTION	DISPUTE REASON	DISPUTE DATE
Eric Palencia	Invoice #61	\$1,559.80	MTY3MTYx	2025 06 Mar 07:04	lost	Stripe ↗	debit_not_authorized	2025 28 Mar 02:18
Eric Palencia	Invoice #61	\$599.00	MTY3MTYw	2025 23 Feb 10:00	lost	Stripe ↗	debit_not_authorized	2025 28 Mar 02:17

Transactions >

\$599.00 USD Dispute lost X

Charged to [Eric Palencia](#)

This dispute was lost

Unfortunately, the payment facilitator doesn't allow you to submit evidence for this type of dispute. The disputed amount of \$599.00 USD and the dispute fee won't be returned to you.

[Learn more about preventing chargebacks](#) →

Recent activity

+ Add note

- Lost dispute
Unfortunately, the payment provider does not allow you to submit evidence for this type of dispute. The disputed amount of \$599.00 USD has not been returned to you.
Mar 28, 2025, 12:17 AM
- Payment disputed as unauthorized
Mar 28, 2025, 12:17 AM
- Payment succeeded
Feb 27, 2025, 5:42 AM
- Payment started
Feb 23, 2025, 8:00 AM

Actions >

\$559.80 USD Dispute lost X

Charged to [Eric Palencia](#)