

**From:** Michael Laham <mlandel2012@aol.com>

**To:** Compliance <Compliance@homesteadsupport.com>

**Subject:** Re: [rt2.preprod.hs #8581041] billing update

**Date:** Sun, Feb 9, 2014 4:21 pm

**Attachments:** [\\_A\\_Homestead\\_e-mail\\_Thomas\\_Dawson\\_-\\_Marketing.pdf \(128K\)](#),  
[\\_B\\_Homestead\\_Search\\_Engine\\_Optimization.pdf \(177K\)](#)

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To S. Williams

We are in a dispute with YOU, NOT SEOGears, for the following reasons:

1. You, Homestead are owned by EIG – Endurance International Group – and it is EIG who extracted the \$499.00 from our old debit Visa card from our bank account on 1/3/14. Refer to your own copy of this charge, documented as “CKCD DEBIT 9391 01/01 01:42 EIG\*HostingSupport 866-5392 MA”.
2. We told Thomas Dawson, Homestead’s technical support person, on 1/2/14 that we were ready to start the marketing campaign for our website. We knew that Homestead was going to do our marketing for us because a) it was Thomas Dawson, who works for Homestead, who contacted the marketing department and assigned us a marketing person, and because b) we saw an advertisement for search engine optimization (SEO) marketing on the Homestead Website that said it was from Homestead, and c) Thomas Dawson via e-mail gave us a chart with the SEO services and respective prices of which we selected the SEO Target Rank Aggressive Pro Marketing Package with Five Key Phrases for \$499.00 when we inquired about marketing from Thomas Dawson, who works for Homestead.

See attachments #A and #B.

3. On 1/8/14 we received an e-mail from a Joey Belk, who introduced himself to us as a marketing manager from a company called SEOGears and told us he was going to do the marketing for our website. On 2/5/14 we received an e-mail from you, S. Williams, stating that Homestead and SEOGears are two separate entities. Then you told us our dispute is with SEOGears not Homestead. However, according to the Common Law Doctrine of *Respondeat Superior*, whoever contracted with SEOGears to do marketing for websites hosted on Homestead is accountable for the actions of SEOGears. That entity is either EIG or Homestead. Thereby, EIG, who owns Homestead, is ultimately the responsible party. So it is EIG who must refund us our \$499.00 due to the fact that SEOGears rendered us NO SERVICES only DIS-SERVICES.

We are not lawyers but we do know our CONSUMER RIGHTS.

If you are truly sorry, then you will refund us the (\$499.00) money that you owe us. Or is your motto, “It’s not stealing; it’s revenue enhancement” ?

**OUR WEBSITE WILL HELP STOP THE SUICIDAL-HOMICIDAL SPREES. SO BEING THAT WE ARE NOW IN A MONETRY DISPUTE WITH YOU – EIG WHO OWNS HOMESTEAD – NO MATTER THE OUTCOME, ARE YOU GOING TO ALLOW US TO CONTINUE KEEPING OUR WEBSITE UP BY BEING PART OF THE SOLUTION TO BULLYING OR ARE YOU GOING TO SHUT OUR WEBSITE DOWN BY BEING PART OF THE PROBLEM OF BULLYING? WE ALREADY ASKED YOU THIS QUESTION IN OUR LAST E-MAIL TO YOU DATED 2/5/14. YOU DID NOT ANSWER IT. THEREFORE, IF YOU DO NOT REPLY, YOU WILL BE COMMUNICATING TO US THAT YOU ARE GOING TO TERMINATE OUR WEBSITE – NEVER MIND THAT WE ARE PAYING THE \$19.99 PER MONTH INDEFINTELY FOR THE GOLD PACKAGE WEBSITE BUILDER SO THAT OUR [www.bullcrapbusters.com](http://www.bullcrapbusters.com) WEBSITE REMAINS ON SITE ON THE INTERNET INDEFINTELY.**

After sending you this e-mail, we will send you two e-mails whose text and attachments will explain and document that SEOGears did NOT render us any SERVICES only DIS-SERVICES.

Michael Laham and Elana Laham

-----Original Message-----

From: S. Williams via RT <[Compliance@homesteadsupport.com](mailto:Compliance@homesteadsupport.com)>

To: mlandel2012 <[mlandel2012@aol.com](mailto:mlandel2012@aol.com)>

Sent: Wed, Feb 5, 2014 4:56 pm

Subject: [rt2.preprod.hs #8581041] billing update

Hello

Thank you for your message. Homestead and SEOGears are two separate entities. The credit card you provided to Thomas on 01/02 for the SEOGears would not have been connected to your Homestead account. We have reached out to Thomas' manager so we can help resolve this issue.

Unfortunately, the refund must be done on the SEOGears side so we needed the amount charged so we could notify SEOGears.

If we do need to call you regarding a refund what is the best number to reach you at?

Regards,  
Homestead Compliance Team

On Wed Feb 05 10:00:36 2014, [mlandel2012@aol.com](mailto:mlandel2012@aol.com) wrote:

>  
> To S. Williams  
>  
>  
> What is the company name next to the charge that is from SEOGears?  
> "CKCD DEBIT9391 01/02 01:42 EIG\*HostingSupport866-5392 MA".  
>  
> What is the amount charged from SEOGears? \$499.00  
>  
> What are the last 4 digits of the credit card being charged? 9391  
>  
> What is the last date you were charged? 1/3/14  
>  
> What type of credit card is being charged? debit Visa Card  
>  
> WHY ARE YOU ASKING US THESE QUESTIONS?  
>  
>> Please be informed that I authorize my debit Visa card on my account  
>> with Homestead to only be used by Homestead for the purpose of  
>> paying for my Gold Package Website Builder in the amount of \$19.99  
>> per month. I do not give authorization for SEOGears to use it as  
>> of 1/30/14, at which time we sent SEOGears our cancellation  
>> notification.  
>  
> We want to continue doing business with Homestead. Do we need to do  
> business with SEOGears in order to continue doing business with  
> Homestead? We presently have the Gold Package Website Builder for  
> \$19/99 per month on our account with Homestead and intend to keep it  
> going. However, we do not like SEOGears and are presently in a  
> dispute with them for \$499.00 for January 2014, and so we have  
> already cancelled our account with them as of 1/30/14 for their so-  
> called SEO Target Rank Aggressive - Marketing Pro, with five Key  
> Search Words.  
>  
> We are in dispute with SEOGears for the \$499.00 that they took from us  
> on January 3, 2014 because SEOGears DID NOT RENDER US ANY SERVICES

> ONLYDIS-SERVICES. We therefore arerequesting a refund of the  
> \$499.00. UponHomestead Compliance Team's request, we will furnish  
> you with the details of ourdispute and documents that prove that  
> SEOGears did not render us any services,only DIS-services.

>  
> We had an excellent experience working with Homestead, so when the  
> moneywas taken out of our bank account, we thought it was going to  
> Homestead and thatwe were going to get a marketing expert from the  
> Homestead Company to work withus. Instead, we discovered later  
> that wewere working with a marketing manager from SEOGEARS; yet we  
> never ever got anypaperwork from the SEOGEARS Company such as an  
> invoice, or terms of agreement,or a contract, or even a billing  
> account like we have with Homestead.

>  
> Any assistance you can give us in recovering our \$499.00 will be  
> verymuch appreciated.

> Michael S. Laham and Elana Laham

>  
> From: S. Williams via RT <[Compliance@homesteadsupport.com](mailto:Compliance@homesteadsupport.com)>To:  
> mlandel2012 [mlandel2012@aol.com](mailto:mlandel2012@aol.com)  
> Subject: [rt2.preprod.hs #8581041] billing update Date: Tue, Feb 4,  
> 2014 2:53 pm

> Hello

>  
> Thank you for your messageand we are sorry to hear about this matter.  
> So we  
> can investigate further andget you in touch with the right people at  
> SEOGears  
> regarding the billing canyou please provide us with the following  
> information?

>  
> What is the company namenext to the charge that is from SEOGears?  
> What is the amount chargedfrom SEOGears?  
> What are the last 4 digitsof the credit card being charged?What is the  
> last  
> date you were charged?Whattype of credit card is being charged (Visa,  
> Mastercard, AmericanExpress)? – Visa

> Regards,  
> Homestead Compliance Team

> On Mon Feb 03 12:27:10 2014, [mlandel2012@aol.com](mailto:mlandel2012@aol.com) wrote:  
> > To Whom It MayConcern:

> >  
> > Please be informedthat I authorize my debit Visa card on my account  
> > with Homestead to onlybe used by Homestead for the purpose of  
> > paying for my GoldPackage Website Builder in the amount of \$19.99  
> > per month . I do notgive authorization for SEOGears to use it as  
> > of 1/30/14, at whichtime we sent SEOGEARS our cancellation  
> > notification.

> > My email address is [mlandel2012@aol.com](mailto:mlandel2012@aol.com)

> > My pin number is 3500

> >  
> >  
> > Please send verificationthat you have received this e-mail within 24  
> > to 48 hours by sendingme a confirmation e-mail.  
> >  
> >  
> >  
> >  
> > Michael S. Laham andElana Laham