

Case Numbers: 220822-011190 220822-019617 220905-007576 220906-018576

From: Healed by Compassion (message2014-321@yahoo.com)
To: linkedin_support@cs.linkedin.com
Cc: message2014-321@yahoo.com; compassion@dr.com
Date: Wednesday, 7 September 2022 at 15:25 BST

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In the latest email from the Executive Escalations Case Manager, sent to our professional email address (compassion@dr.com), she proposed the following 3 remedies:

1. We set up a business page on LinkedIn

Reply to this suggestion based on advice from the lawyers and journalists helping this high profile case:

Friends and former colleagues at LinkedIn and lawyers who specialise in social media law advised we are not eligible for a "business profile" on LinkedIn because we are NOT a business.

We are an unfunded support network and this is our unpaid voluntary work.

The fact our support network has no money and does not charge for producing information means we cannot be placed in the category of "business".

The fact this is our unpaid voluntary work means this is not our job and certainly not any sort of business.

This is why many years ago when we set up the profile on LinkedIn, it was agreed we set it up in the personal category instead of business.

Further, as we are an unfunded support network and since this is our unpaid voluntary work, we have no money and no funding to pay for a business account.

2. We contact 26,000 people who are following our profile and ask them to follow our new business profile

Reply to this suggestion based on advice from the lawyers and journalists helping this high profile case:

It took us many years to attract 26,000 professionals to follow our LinkedIn profile.

You suggested we spend 7 days contact 26,000 people and ask them to follow our new business profile.

This is impossible to achieve because we are an unfunded support network who rely on volunteers and all volunteers only have time to devote a few hours per week to social media (this include all our 6 social media sites)

To get 26,000 followers to unfollow the current profile and then follow the new profile would take a large team of staff (which we don't have as we rely on volunteers) at least 1 year to achieve.

Therefore, to make this work, you need to:

(1) Either grant us access to our current profile or give us a business profile free of charge (as we are an unfunded support network and since this is our unpaid voluntary work, we have no money and no funding to pay for a business account)

(2) Automatically move the 26,000 followers to our new profile.

Please check with Senior Management and then let us know if the expert advice is accepted.

3. We give consent for you to send emails to our professional email address (compassion@dr.com)

Reply to this suggestion based on advice from the lawyers and journalists helping this high profile case:

Of course we give consent **for you to send emails to our professional email address (compassion@dr.com)**. We are sending this message from the email address registered with LinkedIn as you requested and confirm we give consent **for you to send emails to our professional email address (compassion@dr.com)**

However, your request is unnecessary since our signed letter and the subsequent emails sent from both email accounts all proved consent was provided to you on multiple occasions.

Query:

The Executive Escalations Case Manager only disclosed her first name Julie but withheld her surname. Why?

The lawyers and journalists helping this high profile case, together with friends and former colleagues at LinkedIn and its owner Microsoft already know her surname so it was unnecessary to hide it.

Other comments from the lawyers and journalists helping this high profile case:

It's been 41 days since LinkedIn denied us access to our profile, which caused distress to our 26,000 followers on LinkedIn.

Lawyers and journalists helping our high profile and prominent case advised our IT Team to merge all the

evidence into a single document.

Please find attached a PDF file containing 51 pages of the key evidence sent to the Chairman and Chief Executive of LinkedIn and its owner Microsoft.

The attached file contains 3 key letters, each letter contains remedies suggested by lawyers.

We look forward to receiving a positive response.

With warmest regards and very best wishes,

Volunteers and Advisors at Healed by Compassion
international health support network

Official website: [Healed by Compassion – Multi award winning international health support network, est 2010. \(hope-and-compassion.com\)](http://Healed by Compassion – Multi award winning international health support network, est 2010. (hope-and-compassion.com))

On Wednesday, 7 September 2022 at 14:55:31 BST, LinkedIn Customer Support <linkedin_support@cs.linkedin.com> wrote:



Healed by Compassion

Reference # [220907-007348](https://www.linkedin.com/message/220907-007348)

Status: Open

Response (09/07/2022 08:55 CST)

Hi Healed by,

I hope this message finds you well! My name is Julie and I'm an Executive Escalations Case Manager with LinkedIn. I have received your support inquiry. I understand you are having a problem accessing your account. I'm sorry you are experiencing this and I'm happy to help you today.

We have received correspondence from an email address not associated with your account. Please reply to this email address confirming that you grant us permission to correspond with compassion@dr.com regarding your account details.

Looking forward to your reply.

Julie A.
Executive Escalations Case Manager

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This is a support email in response to your request submitted on LinkedIn.

This email was intended for Healed by Compassion. [Learn why we include this.](#)



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Evidence Bundle (51 Pages) 7 Sept 2022.pdf
2.5MB