

A message from LinkedIn [Case: 220907-007348]

From: LinkedIn Customer Support (linkedin_support@cs.linkedin.com)

To: message2014-321@yahoo.com

Date: Wednesday, 7 September 2022 at 18:00 BST



Healed by Compassion

Reference # [220907-007348](#)

Status: Open

Response (09/07/2022 12:00 CST)

Hi Healed by,

Thank you so much for your reply and for confirming your identity.

I want to ensure I address all of your concerns.

Unfortunately, we are not able to reinstate your existing account as it was created with a business name which is a violation of the LinkedIn [User Agreement](#) and [Professional Community Policies](#). LinkedIn requires that you represent your true individual identity on your profile and not that of a business or entity. A business or organization Page must be created. You are then able to add admins on the Page to facilitate content management going forward.

We value the important mission of your organization and your trust in our platform. We truly want this to be a good experience for you and for you to continue leverage your audience that you have built. As a workaround, we have lifted the restriction on your account today and will allow temporary access to the account for 7 days to allow you time to complete the Page creation and invite your current connections to follow the new Page. We sincerely apologize for any inconvenience or delay this may cause in getting your account fully migrated.

Regarding the transfer of your current 26,000 connections on the existing account, we currently do not support a method to automatically transfer these to the newly created Page as each individual will need to accept that request one their end. While these members agreed to "Connect" to you as a personal account, we are not able to take action on another member's account and consent to follow a organization or business Page without their permission. With that being said, once the new Page has been created you can then [Invite connections to follow your LinkedIn Page](#). This will grow your follower base on the new Page by sending an invite to all of your existing 1st degree connections.

I have also included a few resources that I think you will find helpful:

[Create a LinkedIn Page | Marketing Solutions Help](#)

[Create a LinkedIn Page – Best practices | Marketing Solutions Help](#)

[Add, Edit, or Remove Admins on Your LinkedIn Page | Marketing Solutions Help](#)

Please let me know once you are able to access the existing account and the new Page has been created. I would be happy to walk you through any additional questions.

Thanks,

Julie A.

Executive Escalations Case Manager

8:00 AM – 4:00 PM CS

Member (09/07/2022 10:03 CST)

Please read the earlier 2 messages (sent in the last hour this afternoon) before you read this one, to ensure you understand its meaning:

The IT experts who help our support network are all unpaid volunteers who devote 1 hour each week to support our social media platforms, this is done on pro bono basis.

They are all extremely busy with their careers and families.

The recent crisis of being denied access to LinkedIn profile used many hours of their time and

as you can understand, we cannot ask any more time from them, at least for a year.

In the event you are happy to give us a business profile free of charge and for an unlimited period of time (i.e. for as long as LinkedIn exist), then you need to find a senior and trustworthy IT expert from your organisation to help us transfer the 26,000 followers and all the data from the current to the new profile.

However, the simplest solution is actually to restore access to our profile, which saves time and resources. The lawyers and journalists advised this should have been done immediately when you read our 42-page signed letter on 22 August.

Please reply to confirm one of the above remedies is accepted and will be actioned as soon as possible.

Member (09/07/2022 09:26 CST)

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

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)

===== application File Attachment =====

Evidence Bundle (51 Pages) 7 Sept 2022.pdf, 2624642 bytes, added to ticket

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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