

Reply to the latest letter from Executive Customer Relations - 11167180 - and appeal to Chairman and Chief Executive of LinkedIn and Microsoft (owner of LinkedIn)

From: compassion@dr.com

To: microsoftescalationsupport@microsoftsupport.com; press@linkedin.com; jweiner@linkedin.com; rroslansky@linkedin.com; jgraff@linkedin.com; gsachdeva@linkedin.com; satyan@microsoft.com; clare.barclay@microsoft.com

Date: Wednesday, 14 September 2022 at 17:36 BST

14 September 2022

Reply to the latest letter from Executive Customer Relations - 11167180 and appeal to Chairman and Chief Executive of LinkedIn and Microsoft (owner of LinkedIn)

Based on legal advice, we are submitting new evidence, which need your urgent attention.

The lawyers, journalists and social media experts helping this high profile case advised the latest letter via email on 14 September from an individual who calls herself Ilinca. B, part of the Executive Escalations team at Microsoft, is extremely provocative, inflammatory and offensive for the following reasons already accepted by journalists in America and Britain who are willing to publish this travesty of justice:

1. Since majority of our 84,000 followers across our 6 social media sites are supporters of the British Royal Family and due to the 12-day national mourning announced by the UK Prime Minister, many large organisations such as major trade unions have called off national strikes. On this basis, LinkedIn need to follow their good example and delay terminating our account pending full examination of all the robust hard evidence you have received from us in the past month. Your latest reply proved you have not read a single page and simply repeated the unfounded accusations on compliance.

2. Ilinca B from Microsoft Executive Escalation Team's letter via email falsely accused us of "refusing the offer of 7 days to transfer all followers and data to the new page" and we made "no effort". The evidence we previously sent (see attachment number 2) proved beyond reasonable doubt that we had accepted the offer and created the page, but as you refused to automatically transfer all 26,000 followers and data to the new page or assign staff to help us achieve the goal (your staff only provided links for us to manually create a page and no other practical support was provided), we were forced to do it manually. Obviously you have no understanding on this matter, otherwise you would understand it is simply

not possible to transfer 26,000 followers and many years of data in just 7 days, despite the fact all of us made maximum 100% effort.

As an unfunded support network, we rely exclusively on volunteers and despite their best efforts, it was only possible to transfer a few of the 26,000 followers and 0.1% of the data accumulated over many years during the 7 days.

In one of our previously letters, the lawyers, journalists and social media experts presented you with a set of remedies (see attachment number 2), which you ignored and then repeatedly made the same set of unfounded accusations. If this case goes to court, our lawyers will show all your replies to the judges, which proved you ignored all the evidence we presented and your decision to frame us and inflict detriments in our lives are all pre-determined.

3. Please see attachment number 1 for reason 3

4. Please see attachment number 2 for reason 4

5. Please see attachment entitled Bundle of Evidence for reasons 5 to 10 (outlined throughout the 51 pages)

6. You repeatedly accused us of being a business, despite the fact the evidence we previously sent (see attachment number 2) provided we are not. Our legal team ask you to desist from making those unfounded accusations and comply with Government guidelines, which clearly states an unfunded support network like ours is exempt from regulation, which means we can have a personal profile on social media. In fact, LinkedIn did allow this many years ago when our profile was created, which proved you agreed with us. In your replies, you failed to explain the sudden change of heart.

Query:

In one of our previous letters (see attachment number 2), we offered to change the name to one of our senior volunteers or merge the account with an existing one held by one of our senior volunteers, please advise which one of these you accept.

Next step:

1. Please reply as a matter of urgency to respond to the above query and bullet points 1 to 6, then respond to the suggested remedies in the 3 attachments.

Please do not write in paragraphs but use bullet points to address each and every query and suggested remedy.

2. Meanwhile, please postpone termination of the account (which is scheduled for tonight) pending final outcome of our negotiation or lawsuits, whichever resolves the matter sooner.

Advice from journalists, lawyers and social media experts helping this high profile

The journalists, lawyers and social media experts helping this high profile case pointed out there are currently 2 multi-billion lawsuits against Microsoft and we can either join forces with others suing you or launch our own lawsuits (please see attached documents for facts proving we are well respected in the legal field in both Britain and America)

They, together with our 84,000 followers on 6 social media sites, have had confidential communication with the United Nations (UN), who advised the UN and international courts are in the process of investigating Microsoft and its assets such as LinkedIn. If you refuse to resolve our grievances by accepting at least some of the remedies presented in this email and attached letters, then you leave us with no choice but to let the UN and international courts to include our high profile case in their investigations.

The journalists, lawyers and social media experts helping this high profile case would appreciate your response as soon as possible due to legal actions in the High Court to STOP you terminating our LinkedIn account at the end of today.

The response we need is which one of the remedies suggested in this email and attached letters you have fully or partially accepted (please type in bullet points and not paragraphs, to ensure you fully addressed all remedies rather than avoiding them), this will then enable us to decide whether or not to take legal actions and give consent for major social media accounts and online newspapers to publish this travesty of justice.

To view the evidence previously sent to you, go to our official website (link below), click on the News page and then scroll down to Section 8, after that, read the documents under the headings "Documents for Chairman and Chief Executive of LinkedIn and Microsoft between 22 August and 9 September 2022"

<http://hope-and-compassion.com>

The case numbers are in the letters.

If the link is not working, search Healed by Compassion on the internet and our official website is at the top of search results for all internet search engines.

We have also attached the key documents to this message.

Please assign another staff to help because based on the last email from the Customer Relationship Manager (who withheld her surname and called herself Ilinca B from Microsoft Executive Escalation Team), it is clear she did not properly read the evidence we sent.

The journalists, lawyers and social media experts helping this high profile case found her email is extremely provocative, inflammatory and offensive taking into account most of us are royalists who are mourning the death of Her Majesty Queen Elizabeth II. In future replies, please avoid upset us any further, because we are already very upset due to the death of Queen Elizabeth (some of us have worked with her or have met her, while others are her supporters).

As announced by mainstream media, the President of America and thousands of Americans flew to Britain to mourn the Queen's death, the British Prime Minister announced 12 days of national mourning and most people in Britain (including all of us) are feeling very sad. Therefore, please show some compassion and humanity by granting some of the remedies in this email and attached letters, which would alleviate our sadness.

Communication: We are sending this from one of the two email addresses registered with LinkedIn.

With warmest regards and very best wishes,

Volunteers and Advisors at Healed by Compassion international health support network

Official website:

www.hope-and-compassion.com

Sent: Wednesday, September 14, 2022 at 4:05 PM

From: "Microsoft Escalation Support Communications"

<microsoftescalationsupport@microsoftsupport.com>

To: "Healed by Compassion international Healed by Compassion international" <compassion@dr.com>

Subject: Executive Customer Relations - 11167180 - Healed by Co... - DoNotEdit:7007785055

Hello, Healed by Compassion international,

This is Ilinca, part of the Executive Escalations team at Microsoft.

I received the feedback you provided to one of our Executives about your recent support session with us, related to your request to restore the LinkedIn account "Healed with Compassion".

Further on, I would like to provide you the latest updates for your case. Following your email, I have reached out internally to the specialized LinkedIn team that has taken care of your initial case and requested to review the case and additional details received from your side.

After the specialized review, I received confirmation that our team actioned the request appropriately. Upon investigation, it was confirmed that the account was restricted due to a violation of our Name Field policy where a personal profile was established with a business name. As we want to support you, a one-time exception can be granted to allow 7 days temporary access to the account to facilitate a follower/data transfer to a company Page. Outreach was attempted several times to your contact team to offer guidance on how to complete this, as well as to help create a company page/group that you could then invite your followers to, however I understand you refused this offer, due to the effort required to complete this.

The offer made is a generous exception to our standard process, as we wanted to support you, given the age of the account itself, and it is in line with the management's decision as well, therefore, if you reconsider your decision you can always reply to the LinkedIn team's communication (or let me know and I can facilitate putting you in contact with the support team again) and continue the discussions and actions as described above, otherwise we are closing this escalation since no other actions are needed further.

Regarding to your request to escalate this case further or to assign a different LinkedIn escalation manager, there isn't any other escalation path, please rest assured that we are the right escalations department, and I am best placed to help you with this.

We sincerely apologize for any inconvenience that you have experienced, and I appreciate your understanding and patience while this problem was investigated.
Kind regards

Ilinca B

Customer Relationship Manager

Standard working hours: Mon-Fri 10:00 AM-18:00 PM CET

EU Customers only: The European Commission provides an online dispute resolution platform, which can be accessed here:

<http://ec.europa.eu/consumers/odr/>.

More information on this is available here: <https://www.microsoft.com/en-us/legal/arbitration/EU-ODR.aspx>

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