

## Additional evidence

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From: compassion@dr.com  
To: escalations@stripe.com; john@stripe.com  
Date: Monday, 16 October 2023 at 21:36 BST

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### **Additional evidence:**

Since the large volume of robust hard evidence gathered by charity experts, accountants, lawyers and journalists emailed to both of you at 14:51 UK Time on Monday 16 October 2023, some of our supporters who are retired civil servants from the UK Government Department for Business and Trade examined the high profile distressing case of wide public significance to check if they can spot any new key findings.

### **The retired civil servants' 5 key findings are typed below:**

Before we outline the 5 key findings, it would be helpful to refresh everyone's memories with a summary of events leading to this crisis:

- (a) When our verified premium profile on X reached 7 million impressions for the previous 3 months on 14 October (analytics show the figure has now reached 8 million), we submitted an online application to join Express Stripe in order to enable X to share ads revenue as promised by their public announcements.
- (b) In the online application, there's a mandatory section entitled W-8/W-9 Certification, which we correctly filled in based on expert, professional and legal advice. Despite this, when we clicked on the submit button, the words in red advised we need to fill in another form entitled W-8 BEN-E Form.
- (c) We contacted X, who initiated the automatic process of sending electronic forms and Stripe emailed a link to us.
- (d) The email was from Stripe (and not X) because all the forms are hosted on Stripe websites, which is why later X confirmed there's nothing they can do to help us.
- (e) When we clicked on the link in the email from Stripe, an online form popped up on Stripe website but it is the original form we filled in and not the W-8 BEN-E Form.

Key finding 1: The web link did not take us to the promised W-8 BEN-E Form but took us back to the original online form. This made us feel we did not fill the form in correctly and so we were forced to repeat the entire process and the outcome was always the same regardless of the verified correct answers we submitted. This horrendous process was repeated several times and on all occasions, the links from numerous automatic Stripe emails (triggered by the requests from X after we reported the problems to them) did not take us to the expected W-8 BEN-E Form

but took us back to the original online form. This proved Stripe did not upload the correct W-8 BEN-E Form to applicants who need it.

Key finding 2: In the reply from Stripe's Escalation Team on 16 October 2023 at 06:55 UK Time, Gemma did not check whether the correct form, which is W-8 BEN-E Form, was attached to the links from numerous Stripe emails sent to us at the request of X. Surely this would be in Stripe electronic central system records?

Key finding 3: The horrific impact of this travesty of justice is that X could not pay the ad revenue to us for the 8 million impressions our posts generated in the last 3 months. Bearing in mind that our dedicated team of talented volunteers spent immeasurable and incalculable number of hours to earn those 8 million impressions for public benefit, as the share of X ads revenue is to fill the gaps in reduced funding caused by UK's economic crisis (known as cost of living crisis) in order to continue supporting socially disadvantaged communities.

Key finding 4: Our dedicated team of volunteers are all well respected pillars of society and they did everything correctly, according to charity experts, accountants, lawyers and journalists helping this distressing high profile case of wide public significance. They deserve respect and the issues warrant justice.

Key finding 5: The legal advice printed on page 3 of the formal letter to Stripe Chief Executive clearly stated that the small charity is recognised by the UK Government's HMRC (tax authority), who granted us tax exemption status on the ground our total annual income is less than £5,000 and we do not need to fill in any forms relating to tax (as confirmed by the HMRC charity reference number). This means in the Express Stripe online application form, there needs to be an option for small charities to tick and confirm they are exempt by the Government for dealing with any tax matters. As tax experts pointed out, dealing with tax matters such as filling in tax forms is an extremely stressful and time consuming task, the Government accepts small charities do not have the resources or people power for such tasks.

### **Further evidence:**

Online report to X ads revenue team, case number 0344 472 230 (JPG file of screenshot and a summary of the problem was uploaded)

Online report to X ads revenue team, case number 0344 458 320

Online report to X ads revenue team, case number 0344 459 369

Online report to X ads revenue team, case number 0344 721 065 (in the online form, it was stated lawyers and journalists uploaded evidence, with personal data redacted, to our website for X to view as they don't provide email address for customers to contact them and their online form don't let customers upload attachments)

Online report to X ads revenue team appeals team, case number 0344 720 906 (in the online form, it was stated lawyers and journalists uploaded evidence, with personal data redacted, to our website for X to view as they don't provide email

address for customers to contact them and their online form don't let customers upload attachments)

### **Conclusion based on all the robust hard evidence submitted to X and Stripe:**

The mistakes made by Stripe have had devastating impact on our small, poor and vulnerable health charity and the communities we support. We do not understand why you subjected innocent people to such trauma, such as forcing us to fill in tax forms when the the Law of the United Kingdom clearly exempted us from such tasks and failing to attach the W-8 BEN-E Form in the links on all those Stripe automatic emails we received after reporting the problems to X (all the links took us back to the original application form, despite the fact the "failure to submit" message clearly stated the W-8 BEN-E Form must be filled in when the original application form could not be submitted in full).

**Remedies:** In addition to all the helpful, workable and reasonable remedies advised by charity experts, accountants, lawyers and journalists, which have already been sent to you, communities we support feel as a gesture of good will to your customers (bear in mind many of our friends, relatives, family members, colleagues and neighbours are also your loyal and valued customers), you might consider making a small donation to our charity to reflect the astronomical volume of work your system generated for our volunteers, evidenced by all the evidence sent to you, which deprived them from supporting communities. If so, please visit the support us section of our website ([www.hope-and-compassion](http://www.hope-and-compassion)) and click on the green button to donate.

### **Next step if helpful remedies are rejected:**

The retired civil servants have provided us with the office email addresses of ministers, their secretaries and senior civil servants at the UK Government Department for Business and Trade. We were assured they would take is seriously and refer the matter to the regulators, ombudsman and other relevant government agencies for independent investigation.

### **How to respond:**

1. Please ask staff to email us a PDF or JPG copy of the W-8 BEN-E Form (which was mentioned in the pop-up message when the system refused to submit our online application to Express Stripe and but links in Stripe's automatic emails failed to attach) for our experts to examine.
2. If you do not accept the remedies outlined in the previous 2 emails and in this email, then don't reply as any further inflammatory and provocative words will lead to publications in national and local newspapers and legal actions. If we do not receive a positive response from you within a week, we will assume you do not wish to amicably resolve the dispute, our legal advisors and the politicians who are members of our charity (including councillors and MPs) will escalate the matter to the UK Government Department for Business and Trade, who will refer the

matter to the regulators, ombudsman and other relevant government agencies for independent investigation.

**Communication:** We accept replies via email, provided the contents are reasonable and succinct.

Thank you.

With our very best wishes and warmest regards,

Volunteers Team

Healed by Compassion international health support network, part of the Little Portion Community Project (small health charity founded in 2010)

**Sent:** Monday, October 16, 2023 at 6:55 AM  
**From:** "Stripe Escalations" <escalations@stripe.com>  
**To:** "compassion@dr.com" <compassion@dr.com>  
**Subject:** Your Stripe Express Account with X

Hi there,

My name is Gemma and I'm with the executive escalations team in Stripe. Your email to John was flagged to me so that I could step in and try to resolve the issue you're having.

I've read through the letter you've sent to John and would like to verify some information so I am able to assist you appropriately here. From my understanding, you are hoping to either:

1. Have X process payouts to your account acct\_1O1QzxPE2ZlAk3v (linked to email "compassion@dr.com")
2. Link your account acct\_1O1Tt2JswGsPUwke (linked to harmony@engineer.com) to X so you will be able to receive payouts from X

I am hoping to help you resolve this issue with account acct\_1O1QzxPE2ZlAk3v under (1). As stated on your letter, I can verify that there is a pending W8/W9 tax requirement on the account, it does not show that your account is rejected on our end. Also, if you refer to [0], you would be able to complete a W8 form. A W-8 tax form is for non-US residents and is used to confirm that you are not a US taxpayer.

Can we check if you have reached out to X for this issue and have they provided you with any information on how to resolve this? X should be able to send you a link to complete a W8 form which will then help to clear the pending tax requirement on your Stripe Express account. This tax requirement will have to be cleared by X as it is a connected, Express account under them. Stripe will not be able to help clear this requirement.

Do let me know of any correspondence you had with X thus far and any other information you think would be useful for me to help unblock this issue for you.

In the meantime, if you have any other questions or issues please feel free to flag them here.

Regards,  
Gemma

[0] <https://support.stripe.com/express/topics/w-8-w-9-tax-forms>