

Evidence for X on 17 October 2023

As X don't provide an email address for customers to contact you and since your online form don't let customers upload PDF attachments, friends and supporters who are lawyers and journalists uploaded evidence (with personal data redacted pursuant to data protection legislation, human rights and other relevant laws) to our website for staff to view.

This PDF file contains 7 pages (this front cover is page 1)

Page 2: UK Royal Mail postage label confirming the letter to CEO and Owner of X (formerly Twitter) was posted by international air mail. The label states the letter must be sent by 24 October 2023 but our dedicated team of volunteers posted it on 17 October 2023 in central London.

Pages 3 to 7: The aforementioned letter

International Standard

Privacy policy: www.royalmail.com/privacy

Delivered By



Royal Mail

Postage Paid GB

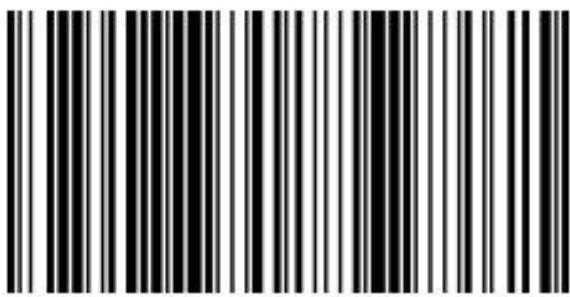
AIR MAIL

PAR AVION

Large Letter

100g

11-0BE 510 E4C



UB 7394 6073 5GB

Linda Yaccarino, CEO
Elon Musk, Owner
X Corp HQ (formerly Twitter)
Market Square
1355 Market St suite 900
San Francisco
CA 94103
USA - MAINLAND

Postage Cost
£4.20

Post by the end of
24.10.2023

Paid and printed from
Click & Drop



Healed by Compassion

International health support network

www.hope-and-compassion.com

16 October 2023

**PRIVATE &
CONFIDENTIAL**

Dear Mr Musk and Ms Yaccarino,

Purpose of this communication is two-fold:

1. To present you with 2 thank you poems
2. To ask you assign a senior manager to resolve an issue of wide public significance

Introduction:

Our health support network was established in 2010 and our prominent profile on X has existed since 2012 when the social media site was called Twitter. We are subscribed to Premium Blue membership via Apple i phone. Our X profile was a paid subscriber of Mr Musk's X profile, but cuts in funding prevented us from renewing.

Below is our website address:

www.hope-and-compassion.com

We are based in London (England) and would be delighted to meet with you and/or your representatives for afternoon tea.

Continue on next page

1. To present you with 2 thank you poems

Our family members, relatives, friends, colleagues and neighbours, who are your loyal supporters and fan, asked us to present you with the following 2 thank you poems for all the wonderful work you and your colleagues are doing.

Thank you poem 1

Thank you for all you do for the communities;
You make life better for people around you;
Your continual acts of kindness brighten each day;
What you do for people will glow in their memories.

Thank you poem 2

Kindnesses always mean so much;
Kindnesses often grow far beyond their original intent;
And blossom with deep appreciation;
Thank you for everything.

2. To ask you assign a senior manager to resolve an issue of wide public significance

The issue of wide public significance in 4 succinct points:

- (a) Our health support network is a part of a small health charity based in England. Since our annual income is less than £5,000, the British Government's tax authority HMRC granted us exempt status for all matters relating to tax. This means we do not need to answer questions about tax or fill in any tax forms. Our HMRC charity reference number is EW33811
- (b) Recently our verified premium profile (with blue checkmark) on X earned over 8 million impressions in the last 3 months (which exceeded the threshold of 5 million impressions set by X) following excellent work by our dedicated team of volunteers, which means we are eligible to have a share of X's ads revenue promised by Mr Musk. As our mission has always been supporting socially disadvantaged communities, all our unpaid voluntary works are entirely for public benefit and there's absolutely no personal gains for any of our volunteers.

Continue on next page

(c) However, X refused to transfer the money to our charity bank account because we did not have an Express Stripe account, even though we do have a Stripe account (but not the Express version). This is because every time we tried to sign up for Express Stripe on the web or on Apple i phone, the W-8/W-9 Certification section refused to recognise our legal status as a small charity in England who is exempt from all tax matters. The online automatic pop up messages then insisted we must submit another form called W-8 BEN-E Form, but every time X asked Stripe to send it to us, the links in the automatic emails took us back to the original application. This stressful and unnecessary process was repeated at least a dozen times, which exhausted all our volunteers and experts. Customer service and support teams at all levels in both X and Stripe could not successful resolve the issue.

(d)

- Friends who are journalists connected with us advised this issue is of widest public significance as both Governments in US and UK fully recognise and support small charities who do not need to deal with tax matters due to low level of incomes. Therefore, the issue affects all small charities and not just ours, which is why national and local media outlets agreed to publish if the issue is not resolved as a matter of urgency.
- Friends and relatives who are lawyers guided us to write formal letters and supplied hard evidence to X and Stripe, but so far the issue remain unresolved.
- The charity experts supporting us pointed out this issue is having significant impact on the communities we support.

Where to view further details and evidence:

As X don't provide an email address for customers to contact you and since your online form don't let customers upload PDF attachments, friends and supporters who are lawyers and journalists uploaded evidence (with personal data redacted pursuant to data protection legislation, human rights and other relevant laws) to our website for you to view.

Go to our website (visit www.hope-and-compassion.com or you can search the internet for our website, search Healed by Compassion on Google and our website is at the top of search results page one).

When you found our website, click on the News page, scroll down to:

Section 9 (e) Charity appeal dated 16 October 2023 to Express Stripe and then click on the green words to open the PDF file

Section 9 (f), entitled Additional evidence submitted on 16 October 2023 to Express Stripe and then click on the green words to open the PDF file

Over the next few days, more evidence will be uploaded to sections 9 (g) and so forth

Continue on next page

Remedies:

1. Please assign a senior manager to urgently correct the identified flaws in the system so that all small charities like ours can receive payment for ads revenue generated by millions of impressions pursuant to the policies Mr Musk announced. Alternatively, please offer alternative ways to pay small charities, such as via Apple (if their premium membership was paid via Apple i phone like we did), bank transfer, cheque or payment link
2. For the money owed to us, please swiftly ask a senior manager to transfer the funds using one of the following methods:
 - (a). Please ask staff to urgently amend the Express Stripe online form or other appropriate actions to enable X to pay us for the ads revenue generated by approximately 8 million impressions we earned in the last 3 months.
 - (b). Pay us via the Stripe payment link (the green button) published in the Support Us section of our website (the address of our website is printed on previous pages of this letter). You can search the internet for our website, search Healed by Compassion on Google and our website is at the top of search results page one.
 - (c). Pay us by credit the money to our credit card (Apple has the details, and since our verified premium profile on X was paid via Apple i phone, you can pay us via Apple)
 - (d). Pay us via bank transfer, please email us at the email address printed below under the communication sub-heading and we will reply with our charity bank details

Closure:

Friends, relatives and supports who are lawyers and journalists helping this distressing case of wide public significance trust you and your colleagues will quickly resolve the issue amicably and bring closure to the aforementioned ongoing issues. Thank you.

Communication:

Due to the UK cost of living crisis, our donation level has been profoundly reduced, as a result we can no longer afford our usual charity PO Box address and mailbox. But we still have the charity email account, please send your reply via email to the following address:

harmony@engineer.com

The above email address is registered with X and is verified.

Continue on next page

We look forward to hearing from you and your colleagues via email.

With our very best wishes and warmest regards from all of us at Healed by Compassion international health support network

Authorised signature:

A handwritten signature in black ink, appearing to read "Jen".

On behalf of the Volunteer Advisory Team

Healed by Compassion international health support network – we are a part of the *Little Portion Community Project, a small health charity founded in 2010.*