From:	Hachigian Susanne
To:	"help@ring.com"
Subject:	RE: IACP Conference
Date:	Wednesday, November 7, 2018 8:00:35 AM
Attachments:	Rejected email.pdf IMG_20181106_154431_01.jpg IMG-20181007-WA0021.jpg

---

Please see attached.

Is there someone I can call to speak to about this?

I attended, as a registered participant from the Village of North Palm Beach, the IACP conference. While there, Ring staff invited me to a party in which if I attended, I was promised five free Ring Doorbells. I waited in line for over an hour and had my badge scanned by staff.

I am attaching a copy of my badge and a photo showing I was in attendance at the event.

Susanne Hachigian
Public Works Manager
Public Works Department
Village of North Palm Beach
645 Prosperity Farms Road
North Palm Beach, Florida 33408
Office: (561) 691-3442
Email: shachigian@village-npb.org

From: Ring Support [mailto:help@ring.com]
Sent: Tuesday, November 06, 2018 5:49 PM
To: Hachigian Susanne
Subject: Re: IACP Conference

Hello Neighbor,

Thank you for contacting Ring Community Support!

May I ask you to forward to me the letter which was bounced back to you from neighbors.iacp@ring.com?

We're looking into the issue you experienced, and we need more details on it. Thanks in advance!

I look forward to hearing from you soon!

If I am out of the office and you do not receive a response within 48 hours, please feel free to email Ring support at help@ring.com.

As always, you can reach us via phone at US +1(800) 656-1918 or INTL +1(310) 929-7085.

Alternatively, Chat agents are available via our website, www.ring.com.

Thanks for contacting Ring!
On Tue, Nov 6, 2018 10:41 PM, help@ring.com wrote:

> Hello Neighbor,
>
> Thank you for contacting Ring Community Support!
>
> I sincerely apologize for the trouble you are having and appreciate you bringing this to our attention so that we can deal with this immediately.
>
> I've forwarded your case to our Management for further investigation. As soon as the answer comes, I'll let you know.
>
> You can also reach us via phone at US +1(800) 656-1918 or INTL +1(310) 929-7085 or by emailing your question to help@ring.com. We are also available for chat via our website at www.ring.com.
>
> Thank you again for contacting Ring!
>
> On Tue, Nov 6, 2018 10:31 PM, wrote:
>
>> Do you have any other questions at the moment?
>>
>> On Tue, Nov 6, 2018 10:31 PM, wrote:
>>
>>> I appreciate your cooperation!
>>>
>>> On Tue, Nov 6, 2018 10:31 PM, wrote:
>>>
>>>> I do apologize for this issue once again!
>>>>
>>>> On Tue, Nov 6, 2018 10:30 PM, wrote:
>>>>
>>>>> Great:) I'll keep you posted.
>>>>>
>>>>> On Tue, Nov 6, 2018 10:30 PM, wrote:
>>>>>
>>>>>> Yes. ANd let e know if I need to provide additional information.
>>>>>>
>>>>>> On Tue, Nov 6, 2018 10:29 PM, wrote:
>>>>>>
>>>>>>> Is it fine with you if I send you an email with the information about this issue?
>>>>>>>
>>>>>>> On Tue, Nov 6, 2018 10:29 PM, wrote:
>>>>>>>
>>>>>>>> Thank you.
>>>>>>>>
>>>>>>>> On Tue, Nov 6, 2018 10:29 PM, wrote:

I'll forward this case to our Management and get back to you as soon as possible.

On Tue, Nov 6, 2018 10:29 PM, wrote:

> I'm very sorry for this inconvenience!
>
> On Tue, Nov 6, 2018 10:27 PM, wrote:
>
> > Hello shachigian@village-npb.org,
> >
> > We're writing to let you know that the group you tried to contact (neighbors.iacp) may not exist, or you may not have permission to post messages to the group. A few more details on why you weren't able to post:
> >
> > * You might have spelled or formatted the group name incorrectly.
> > * The owner of the group may have removed this group.
> > * You may need to join the group before receiving permission to post.
> > * This group may not be open to posting.
> >
> > If you have questions related to this or any other Google Group, visit the Help Center at https://support.google.com/a/ring.com/bin/topic.py?topic=25838.
> >
> > Thanks,
> >
> > ring.com admins
> >
> > On Tue, Nov 6, 2018 10:26 PM, wrote:
> >
> > > Please give me a few moments, I'll double-check that.
> > >
> > > On Tue, Nov 6, 2018 10:26 PM, wrote:
> > >
> > > > I have tried, that email address gets kicked back
> > > >
> > > > On Tue, Nov 6, 2018 10:26 PM, wrote:
> > > >
> > > > > Do you have any other questions at the moment?
> > > > >
> > > > > On Tue, Nov 6, 2018 10:26 PM, wrote:
> > > > >
> > > > > > They will take care of your case.
> > > > > >
> > > > > > On Tue, Nov 6, 2018 10:25 PM, wrote:
> > > > > >
> > > > > > > This department is responsible for the

giveaway of our Doorbells.

On Tue, Nov 6, 2018 10:25 PM, wrote:

> Please contact **neighbors.iacp@ring.com**
>
> On Tue, Nov 6, 2018 10:23 PM, wrote:
>
> > In October, I attended the chiefs conference and was invited to and attended a Ring Doorbell party. We were told all attendees would receive 5 free ring doorbells
> >
> > On Tue, Nov 6, 2018 10:23 PM, wrote:
> >
> > > One moment please
> > >
> > > On Tue, Nov 6, 2018 10:22 PM, wrote:
> > >
> > > > Welcome to Ring.com ►► My name is Kate, and I'd be more than happy to assist you.
> > > >
> > > > On Tue, Nov 6, 2018 10:22 PM, wrote:
> > > >
> > > > > File attached
> > > > >
> > > > > On Tue, Nov 6, 2018 10:22 PM, wrote:
> > > > >
> > > > > > I have already chatted with other representatives. I was told I needed to provide a copy of my badge from a Ring Doorbell party that I attended
> > > > > >
> > > > > > On Tue, Nov 6, 2018 10:21 PM, wrote:
> > > > > >
> > > > > > > Great! Someone will be with you shortly.
> > > > > > >
> > > > > > > On Tue, Nov 6, 2018 10:21 PM, wrote:
> > > > > > >
> > > > > > > > shachigian@village-npb.org
> > > > > > > >
> > > > > > > > On Tue, Nov 6, 2018 10:21 PM, wrote:

Thanks! Now can we get your email?

On Tue, Nov 6, 2018 10:21 PM, wrote:

> Sales & Product Information
>
> On Tue, Nov 6, 2018 10:21 PM, wrote:
>
> > In order to connect you to the right team, please CLICK below to SELECT from the list, then hit SUBMIT.
> >
> > On Tue, Nov 6, 2018 10:21 PM, wrote:
> >
> > > I need assistance

CAUTION – This email originated from outside of the Village. Please do not open any attachments or click on any links from unknown sources or unexpected email.