From:	Hachigian Susanne
To:	"neighborhoods@ring.com"
Subject:	FW: Dropped Chat
Date:	Wednesday, November 7, 2018 11:10:32 AM
Attachments:	Rejected email.pdf IMG_20181106_154431_01.jpg IMG-20181007-WA0021.jpg

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Good morning,

I have tried emailing, calling, chatting about this issue. I tried emailing neighbors.iacp@ring.com, but that email was kicked back to me.

I attended the IACP conference on October 6, 2018. While there, I was invited to a party with Shaq and Jamie. If I attended the party, I was promised five (5) free Ring doorbells.

I waited in line for over an hour to get into the party. I have a great time but never heard from Ring. Recently, I spoke with others who attended the conference and they had gotten notification of their Ring doorbells being shipped.

I would like to know how I go about getting these items which were promised to me. I am attaching a photo of my registration badge, a copy of the rejected email and a photo clearly 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 4:08 PM
To: Hachigian Susanne
Subject: Re: Dropped Chat

Hi Neighbor,

Thank you for contacting Ring Community Support!

Sorry we missed you!

We appreciate the time you took to reach out for assistance and wanted to see if your issue was resolved or questions were answered.

I can certainly understand your concerns with making sure you get what you were promised, please email neighbors.iacp@ring.com and they will be able to follow up with your and get you on track! We appreciate your time and being our neighbor.

If you need additional assistance, please feel free reply to this email and I or a member of my team will assist you.

You can 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!

Thank You,

Jeffrey C.
On Tue, Nov 6, 2018 9:01 PM, wrote:

> I am closing this chat window due to non response, but you can always chat back in for further assistance. Thank you for contacting Ring Community Support, and have a great day!
>
> On Tue, Nov 6, 2018 8:59 PM, wrote:
>
> > If not, I'll be closing this Chat Window, but we're still here for you if you want to chat again!
> >
> > On Tue, Nov 6, 2018 8:57 PM, wrote:
> >
> > > Are you still with me?
> > >
> > > On Tue, Nov 6, 2018 8:54 PM, wrote:
> > >
> > > > Thanks for contacting Ring, my name is Jeff! I look forward to working with you today! May I please start with who I have the pleasure of speaking with today to go with the email you provided associated with your ring account?
> > > >
> > > > On Tue, Nov 6, 2018 8:49 PM, wrote:
> > > >
> > > > > File attached
> > > > >
> > > > > On Tue, Nov 6, 2018 8:49 PM, wrote:
> > > > >
> > > > > > I was told by Brian that I needed to provide a copy of my badge from the conference, I just got my daughter to send me a photo of it.
> > > > > >
> > > > > > On Tue, Nov 6, 2018 8:49 PM, wrote:
> > > > > >
> > > > > > > I was just online with Brian in regards to an event I went to, the IACP Chief Conference. At that event, I attended a Ring Party

where Shaq was in attendance. We were told that everyone who attended would get five free ring doorbells. The other attendees all got their emails for their free items, but I did not

On Tue, Nov 6, 2018 8:47 PM, wrote:

> Great! Someone will be with you shortly.
>
> On Tue, Nov 6, 2018 8:47 PM, wrote:
>
> > shachigian@village-npb.org
> >
> > On Tue, Nov 6, 2018 8:47 PM, wrote:
> >
> > > Thanks! Now can we get your email?
> > >
> > > On Tue, Nov 6, 2018 8:47 PM, wrote:
> > >
> > > > Sales & Product Information
> > > >
> > > > On Tue, Nov 6, 2018 8:46 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 8:46 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.