

**josh@VividCollective.io**

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**From:** josh@vividcollective.io  
**Sent:** Tuesday, October 20, 2020 1:48 PM  
**To:** 'Accounts Team'  
**Subject:** RE: Confirmation of Cancellation - VIVID Collective

**Importance:** High

On Mon, Oct 19, 2020 at 10:01 PM <[josh@vividcollective.io](mailto:josh@vividcollective.io)> wrote:

I just logged in 2 weeks ago to ensure that there would be no further charge and the subscription showed as inactive. The initial charge was on 7/2 which is why I checked at the beginning of the month. There was no way to cancel at that time as it showed inactive. My account manager had reached out saying that the subscription price was going up and that the price would increase unless I paid for an entire year at the \$399/rate. Now, today, I see that the \$399 rate was applied even though I never agreed. This is shady to say the least.

I am not paying for another 3 months. This is way to expensive and has generated zero leads. Please refund my money ASAP or I will be calling my credit card company and providing them with the email from my account rep. I don't think we need to make it that difficult.

Josh Paterson

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**From:** Accounts Team <[accounts@meethugo.com](mailto:accounts@meethugo.com)>  
**Sent:** Monday, October 19, 2020 2:26 PM  
**To:** [Josh@vividcollective.io](mailto:Josh@vividcollective.io)  
**Subject:** Confirmation of Cancellation - VIVID Collective

Good evening Josh,

Thank you for contacting us via webchat this evening.

Please be advised that all accounts are set up on a rolling subscription basis and we have no refund policy in place. For reference our terms and conditions can be found at <https://meethugo.com/terms>

Unfortunately your account was never cancelled. Following your request I understand your subscription start date was paused, hence the reason your second subscription date was moved back from 2/10/20 to 19/10/20.

I can confirm your Meet Hugo subscription has now been cancelled as per your request. Your account will close on 2/1/21 and no further leads will be sent after this date.

Please be advised you can re-activate your account at any time if you wish by selecting this option in your account settings.

If you require any further assistance please do not hesitate to contact me

Kind regards

Becky Cunningham

Senior Customer Success Manager



**The Customer Success Team**

Meet Hugo

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## The Customer Success Team

Meet Hugo

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