

From: THOMAS MITCHELL tmitch4245@aol.com
Subject: Re: NFL
Date: October 28, 2024 at 11:04 PM
To: Fukashi Sano sanobet@yahoo.com
Cc: SanoBet sportspicks@sanobet.com



Sir I have paid for future service with you guys but have not started it, I would like to cancel it and request refund. Your service don't benefit me, and causing me more money than I am making. Your VIP plays have been substandard. I am requesting refund for service I never received. I would like to have my money refund, I do not want the service.. I have not received any CBB VIP Program plays as of 28 October 2024 at 22:56.

Paid Access			
Description	Sale	Expire	Guaranteed
CBB VIP Program	2024-10-07	2025-05-01	No
CFB/NFL Team Totals Service (VIP)	2024-09-30	2024-10-29	Yes
2-Week CFB + NFL Combo	2024-10-17	2024-10-31	Yes

V/r
Thomas Mitchell

On Oct 28, 2024, at 3:51 PM, Fukashi Sano <sanobet@yahoo.com> wrote:
New York Giants Team Total: Under 14.5 | 4 Units

From: THOMAS MITCHELL tmitch4245@aol.com
Subject: Fwd: NFL
Date: October 28, 2024 at 11:18 PM
To: SanoBet sportspicks@sanobet.com, sanobet@yahoo.com
Cc: Fukashi Sano sanobet@yahoo.com



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From: Fukashi Sano sanobet@yahoo.com
Subject: Re: : NFL
Date: October 29, 2024 at 5:31 AM
To: tmitch4245@aol.com



As per the terms of service we don't do refunds in whole or in part. It's simply mind boggling that you could state that the service doesn't benefit you when you have paid a fraction of what normal customers do, and we have won 10/11 of the last football games. We're going to convert what you have paid at the normal prices, and update your membership status. We reserve this right in the terms of service. Why would you expect plays for a season that that has not even started? At any rate, you can look at the prices on the website and calculate how much time you have left.

On October 28, 2024 at 11:18:21 PM, THOMAS MITCHELL (tmitch4245@aol.com) wrote:

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From: Fukashi Sano sanobet@yahoo.com
Subject: Re: Fwd: NFL
Date: October 29, 2024 at 5:53 AM
To: tmitch4245@aol.com



If you're not making money with this service, something is wrong with how you're playing my friend. You are literally the only person complaining.

The CBB program was removed which was comped, **you never paid for this** which is WHY it is not guaranteed.

We sold out of this anyway, and have a waitlist so this works out. Your free service was removed, and your account expires this weekend. You received thousands of dollars in free service between CFB and NFL so you are way ahead of the game.

We wish you this best of luck, a d

SanoBet

On October 28, 2024 at 11:18:35 PM, THOMAS MITCHELL (tmitch4245@aol.com) wrote:

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From: THOMAS MITCHELL tmitch4245@aol.com
Subject: Re: NFL
Date: November 2, 2024 at 1:00 PM
To: Fukashi Sano sanobet@yahoo.com



I just read your email, maybe it is the way I bet. 😊
Sent from my iPhone

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From: THOMAS MITCHELL tmitch4245@aol.com
Subject: Re: NFL
Date: November 10, 2024 at 6:52 AM
To: Fukashi Sano sanobet@yahoo.com



Have you guys stop sending VIP OUT, I have not received one in a while. What kind of operation you guys running? Take people money and don't produce or give the service you claim are so great.

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On Nov 2, 2024, at 1:00 PM, THOMAS MITCHELL <tmitch4245@aol.com> wrote:

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From: Fukashi Sano sanobet@yahoo.com
Subject: Re: NFL
Date: November 10, 2024 at 10:44 AM
To: tmitch4245@aol.com



Any service that is activated, and current, has received plays. We didn't send out CFB Te

On November 10, 2024 at 6:52:32 AM, THOMAS MITCHELL (tmitch4245@aol.com) wrote:

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