



Dustin Howe <dusti.indiana@gmail.com>

Fwd: NJN Public Inquiry

1 message

Dustin Howe <dustin@indianacourtservices.net>
To: Dusti Howe <dusti.indiana@gmail.com>

Fri, May 1, 2020 at 5:03 PM

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

Begin forwarded message:

From: Dustin Howe <dustin@indianacourtservices.net>
Date: May 1, 2020 at 4:54:45 PM EDT
To: NatJud@nationaljudgment.net
Subject: Re: NJN Public Inquiry

Steve,

Reviews about an experience are not considered defamatory or libel if they are just and are truthful.

You threatening litigation is quite laughable considering that I advised you I would be leaving reviews based on my experience. Let's go over my experience, shall we?

1) I have the information provided to me from your website in which it states that credentials are issued nearly immediately. It doesn't provide cautions for funds being held - which would be outside of my ability to know - correct? I had no way of contacting NJN other than via email - which I did. What response did I receive? None.

If I had contacted PayPal, the only option would be to do a dispute, which I did. PayPal cannot, and will not, give me YOUR account information and status' of payments in YOUR account. That is YOUR information.

I did my due diligence by following the instructions provided on YOUR website. You do not have a phone number listed, nor do you have any alternate contact information posted beyond the email address of which I used. You failed to stay in contact with me after learning about my issue and you failed to advise of any issues that were going on on your end. I am not telepathic, nor am I responsible for the services that you provide.

The problem here, sir, is an issue between YOU and PayPal, not myself and PayPal. I paid and the funds were removed from my bank account and placed into your PayPal account. PayPal chose to put the funds in your account on hold. It looks like they put someone else's payment on hold as well. That is between PayPal and you.

Perhaps the moral of the story here is that a consumer only knows what they can access. My experience with you has been extremely negative, and now, because you don't wish to accept responsibility for your breakdown in communication with a customer, you've decided to lash out at me.

I have posted reviews, and copies of these emails will be supplied as supplemental information. You cannot bully or threaten a customer about leaving reviews online and you definitely won't intimidate me in that regard.

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

On May 1, 2020, at 4:36 PM, National Judgment Network <natjud@nationaljudgment.net> wrote:

Mr. Howe,

I have attached a screen shot from the PayPal account for Silver State Solvents, Inc., the parent company of National Judgment Network. It clearly shows that the payment from you a/k/a/ Indiana Court Services as well as one other payment made on April 26, 2020, were HELD by Paypal. Contrary to your statement that because you used a debit card the funds were immediately transferred into my company's PayPal account, your funds as well as those paid by another individual on April 26th NEVER left PayPal as a deposit into my company's account so NJN's system never detected a payment which would have triggered an automatic message to the email address used when signing up on NJN's site. (That email would have a link for the new member to complete the registration process.)

Let me clarify what actually occurred verses what you believe occurred: PayPal never deposited your funds into my company's account. While it is clear you remitted funds to PayPal it is JUST AS CLEAR PayPal never transmitted those funds to any account over which I have any control. I've spent nearly five hours on hold with PayPal in an attempt to learn why that happened and as of yet have been provided no explanation other than a system failure. Since I nor any entity in which I am involved ever received a single penny from you neither Silverstate Solvents, Inc. nor National Judgment Network owed you any product or service. Your comment "I'm very close to starting to leave online reviews about this experience and contacting PayPal to escalate the claim" is fraught with danger for you as it is a threat to damage the name and reputaion of my company. Since you pulled the trigger on the claim portion of your threat let me be crystal clear. I have instructed my IT guy to do a deep search for ANY negative information you may have already posted which might in the slightest manner impune my company's good name and stellar reputation.. Please know that if any such comments are uncovered which would have been prevented by you doing your own due diligence instead of me having to discover the problem between YOU and PayPal a deluge of litigation will fall from the sky to rest oin your doorstep seeking extraordinary damages, mostly in the form of exemplay damages. Given that you apparently operate a business that requires at least some knowledge of the law I believe any resonable jurist would find any rants by you directed at my company to be unwarranted and grossly negligent. NJN is the Oldest and Largest organization of professsional judgment recovery professionals in the United States. The reputation of the Natinal Judgment Network has been unblemished since its formation and will be defended voraciously. NJN is the gold standard in the industry.

Lastly, when I offerd to refund from my personal account I did so under the false assumption that you knew what you were alleging was accurate. After conducting the investigation which YOU should have done before slinging accusations and innundeos around recklessly I felt no duty to make restitution to you as no one over which I have any control caused you harm. I don't fault you for taking action to recover your funds. I do however faiult you for being confident that your funds were deposited into my account based entirely on the use of a debit card by you. You were absolutely wrong but assuredly you were never in doubt.

I will be placing another call to PayPal, wasting even more of my time to cure YOUR problem, Once I am speaking with a live agent I am not disconnecting until such time as I receive confirmation your refund has been issued. That will be my last thought of you unless our investigation uncovers damaging postings, rants or comments which have even the slightest ability to damahge my company's good name and reputation. If that is the situation it will not be from me that you hear but from one or several of the bar members who are proud and dedicated NJN members.

All further inquiries by you should be directed to PayPal. You are herein informed that further communication with any entity in which I have any interest will be considered harassment and dealt with accordingly.

Yours trully,

Steven Wirth
President and CFO
Silver State Solvents, Inc.

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

On Apr 28, 2020, at 12:02 PM, Dustin Howe
<dustin@indianacourtservices.net> wrote:

You can.

dustin@indianacourtservices.net is the PayPal email

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

On Apr 28, 2020, at 11:56 AM, National
Judgment Network
<natjud@nationaljudgment.net> wrote:

Can I send it to you from my personal account. Let me know. If so send the Paypal account to which I should send the refund

.----- Message from Dustin Howe <dustin@indianacourtservices.net> -----
Date: Tue, 28 Apr 2020 09:04:08 -0400
From: Dustin Howe <dustin@indianacourtservices.net>
Subject: Re: NJN Public Inquiry
To: natjud@nationaljudgment.net

I am still waiting on this refund.

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

On Apr 24, 2020, at 1:20 PM, National Judgment Network
<natjud@nationaljudgment.net> wrote:

I received notification from PayPal approximately one hour ago. I will be refunding your payment in full.

Regards,

NJN Admin

----- Message from Dustin Howe <dustin@indianacourtservices.net> -----
Date: Fri, 24 Apr 2020 13:13:55 -0400
From: Dustin Howe <dustin@indianacourtservices.net>
Subject: Re: NJN Public Inquiry
To: natjud@nationaljudgment.net

I paid yesterday morning. I waited several hours and sent an email. I did not receive a reply. You would have already had the payment as I paid with a debit card and the funds were immediately sent to your PayPal account.

I filed the claim today - over 24 hours after I placed the order. Your website says credentials are issued in minutes - that never happened which is why the dispute was opened.

Dustin A Howe, NREMT, EMT-B
Indiana Court Services, LLC
(844) 844-8491

On Apr 24, 2020, at 1:07 PM, National Judgment Network
<natjud@nationaljudgment.net> wrote:

-You filed a claim with Paypal so your payment never arrived. That is why you didn't receive credentials.

Regards,

NJN Admin.

----- Message from dustin@indianacourtservices.net -----
Date: Thu, 23 Apr 2020 13:30:05 -0500
From: dustin@indianacourtservices.net
Reply-To: dustin@indianacourtservices.net
Subject: NJN Public Inquiry
To: NatJud@nationaljudgment.net

From: Dustin Howe

I paid you for a membership but I have not gotten a username or password yet to log inReceived from IP: 12.94.49.198

----- End message from dustin@indianacourtservices.net -----

----- End message from Dustin Howe <dustin@indianacourtservices.net> -----

----- End message from Dustin Howe <dustin@indianacourtservices.net> -----

----- End message from Dustin Howe <dustin@indianacourtservices.net> -----



Dustin Howell Payment Held.pdf
347K