

## RE: BBB: Your Mechanic

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From: Steve McFarland (steve@lasvbbb.org)  
To: merceda.gooding@yahoo.com  
Cc: ursula@lasvbbb.org  
Date: Wednesday, July 15, 2020, 01:18 PM EDT

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Thank you. After our chat this morning, I wrote the owner of the business and asked him to expedite your refund today. He has already agreed to refund you. I am hoping he follows through ASAP and I will notify you of any progress.

Regards,

Steve McFarland

President & CEO

Better Business Bureau

Los Angeles | San Jose | Silicon Valley

1112 S. Bascom Ave.

San Jose, CA 95128

Tel: 408-278-7440

BBB.org <<https://www.bbb.org/>> Start With Trust®

<<https://www.bbb.org/losangelessiliconvalley/charities-donors/lifebulbs-for-healthcare-supports-nations-frontline-heroes>>

-----Original Message-----

From: Merceda Gooding [mailto:[merceda.gooding@yahoo.com](mailto:merceda.gooding@yahoo.com)]  
Sent: Wednesday, July 15, 2020 10:14 AM  
To: Steve McFarland <[steve@lasvbbb.org](mailto:steve@lasvbbb.org)>  
Subject: Re: BBB: Your Mechanic

Good Afternoon,

7/15/2020

I appreciate you reaching out to me today in resolving this ongoing issue with Your Mechanic. Your Mechanic had been uncooperative with me for 6 months maliciously. I have to put my foot down and I want Your Mechanic to provide something in writing as they are saying one thing to Capital one bank, BBB and I. I am finding them not to be a truthful organization and I need them to stop deceptive practices with Captial one and I am thinking about going to file further investigative complaints against them. I am disabled and I don't have time and the patience to no longer play their game

it has been 6 months. I believe I suffered enough with Your Mechanic and their deceptive practices. I am asking for immediate relief.

Thanks,

I appreciate your cooperation in these matters.

Sincerely,

Merceda Gooding, MPA

<https://about.me/mercedagooding>

Words of Wisdom....

"Never allow what others think about you or say to you determine how valuable you are to yourself". "Be the best you that you can be and let God be pleased with you". "The main reason people try to devalue you is because they see how valuable you really are to God and his kingdom".

On Tuesday, July 14, 2020, 07:17:40 PM EDT, Steve McFarland <[steve@lasvbbb.org](mailto:steve@lasvbbb.org)> wrote:

Yes, this is exactly why I am calling.  
If you would like to chat, I'll need your number and a convenient time to call you.  
If you prefer email, I can do that too, your preference.  
Thanks.

Steve McFarland  
President & CEO  
Better Business Bureau  
Los Angeles | San Jose | Silicon Valley  
1112 S. Bascom Ave.  
San Jose, CA 95128  
Tel: 408-278-7440

-----Original Message-----

From: Merceda Gooding [mailto:[merceda.gooding@yahoo.com](mailto:merceda.gooding@yahoo.com)]  
Sent: Tuesday, July 14, 2020 4:09 PM  
To: Steve McFarland <[steve@lasvbbb.org](mailto:steve@lasvbbb.org)>  
Subject: Re: BBB: Your Mechanic

If it means to return my money from Your Mechanic YES! who scammed me

Sincerely,

Merceda Gooding, MPA

<https://about.me/mercedagooding>

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On Tuesday, July 14, 2020, 07:02:36 PM EDT, Steve McFarland  
<[steve@lasvbbb.org](mailto:steve@lasvbbb.org)> wrote:

Hi Ms. Gooding,  
Would you be open to chat with me for a few minutes about Your Mechanic? If yes, name a day/time/number.  
Thanks!

Steve McFarland  
President & CEO  
Better Business Bureau  
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