

Overbilling in our Case

From: Carol Liu (carol_d_liu@yahoo.com)
To: mspack@hacheylawpa.com
Cc: scubasharkss@hotmail.com
Date: Sunday, January 1, 2023 at 01:48 PM EST

Mary Jo,

As you are the office manager related to our case, I am sending this email to you in the hopes you can help resolve the issues cited below.

I have reviewed the details of both invoices sent to us for our eviction case against the payments we made, and have determined we are due a refund due to:

- an overall surplus amount in our account due to an accounting error your billing team made with payments we submitted for our case (our \$600 payment on 11/04 was clearly missed on the last invoice we received - 11/23 invoice 2591); plus

- amounts billed for services not rendered (we were asked to pay for 2.1 hours for services not performed beyond those already billed on final invoice 2591); plus

- finally, amounts due to errors made on the firm's part which should not have been billed to us (e.g., \$30 refiling error made by Colleen on 10/25 on invoice 2262 - I have also attached the 10/25 email from Colleen admitting that she and the court did not agree on the number of days for the first filing, which should not have had any bearing on our account since we were not responsible for this calculation; and an adjustment for excessive billing, which were clearly not in the client's best interest - see details in spreadsheet).

I have attached the related invoices and payments, along with a spreadsheet of the calculations.

The summary is below:

Invoices totaled: \$2,655

Payments made: \$3,845

Adjts (for errors, etc.) = \$630 (see details in spreadsheet)

Total due to us: \$3,845 - \$2,655 plus \$630 = \$1,820

Due to the magnitude of the amount due, please promptly review the details below and send us a check to our address:

SeacarUnited, LLC, 12404 Julius Street, Tampa, FL 33612

I have initiated a complaint with the BBB, and have sought other actions for these issues, which we hope will be addressed in a timely manner. Kindly review the details and respond by **Jan 9** to confirm a check has been sent so we can avoid pursuing this matter further.

If you have any questions, please contact me at 813-585-1905.

Sincerely,
Caroline Liu.



invoice_2262.pdf
51.4kB



invoice_2591.pdf
49.1kB



Payment for Law Offices of Stephen K. Hachey, P. A_2022-09-13.pdf
112.8kB



Payment for Law Offices of Stephen K. Hachey, P. A_2022-11-07.pdf
133.1kB



Payment for Law Offices of Stephen K. Hachey, P. A_2022-11-29.pdf
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2022-10-25_Refiling_error_Colleen_Monroe.pdf
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12.6kB