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## SpotHero Follow Up for Case #08240686

Hi Matty,

Thank you for your email. I want to sincerely apologize for the situation you and your family experienced. We recognize the significant stress and inconvenience this caused as a result of booking with SpotHero.

This was an egregious mistake, and one we are treating with the utmost seriousness. We have immediately removed this operator from our platform, and we are conducting a thorough internal review to understand how this happened and ensure it does not happen again. In addition, we are strengthening our oversight processes and operator standards to prevent future errors caused by either operators or tow companies.

Please know that your experience has prompted immediate action on our part, and we are committed to making sure it leads to meaningful improvements. Thank you again for bringing this to our attention, and I deeply regret the impact this had on you and your family.

I am happy to add \$250 credit to your SpotHero account, in addition to the refund of the SpotHero reservation, and reimbursement of the tow costs. The credit will automatically apply to future reservation(s) as long as you're logged in and will expire in one year automatically. If you are unable to use the credit before it expires, we're happy to re-add any remainder.

I have submitted the check request and it should be received in about 1-2 weeks. Please know that I will continue to personally monitor this situation to make sure your experience is the exception.

Best,

