



Tarpon Springs, FL 34689
(727) 223-3417

TO:
Name: Merchant Services Dispute

Phone # (800) 430-7161

Fax # (402) 933-1525

FROM:
Name: Robert Foster

Phone# (727) 223-3417

Fax# (727) 223-3417

17

of pages Including Cover Letter

Comments:

Dispute for:

CASE# 891920048001

Cardholder is committing FRAUD and her request for a chargeback should be rejected as it was twice before.

Thanks
Robert Foster

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Bank of America Merchant Services

P.O. Box 19216
Austin, TX 78760-9216
USA

DISPUTE NOTIFICATION

A financial adjustment has been made to your account as a result of a dispute initiated by the issuing bank (below).

08/08/2019 (mm/dd/yyyy)

SENIORPLICITY
ROBERT FOSTER
905 E MLK JR DR.#290
TARPON SPRINGS FL 34689
US

Jurisdiction: Visa USA Domestic
Dispute Type: INCOMING PRE-ARBITRATION
Reason: Not as Described or Defective Merchandise/
Services
Case Number: 891920048001
Adjustment Amount: 660.00

Faxed to:

Original Transaction Detail Information

Merchant Number:	313274211884	Credit Card Number:	414720XXXXXX6177
Transaction Date (mm/dd/yyyy):	04/23/2019	Reference Number:	24431059113200112739789
Transaction Amount:	660.00	Foreign Amount:	0.00
Merchant Xref:		Airline Ticket Number:	
Total Batch Amount:	660.00	Batch Date (mm/dd/yyyy):	04/23/2019
Usage Code:		Custom Data:	
Card Product Type:	Visa Signature Preferred	Transaction Method:	Electronic Commerce
Invoice Number:	1311273978	POS Entry:	
AVS Code:		CVV2/CVC2/CID:	
UCAF/CAVV:		MCC:	7399
Reason Code:	1330 / Not as Described or Defective Merchandise/Services		

Case Summary

A dispute has been initiated by Chase Bank USA, National Association because the cardholder claims the goods or services were not as described or merchandise received was damaged or defective.

Comments: To refute this chargeback, please provide a detailed rebuttal addressing all of the cardholders concerns including an explanation of any attempts you made to resolve the issue directly with the cardholder.

Questions?

Call Merchant Services at:
1-800-430-7161

08/9/2019

Case# 891920048001

Response

Cardholder is committing FRAUD!

- 05/2019 Cardholder disputed transaction as 1310 Merchandise/Services Not Received
- 06/2019 Cardholder's request for a chargeback is rejected.
- 07/2019 Cardholder disputes transaction as 1330/Not as Described or Defective.
- 08/2019 Cardholder's request for a chargeback is rejected.

Cardholder has now admitted that she lied in her first dispute by claiming Merchandise/Services Not Received to claiming the merchandise Was Received but Not as Described or Defective. Next the cardholder claimed she cancelled the service but continues to have access to our network. *(see exhibit A)* Chargeback fraud is serious, and cardholder has admitted to committing it. We have filed a complaint with TREC & the BBB.

Cardholder agreed to Seniorplicity's terms of service and gained information to enrich herself *(access to our data and clients)* and now seeks to profit further by committing fraud using the chargeback process. Cardholder of her own free will agreed to our terms, and those terms include Seniorplicity's cancellation policy. *(exhibit F & G)* Cardholder is using the chargeback option to gain value without paying for it. Cardholder expressed that they have already gained access we provided to them and sees no reason to abide by the agreement cardholder willingly agreed to on 04/11/2019 when first creating a profile. After creating a profile cardholder was accepted by a community we host on Seniorplicity. Next cardholder paid \$660.00 to sponsor that community and gain access to not only them, but other communities in cardholder's vicinity. After using our data and gaining access. Cardholder decided she no-longer needed to stand-by her agreement and is now attempting to gain without paying.

Addressing Cardholder's Exhibits:

Cardholder's Exhibit A: Cardholder emailed me regarding a refund. Answer: See our terms of agreement cardholder agreed to.

Cardholder's Exhibit B: Community Prep is used to maximize the cardholder's use of Seniorplicity. Many users ask for advice when visiting communities. The Community Prep serves as an aid for providers. Volunteering isn't required but is a good way for the user to get to know the community. Cardholder obviously wasn't interested in anyone else but herself and gaining off the hard work of others.

Cardholder's Exhibit C is a written description of options when completing payment.

Cardholder is still active on Seniorplicity and accessing to gain info on communities we work with. Below is proof that cardholder received and still has access to our data.

Exhibit A: Cardholder has not canceled their subscription.

Exhibit B: Cardholder gained access to data again on 06/09/2019

Exhibit C: Cardholder still located in search results as of 07/27/2019

Exhibit D: Cardholder's page as of 07/27/2019

Exhibit E: Agreement to Terms must be selected to create account.

Exhibit F: Terms of Agreement Screenshot

Exhibit G: Terms of Agreement enlarged. *(Underlined portion pertaining to duration.)*

Exhibit H: Cardholder Authorization

Response cont....

Case# 891920048001

Exhibit I: Cardholder payment to Seniorplicity for access they still enjoy.

Exhibit J: Cardholder's list of communities they have accessed.

Exhibit K: Cardholder is still listed on community's page they were accepted by.

Exhibit L: Email to community confirming cardholder's connection with them through Seniorplicity.

Detailed summation of Cardholder's blatant disregard of agreed to services:

Seniorplicity connects local providers with Senior communities so Directors at the senior communities have a professional to turn to if a resident requires assistance. Cardholder joined so she could gain access to, meet and network with senior communities we represent. Cardholder's intention was to act as a resource for families who are downsizing and need to sell their homes. After reviewing the network cardholder agreed to our Terms of Service by selecting I Agree which is a requirement before a profile can be created. Cardholder next sent requests to work with local senior communities on Seniorplicity. *(see exhibit J)* A community choose cardholder, and she went to the community and gained access to our contact. *(see exhibit K)* She also sent requests to other communities on our network and went out to visit those communities before being accepted by them as well. *(see exhibit J)* After gaining access and setting herself up with our contacts. Cardholder contacted us, and said she wanted a refund. When asked why she required a refund. Cardholder stated, "After talking to my husband he asked why I paid Seniorplicity when I'm the one going to the community." I replied that she gained access to the community and the community contact through Seniorplicity. She then stated "Yes, but I now have access, and feel I'm doing all the work by going out to the community, so why do I need to pay you?" I stated that without Seniorplicity you wouldn't have gained access so easily to the community because they are inundated with people who want to work with them." She then stated, "All the same, now that I've gained access to them, I think you should refund my money." I explained it doesn't work that way, but I know what this is. I know what you're attempting to do. Now that you have gained access you want something for nothing, and that is theft.

In Conclusion:

Refunding cardholder would break the terms of service cardholder agreed to. By making a concession to cardholder I'd be opening the door for other bad actors to take advantage in the same way. I decided that I would not refund cardholder because she gained from our knowledge, contacts, data and informed me that she would be continuing to work with the communities she gained through Seniorplicity.

Our terms of service are very clear, and by agreeing to them at sign-up, she agreed to adhere to them. I respectfully ask that cardholder's request be denied since cardholder is still accessing data that cardholder falsely and maliciously stated they didn't receive when attached proof shows cardholder did have access, and still does have access to our network and data. Cardholder has most recently gained access on 06/09/2019 *(see exhibit B)*

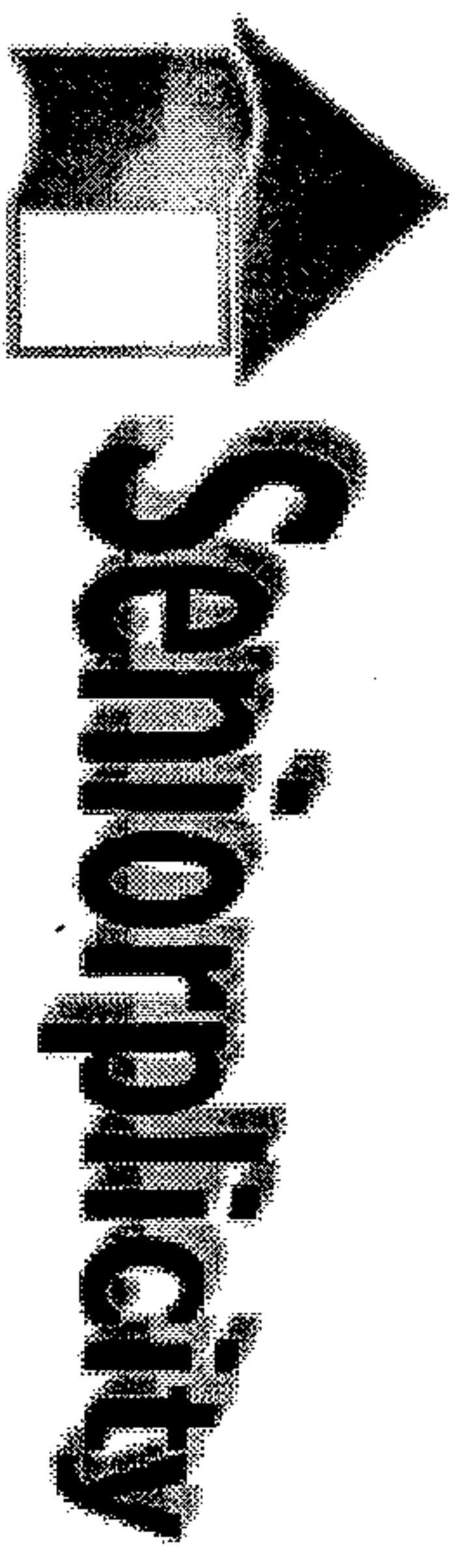
Theft and fraud are serious issues for companies such as mine, and I ask that this cardholder's request for a chargeback be seen for what it is. THEFT!! Cardholder is free to contact me anytime to discuss the situation, and to search for a remedy we can both agree to.

Robert Foster
Seniorplicity Inc.

Case # 891920048001

Case # 891920048001

EXHIBIT A



Customer cancellation page.

HOME ABOUT US CONTACT US SENIORS SERVICES SENIORS RESOURCES SENIORS SERVICES

RIGHT NOW!

What are you looking for? Search for products and services.

MEMBERSHIP

You are spending \$10.00 per year

CC Expiration: 3/2021

Next Automatic Payment: July 21, 2019

Subscription Expiration: July 21, 2019

Automatic Renewal: ON

CARDHOLDER'S CANCELLATION

Cardholder also has Auto-Renewal ON

CREDIT CARDS ON FILE

ADD NEW CREDIT CARDS

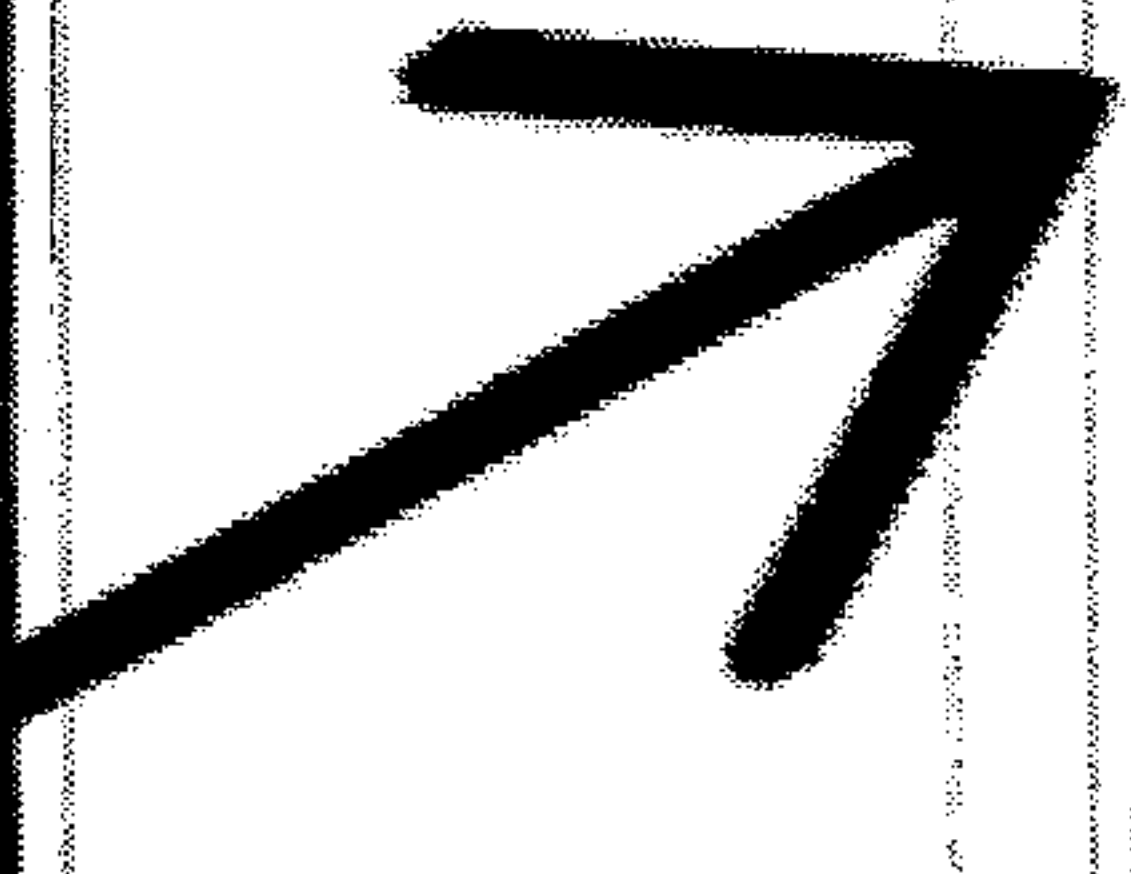
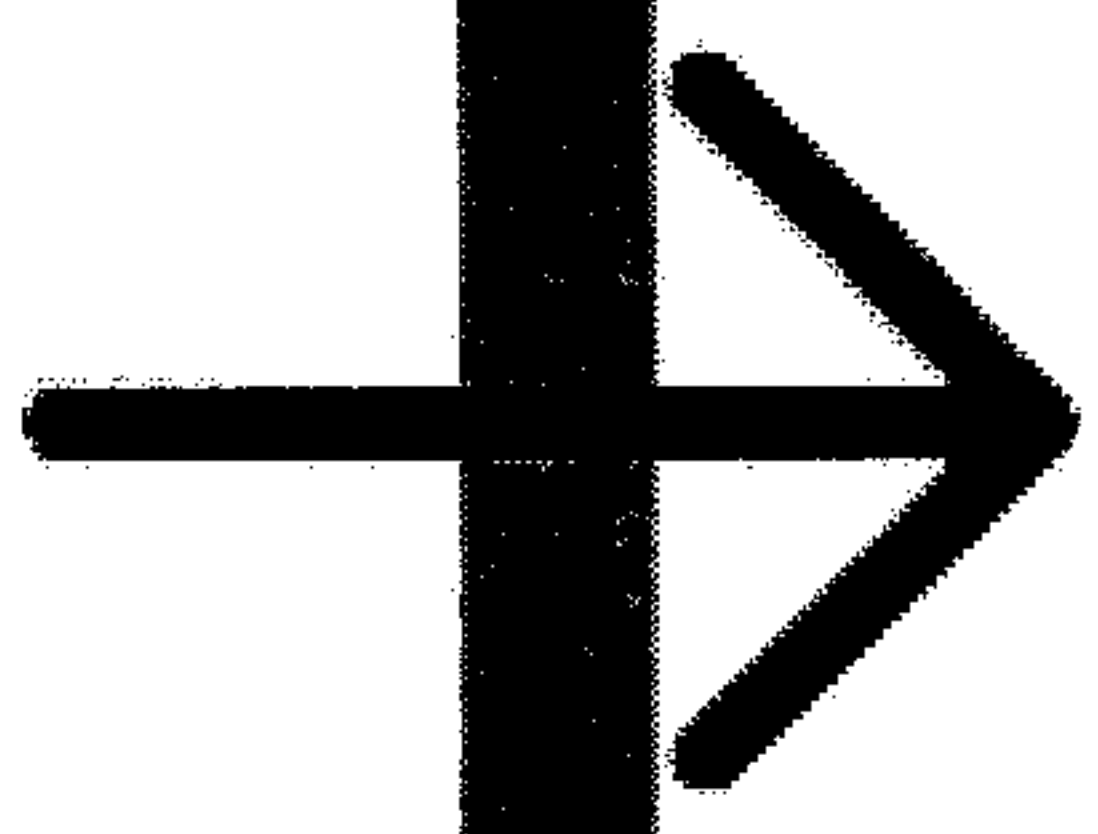
First Name*
Last Name*
Card's Card*
Expiration Date*

MONTH YEAR

MONTH YEAR

ADD CARD

UPGRADE



Cardholder has NOT cancelled her subscription.

08/09/2019

Cardholder's Credit Card

Case # 891920048001

Case # 891920048001

Exhibit C

Search results for "Cardholder still located in search results as of 08/09/2019".

Results include:

- Downsizing Designs** (12.12 miles away)
 - Location: Cedar Park, Texas
 - Type: Moving Company
- REMAX Austin Skyline** (18.37 miles away)
 - Location: Cedar Park, Texas
 - Type: Realtor
- XMED Oxygen & Medical Equipment** (18.53 miles away)
 - Location: Austin, Texas
 - Type: Oxyg/ Home Medical Equip/ Wheelchairs/ Stairlifts/ & More
- Patli Ann Humphries** (19.28 miles away)
 - Location: Austin, Texas
 - Type: Realtor
- Coldwell Banker United Realtors** (19.37 miles away)
 - Location: Austin, Texas
 - Type: Realtor
- Diane Johnson** (14.95 miles away)
 - Location: Austin, Texas
 - Type: Realtor

Additional filters and categories visible in the interface include:

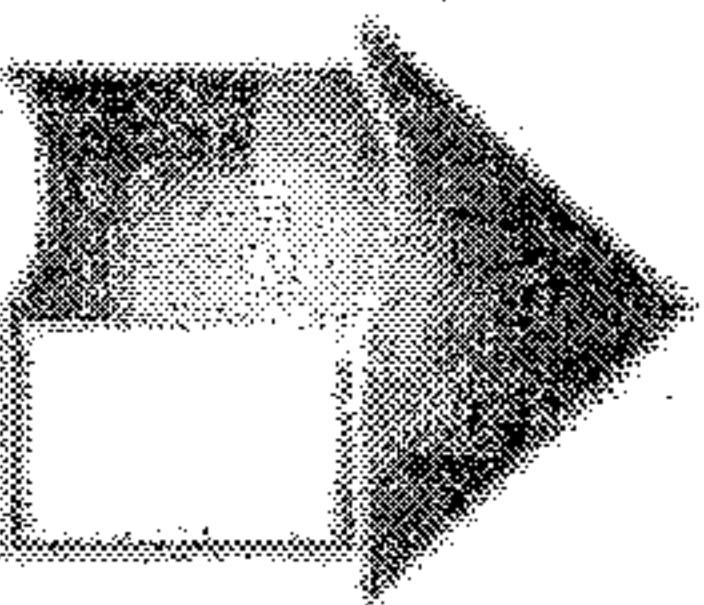
- Services:** Adult Day Care, Adult Day Care - Senior Day Care, Accounting - Elder Law, Construction/Remodeling - Handyman/Hand Service, Counseling Services - Family Counseling, Counseling Services - Geriatric Care Management, Counseling Services - Licensed Clinical Social Worker.
- Other Services:** Hospital, Transitional Care Hospital, Long Term Adult Care Hospital, Retail.
- Additional Services:** 24 Hour On-Call Staff, 24 Hour On-Call Certified Licensed Staff, 3 Bedroom/4 Bath - 2 Day, All-in-one Interior & Exterior Design, Arts and Crafts Center, Barber Shop, Barbecue Cafe, Basic Cable Available, Basic Cable Included.

Cardholder still located in search results as of 08/09/2019

Case # 891920048001

Case # 891920048001

Exhibit D



Seniorplicity

CARDHOLDER IS STILL ON NETWORK

cardholder's page on Seniorplicity as of 07.27/2019

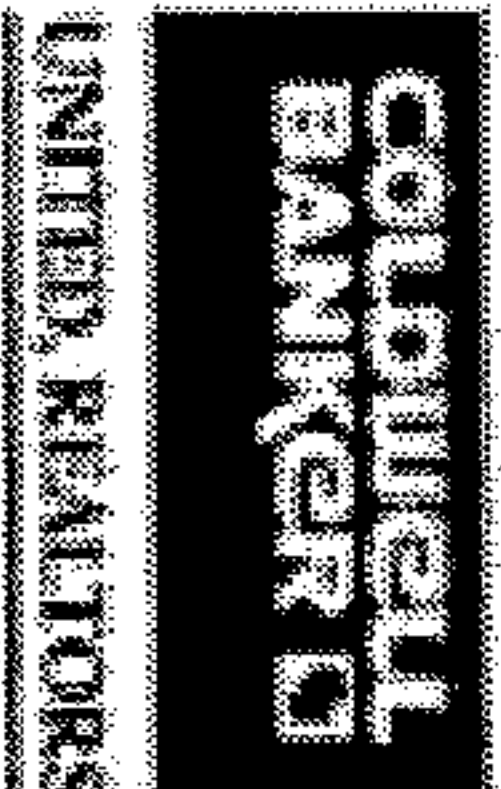
YOU ARE CONNECTING BY TRUST
Seniorplicity is not a financial institution.
Seniorplicity is not a bank.
Seniorplicity is not a lender.
Seniorplicity is not a broker.
Seniorplicity is not a dealer.
Seniorplicity is not a fiduciary.
Seniorplicity is not a financial advisor.
Seniorplicity is not a financial planner.
Seniorplicity is not a financial consultant.
Seniorplicity is not a financial analyst.
Seniorplicity is not a financial strategist.
Seniorplicity is not a financial coach.
Seniorplicity is not a financial educator.
Seniorplicity is not a financial therapist.
Seniorplicity is not a financial psychologist.
Seniorplicity is not a financial sociologist.
Seniorplicity is not a financial anthropologist.
Seniorplicity is not a financial geographer.
Seniorplicity is not a financial historian.
Seniorplicity is not a financial linguist.
Seniorplicity is not a financial philosopher.
Seniorplicity is not a financial scientist.
Seniorplicity is not a financial mathematician.
Seniorplicity is not a financial physicist.
Seniorplicity is not a financial chemist.
Seniorplicity is not a financial biologist.
Seniorplicity is not a financial ecologist.
Seniorplicity is not a financial geologist.
Seniorplicity is not a financial meteorologist.
Seniorplicity is not a financial climatologist.
Seniorplicity is not a financial oceanographer.
Seniorplicity is not a financial atmospheric scientist.
Seniorplicity is not a financial environmental scientist.
Seniorplicity is not a financial earth scientist.
Seniorplicity is not a financial space scientist.
Seniorplicity is not a financial planetary scientist.
Seniorplicity is not a financial solar scientist.
Seniorplicity is not a financial astrophysicist.
Seniorplicity is not a financial astronomer.
Seniorplicity is not a financial cosmologist.
Seniorplicity is not a financial physicist.
Seniorplicity is not a financial mathematician.
Seniorplicity is not a financial chemist.
Seniorplicity is not a financial biologist.
Seniorplicity is not a financial ecologist.
Seniorplicity is not a financial geologist.
Seniorplicity is not a financial meteorologist.
Seniorplicity is not a financial climatologist.
Seniorplicity is not a financial oceanographer.
Seniorplicity is not a financial atmospheric scientist.
Seniorplicity is not a financial environmental scientist.
Seniorplicity is not a financial earth scientist.
Seniorplicity is not a financial space scientist.
Seniorplicity is not a financial planetary scientist.
Seniorplicity is not a financial solar scientist.
Seniorplicity is not a financial astrophysicist.
Seniorplicity is not a financial astronomer.
Seniorplicity is not a financial cosmologist.

SEARCH RESULTS 54,000 11

RIGHT NOW

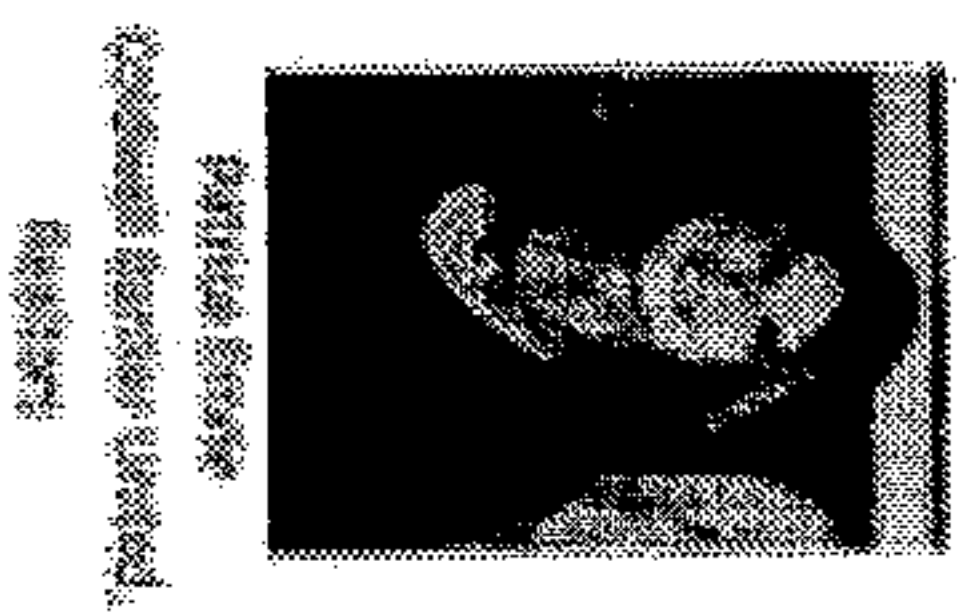
Coldwell Banker United, Realtors - Patrice Emrie

General Specialty Home



2521 Birchwood Court #123
Austin, Texas 78738
(512) 611-9150 primary
(512) 621-9150 cell
View website

Member Information
License #: 064972
Year Founded: 1966
Country: Texas
Primary Service: (Austin) Realtor's Realtor



Coldwell Banker United, Realtors - Patrice Emrie

Being a full time, professional Realtor with Coldwell Banker I feel that highly respected designation as a Senior Real Estate Specialist (SRES) as a University of The Graduate. I have had in numerous places in the Austin and Lakeway area for over 2 decades. I am knowledgeable of the surrounding area, local events and activities, in the event of needing to relocate. I can coordinate, direct and support every aspect of your home preparation and sale. It takes a village to raise a family, and it takes a village to move your home. I have a team of professionals to make the experience smooth and stress free. Having an 86 year old mother living with Alzheimer's, and an 88 year old brother living with some of her care taking, I am deeply passionate to the needs of the...

Coldwell Banker was founded in 1906 and over the last century, the company has grown to be the largest residential real estate company in 2018. Real Estate ranked Coldwell Banker the...

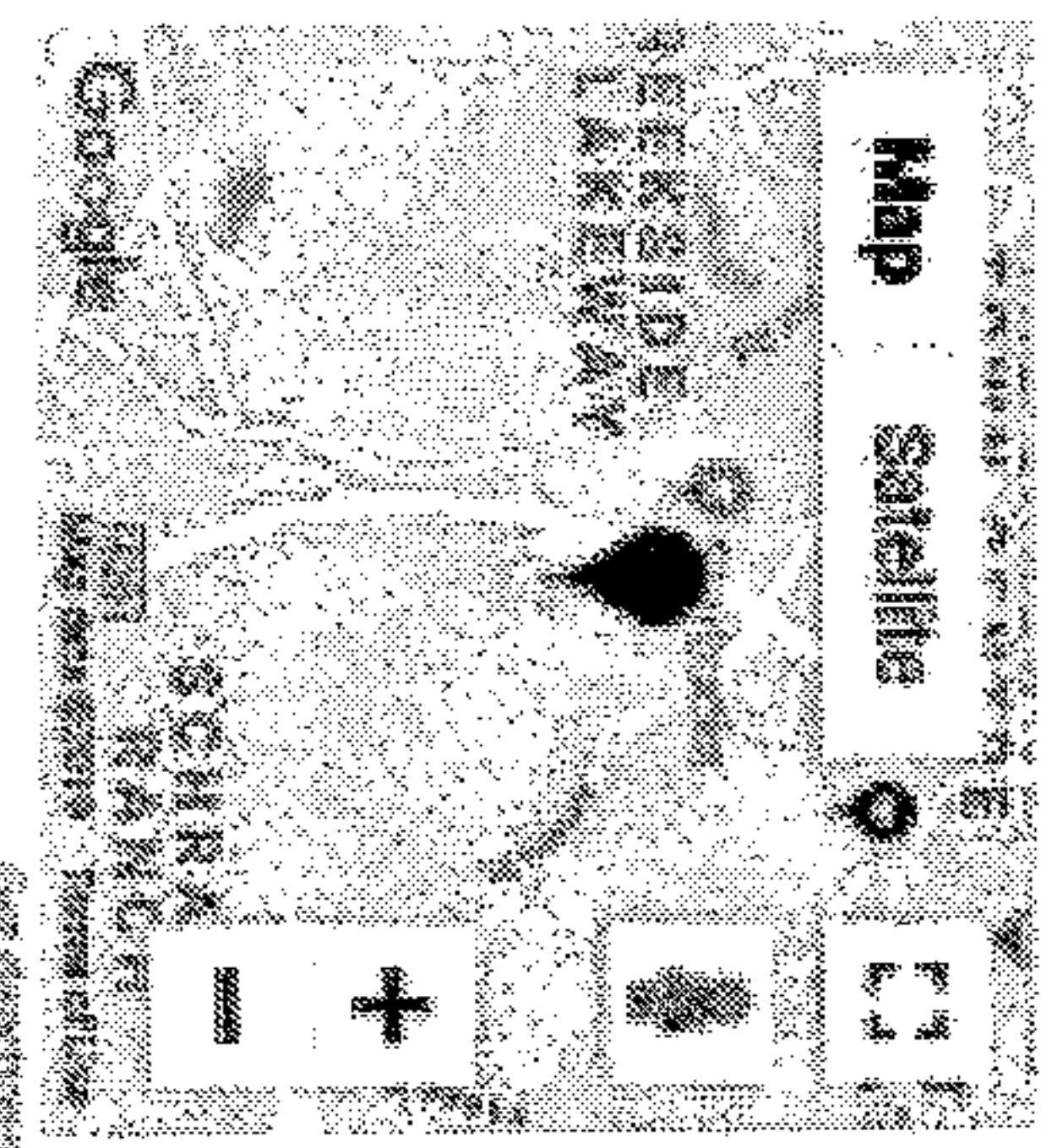


Exhibit D

Case# 891920048001

Case# 891920048001

EXHIBIT E

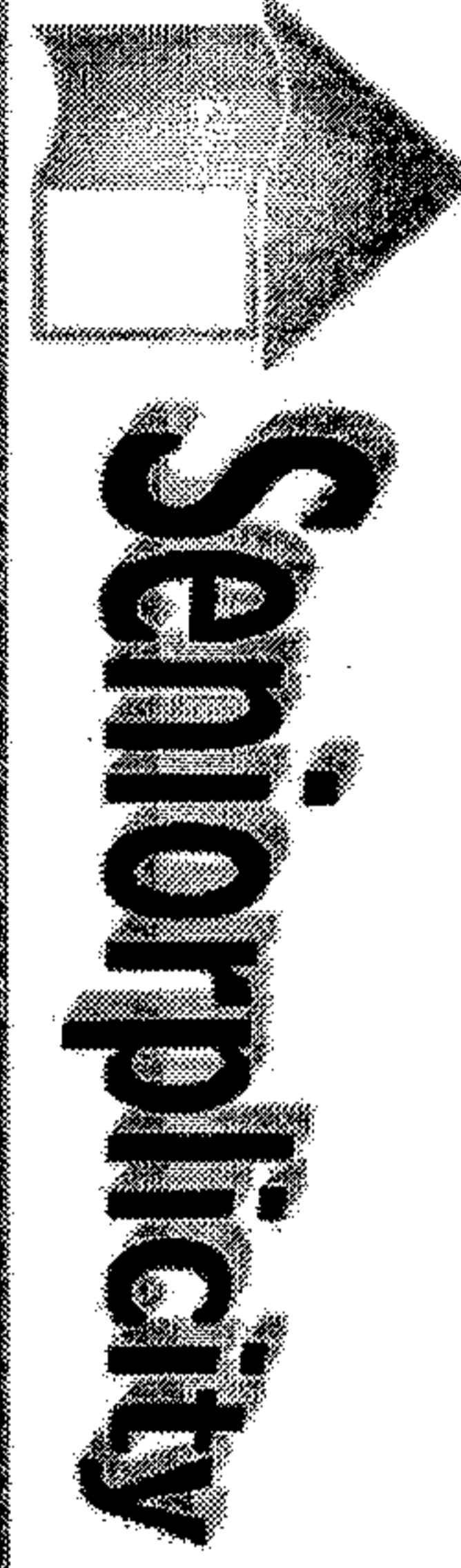
The screenshot shows the 'Seniorplicity Terms of Service' page. At the top, there is a navigation bar with the Seniorplicity logo and the text 'Seniorplicity Terms of Service'. Below this, a section titled 'Create an Account' is visible, with a sub-heading 'It takes us a moment to get the best from you.' and radio button options for 'I am new to Seniorplicity' and 'I am a returning user'. A table with columns for 'Name', 'Address', 'City', 'State', and 'Zip' is present, with a circled area around the 'Name' column. To the right of the table, there is a section titled 'Personal Service at Initial sign-up and every page.' with a circled area around the text. At the bottom of the page, there is a footer with the text '© 2014 Seniorplicity, Inc. All rights reserved. Privacy Policy Terms of Service'.

Must agree to Terms before creating profile.

Case # 891920048001

Case # 891920048001

Exhibit F
Screenshot Terms of Service



Introduction: This agreement is between Seniorplicity.com Inc. and the user who agrees to display with Seniorplicity.com Inc.

Terms and Definitions:

- Seniorplicity.com is a corporation located in Florida
 - Seniorplicity.com is a web medium created by Seniorplicity.com Inc.
 - Community is a location housing individuals
 - Service Providers offer individual services outside of communities such as Dr. Dentist Pharmacist etc.
 - Truth in Advertising/Advertising for liability: The community is solely responsible for any liability arising out of or relating to these pages. The Community represents and warrants any information found on these pages. The community agrees to not violate any criminal laws or any right of any third parties, including but not limited to, such violations as infringement or misappropriation of any copyright, patent, trademark, trade secret, image, or other proprietary or confidential information or property right, false advertising, unfair competition, defamation, invasion of privacy or rights of publicity, violation of any anti-discrimination law or regulation, or any other person or entity.
 - Community agrees to indemnify Seniorplicity.com Inc. and to hold Seniorplicity.com Inc. and its officers, directors, employees, and agents harmless from any and all liability, loss, cost, damage, claims, or causes of action of any kind, including but not limited to legal fees and expenses that may be incurred by Seniorplicity.com Inc. arising out of or relating to the community's breach of any of the foregoing representations and warranties.
 - Governing Law: This agreement, and the resolution of any dispute related to this agreement, shall be governed by the laws of the state of Florida without giving effect to any principles of conflicts of law. Failure by Seniorplicity.com Inc. or its affiliates to insist upon strict enforcement of any provision of this agreement shall not be construed as a waiver of any provision or right.
 - Community, at no time will bear any costs associated with Seniorplicity.com Inc. or its affiliates.
- Service Provider Fees and Regulations:
- Duration of Agreement: This agreement will be for 12 months. If paid monthly, and 25 months when paid annually. After 15 months, the contract will be automatically renewed, unless cancelled by the cardholder. The sponsor of the community reserves the right to cancel sponsorship at any time. In the case of cancellation, it will be your sponsor's responsibility to transfer your sponsorship to another listing community. Billing will continue for the 12 months and renewed regardless of cancellation by the sponsored listing community.
 - Service Provider Cancellation: In the event a service provider sponsoring a community wishes to cancel his/her sponsorship of any community they may do so by contacting Seniorplicity.com by phone at 727-223-3417 or email at info@seniorplicity.com to be removed from the community page and given the ability to sponsor a community of their choosing. In extreme cases such as an individual or company no longer operational (i.e. filed bankruptcy dissolved) the contract with Seniorplicity.com will become null and void.
 - Fees and Initial: All fees are payable in advance of the commencement of the display on Seniorplicity.com. All advertisement fees are non-refundable.
 - Fees and Renewal: Payment for the sponsorship of each individual community sponsored monthly on the date registered by the service provider. Any fees resulting from decline of payment will be the sole responsibility of the payee and will incur a \$25.00 fee per transaction.
 - Expiration of Credit Card: If the Credit Card used, expires before the end of the 12-month contract, the Credit Card on file will be charged the remaining amount the month of the expiration.
 - Liability: The community(s) and its parent company(s) by allowing a service provider to endorse their community(s) in no way endorses the service provider's products, services or other business activities. The service provider is solely responsible for their products and services and will not hold the community(s) or Seniorplicity.com to any standards.

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Powered by Advanced Internet Solutions

Question →
Cancellation →

Seniorplicity

Seniorplicity Inc. Terms

Setup / Go To My Account

Committee that need C.

TEXAS PIPELINE

My Account

file:///C:/Users/rober...

100%

Log in

Sign Up

Exhibit G

Agreement to terms is required at initial sign-up and viewable on every page

SENIORPLICITY TERMS OF SERVICE

Introduction: This agreement is between Seniorplicity.com Inc. and the user, who agrees to display with Seniorplicity.com Inc.

Terms and Definitions:

- Seniorplicity.com is a corporation located in Florida
- Seniorplicity.com is a web medium created by Seniorplicity.com Inc.
- Community is a location housing individual/s
- Service Providers offer individual services outside of communities such as Dr. Dentist Pharmacist etc.

- Truth in Advertising/Indemnification for liability: The community is solely responsible for any liability arising out of or relating to their pages. The Community represents and warrants any information found on their pages. The community agrees to not violate any criminal laws or any right of any third parties, including but not limited to, such violations as infringement or misappropriation of any copyright, patent, trademark, trade secret, image, or other proprietary or confidential information or property right, false advertising unfair competition, defamation, invasion of privacy or rights of celebrity, violation of any antidiscrimination law or regulation, or any other person or entity.
- Community agrees to indemnify Seniorplicity.com Inc. and to hold Seniorplicity.com Inc. and its officers, directors, employees, and agents harmless from any and all liability, loss, cost, damage, claims, or causes of action of any kind, including but not limited to legal fees and expenses that may be incurred by Seniorplicity.com Inc. arising out of or relating to the community's breach of any of the foregoing representations and warranties.
- Governing Law: This agreement, and the resolution of any dispute related to this agreement, shall be governed by the laws of the state of Florida without giving effect to any principles of conflicts of law. Failure by Seniorplicity.com Inc. or its affiliates to insist upon strict enforcement of any provision of this agreement shall not be construed as a waiver of any provision or right.
- Community: at no-time will bear any costs associated with Seniorplicity.com Inc. or its affiliates.

Service Provider Fees and Regulations:

- Duration of Agreement: This agreement will be for 12 months if paid monthly, and 15 months when paid annually. After 15 months, this contract will be automatically renewed, unless cancelled by the cardholder. The sponsored living community reserves the right to cancel sponsorship at any time. In the case of cancellation, it will be you/your company's responsibility to transfer your sponsorship to another living community. Billing will continue for the 12 months and renewed regardless of cancellation by the sponsored living communities.
- **Service Provider Cancellation: In the event a service provider sponsoring a community**

Exhibit G cont.

Case # 891920048001

SENIORPLICITY TERMS OF SERVICE cont.

wishes to cancel his/her sponsorship of any community they may do so by contacting Seniorplicity.com by phone at 727-223-3417 or email at info@seniorplicity.com to be removed from the community page and given the ability to sponsor a community of their choosing. In extreme cases such as an individual or company no longer operational, (i.e. filed bankruptcy dissolved) the contract with Seniorplicity.com will become null and void.

• Fees and Initial: All fees are payable in advance of the commencement of the display on Seniorplicity.com. All advertisement fees are non-refundable.

• Fees and Penalties: Payment for the sponsorship of each individual community sponsored monthly on the date registered by the service Provider. Any fees resulting from decline of payment will be the sole responsibility of the payee and will incur a \$25.00 fee per transaction.

• Expiration of Credit Card: If the Credit Card used, expires before the end of the 12-month contract, The Credit Card on file will be charged the remaining amount the month of the expiration

• Liability: The community(s) and its parent company(s) by allowing a service provider to endorse their community(s) in no way endorses the service provider's products, services or other business activities. The service provider is solely responsibility for their products and services and will not hold the community(s) or Seniorplicity.com to any standards.

Exhibit H Credit Card
Authorization

Case# 8919200418001²

Robert Foster

From: Auto-Receipt <noreply@mail.authorize.net>
Sent: Tuesday, April 23, 2019 4:12 PM
To: Robert Foster
Subject: Merchant Email Receipt

===== SECURITY STATEMENT =====

It is not recommended that you ship product(s) or otherwise grant services relying solely upon this e-mail receipt.

===== GENERAL INFORMATION =====

Merchant : Seniorplicity.com (621580)
Date/Time : 23-Apr-2019 16:11:30 EDT

===== ORDER INFORMATION =====

Invoice : none
Description : Test transaction for ValidateCustomerPaymentProfile.
Amount : 0.00 (USD)
Payment Method: Visa xxxx6177
Transaction Type: Authorization Only

===== Line Items =====

===== RESULTS =====

Response : This transaction has been approved.
Auth Code : 03912D
Transaction ID : 41311271980
Address Verification : Street Address: No Match -- First 5 Digits of Zip: No Match

===== CUSTOMER BILLING INFORMATION =====

Customer ID : none
First Name : Patrice
Last Name : Emrie
Company : Coldwell Banker United, Realtors - Patrice Emrie Address : 2501 Ranch Road 620 S. #120 City : Austin
State/Province :
Zip/Postal Code : 78738
Country : USA
Phone : 512-621-9150
Fax : --
E-Mail : email@example.com

===== CUSTOMER SHIPPING INFORMATION =====

First Name :
Last Name :
Company :
Address :
City :
State/Province :

Exhibit I

Credit Card

Case# 891920048001

Payment Receipt

Robert Foster

From: Auto-Receipt <noreply@mail.authorize.net>
Sent: Tuesday, April 23, 2019 4:12 PM
To: Robert Foster
Subject: Merchant Email Receipt

===== SECURITY STATEMENT =====

It is not recommended that you ship product(s) or otherwise grant services relying solely upon this e-mail receipt.

===== GENERAL INFORMATION =====

Merchant : Seniorplicity.com (621580)
Date/Time : 23-Apr-2019 16:12:26 EDT

===== ORDER INFORMATION =====

Invoice : INV12345-45451
Description : Goods or Services
Amount : 660.00 (USD)
Payment Method: Visa xxxx6177
Transaction Type: Authorization and Capture

===== Line Items =====

Item: SP12345
Description: Sponsorship
Sponsorship with THE HARBOR AT LAKEWAY
Quantity: 1
Unit Price: \$660.00 (USD)
Item Total: \$660.00 (USD)

===== RESULTS =====

Response : This transaction has been approved.
Auth Code : 06801D
Transaction ID : 41311273978
Address Verification : Street Address: No Match -- First 5 Digits of Zip: No Match

===== CUSTOMER BILLING INFORMATION =====

Customer ID : 84618
First Name : Patrice
Last Name : Emrie
Company : Coldwell Banker United, Realtors - Patrice Emrie Address : 2501 Ranch Road 620 S. #120 City : Austin
State/Province :
Zip/Postal Code : 78738
Country : USA
Phone : 512-621-9150
Fax : --
E-Mail : emrie@me.com

===== CUSTOMER SHIPPING INFORMATION =====

Case # 891920048001

Case # 891920048001

EXHIBIT J



Seniorplicity *Cardholder still has access and connected with below communities

Community Name	Role	Access
Seniorplicity - Community 1	Managing Community Association	General
Seniorplicity - Community 2	Managing Community Association	General
Seniorplicity - Community 3	Managing Community Association	General
Seniorplicity - Community 4	Managing Community Association	General
Seniorplicity - Community 5	Managing Community Association	General
Seniorplicity - Community 6	Managing Community Association	General
Seniorplicity - Community 7	Managing Community Association	General
Seniorplicity - Community 8	Managing Community Association	General
Seniorplicity - Community 9	Managing Community Association	General
Seniorplicity - Community 10	Managing Community Association	General
Seniorplicity - Community 11	Managing Community Association	General
Seniorplicity - Community 12	Managing Community Association	General
Seniorplicity - Community 13	Managing Community Association	General
Seniorplicity - Community 14	Managing Community Association	General
Seniorplicity - Community 15	Managing Community Association	General
Seniorplicity - Community 16	Managing Community Association	General
Seniorplicity - Community 17	Managing Community Association	General
Seniorplicity - Community 18	Managing Community Association	General
Seniorplicity - Community 19	Managing Community Association	General
Seniorplicity - Community 20	Managing Community Association	General

Cardholder

Cardholder still has access in 9 communities

08/09/2019

EXHIBIT L Case# 891920048001
Email to Community
Cardholder gained access to

Robert Foster

From: Robert Foster
Sent: Thursday, May 2, 2019 6:38 PM
To: MEckert@Brookdale.com
Subject: Seniorplicity

Ms. Eckert,

I updated Lohman's Crossing to your email address. Next time you log-in, you'll be able to update both Lakeway and Lohman's Crossing with one log-in.

As for the realtor whom specializes with seniors. Here is what you can expect.

Patrice Emrie will call you to set-up a time to introduce herself and tour your building. This will enable her to educate herself on your standards, and know what prospects to send your way. They will also get you up-to-speed about their services, enabling you to send them prospects as-well. As we discussed, Ms. Emrie is also interested in volunteering at the community. She understands that she must fill out a background search and have or show an updated TB shot. She knows that volunteering is separate from her realty job, and simply reads the newspaper, or plays games with residents. If you need anything, please don't hesitate to reach out. Also, she is not expecting any referral fees. She's interested in cultivating a symbiotic relationship.

Regards

Robert Foster

President

www.seniorplicity.com

(727) 223-3417 Main

(866) 225-1074 Toll Free



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