

CLC SERVICES of OHIO LLC

330-936-4391

February 8 2021

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SUL Date Processed 2.12.21

CLC SERVICES OF OHIO LLC

6725 Promway Ave NW Ste. #5

North Canton, Ohio 44720 To whom it may concern.

2021 FEB 12 PM 2:37

I am writing to address the complaint filed against our company, CLC SERVICES OF OHIO LLC,

The case number for PUCO is 240094-TR-CSS.

The ID number for the BBB is #15099142.

We were initially contacted by Lindsey of Thumbtack Trust and Safety Team. A settlement was reached and was paid by Thumbtack and CLC Services of Ohio LLC in the amount of \$253.00. We considered the matter resolved. After the agreement was settled, the customer filed additional complaints with the Public Utilities Commission of Ohio and with the Better Business Bureau of Canton.

We were hired to deliver a Shelf, Kitchen Island, bookcase, and a desk from a College to his home. The date of this delivery was December 29 2020 at 2pm. The customer stated in his complaint that he heard a noise on December 30 2020 and went to his door and seen that there was damage to his door. He also made comments concerning homophobia, talking over the customer, Calling him a liar and acting as a detective. Concerning these comments, the customer was never called a liar. My job is to find out what occurred and handle customer issues. The customer was polite until I said, after speaking to the guys, I didn't think that they caused the damage to the door frame. He then told me that I was rude and unprofessional and stated he was going to cause our company problems until he got what he wanted. As to his comment of homophobia, there was never any mention of sexual orientation. I was not aware of his sexual orientation when speaking with him on the phone. Also, I will not comment about my sexual orientation or relationships, but to say it is a feeble attempt by the customer to make unfounded accusations.

We believe the damage caused to the customer's door frame was caused by the door being blown open by the wind and not by our men. The customer told me that we broke his door by leaving it open when we left and the wind blew it. I spoke to the men making the delivery and they said they asked the customer if he wanted the door closed, and the men said he did and they closed it on the way out. The customer then said that when the guys brought in the new counter top we broke his door thereby changing his story. The men left while the customer was at his residence. Securing his home should be his responsibility. The customer said that when he returned to his residence the next day, he heard a noise and went to his front door and noticed that the door frame was cracked in the

top left corner. His only explanation was that our guys caused the damage. When I did not agree, he said I was being very rude and unprofessional.

The customer desired a settlement of \$276. He received \$253 from Thumbtack and CLC Services per an agreement. He then decided to replace the whole door and wants us to pay for that as well. In our conversations he stated that there was no damage to the door only to the door frame where the hinge at the top of the door frame.

We feel that the customer is attempting to take advantage of this situation. He has already bin awarded the damages he originally asked for and now wants more.

This customer has continued to change not only how the damage occurred but the amount for damages. He continues to file claims against our company and make accusations that are unfounded and untrue. The customer has been compensated against our better judgement but continues to make claims against us.

Thank you for allowing us to respond to this issue. If we can be of any further assistance in this matter please feel free to call.

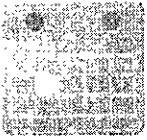
Respectfully,

A handwritten signature in black ink, appearing to be 'Al' with a stylized flourish.

Al,

Daily Operations

CLC Service of Ohio LLC



Chris. confirmed

Created by: clcmovesca@gmail.com

Time

2pm - 4pm (Eastern Time - New York)

Date

Tue Dec 29, 2020

Where

110 E College St, Oberlin, OH 44074,
USA

Description

Ph. 585-727-8045

To 137 Samuel St
Elyria Ohio

Pickup at Oberlin College and deliver to Customer

Kitchen counter. Desk. Bookcase
and a shelf

\$110 and hour. 220 minimum

\$50 travel fee

From: Stacy Lance
Sent: Monday, February 8, 2021 12:22 PM
To: Al
Subject: Fwd: Follow-up from Thumbtack Support

Sent from my iPhone

Begin forwarded message:

From: support@thumbtack.com
Date: February 8, 2021 at 10:56:12 AM EST
To: clcservicesofohiolc@gmail.com
Subject: Follow-up from Thumbtack Support

Thumbtack

Hi Al,

I'm sorry to hear you are dealing with such a difficult situation. The only documentation I'm able to provide to you is an email.

Kris provided documentation showing the door frame needed to be repaired. The estimate Kris sent us showed the cost of repair to be \$253. Thumbtack agreed to you paying the customer \$100, and we would then send additional payment of \$153 to Kris for full reimbursement for the estimated cost of the door frame repair. This payment has already been sent to the customer.

I hope this helps. We wish you the best going forward. Please let me know if you have any other questions.

Thank you,

Lindsey
Thumbtack Trust and Safety Team

ref:_00Di0dEJt._5003q1NBpbm:ref