

On Friday, April 7, 2023, 02:43:25 PM EDT, Vrbo Support <support_vrbo@vrbo.com> wrote:

Dear Kathy,

Thank you for reaching out to the executives.

The Executive Customer Relations team has received your concerns about a reservation refund. We're empowered to help with escalations of this nature.

Please be assured that we'll look into this immediately and get back to you as soon as we've completed the necessary research.

The primary contact number we have for you is (732) 668-1574. If you have any other numbers we can use to reach you, please reply to this email with that information.

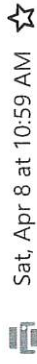
To make sure any replies to this email remain linked to your open case, please don't remove the subject line or reply in a separate email.

Thank you for the opportunity to assist with your concern.

Regards,

Clara
Vrbo.com Executive Customer Relations
[Vrbo help](#)

Vrbo Support <support_vrbo@vrbo.com>
To: fbravo415@yahoo.com



Sat, Apr 8 at 10:59 AM

Hello Ms. Kathy,

I'm sorry our call dropped. I was not able to get back through, I left a voicemail providing case 113122757. As we discussed, I will be reaching out to our internal Billing team and see if this is a technical issue to quickly get it resolved. I understand your concern when it comes to this amount of funds and I do apologize this has not yet been resolved. I will be monitoring your billing case for updates and I will be watching for tech cases if there are any created for this issue. Please try to have a great weekend and be safe. Thank you so much for speaking with me today.

Regards,

Amy
Vrbo.com Executive Customer Relations
[Vrbo help](#)

Vrbo Support <support_vrbo@vrbo.com>



Fri, Apr 14 at 3:25 PM ☆

To: fbravo415@yahoo.com

Hello Kathy,

I hope this message finds you well. After reviewing your case updates with our internal team, we wanted to follow up.

Cross-team collaboration is necessary to thoroughly investigate and resolve concerns as promptly and equitably as possible.

Our internal Billing team was able to get the technical issue worked out and has re-processed your refund for reservation HA-MD5C39.

We have provided a detailed summary of our conversation to our Executive team. We wanted to be sure that they understood your issue and received your feedback.

Thank you for bringing this matter to our attention and for your patience while we worked to resolve the concerns you raised. We appreciate the time and effort you made to communicate this situation.

We consider this issue to be resolved. If you need help with something else, please Contact Us or visit the [Vrbo Help Center](#).

Regards,

Amy

Vrbo.com Executive Customer Relations

[Vrbo help](#)

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On Friday, April 28, 2023 at 10:18:30 AM EDT, Vrbo Support <support_vrbo@vrbo.com> wrote:

Hello Kathy,

Thank you for letting us know. I have reached out to billing so we can follow up with our technical support team. I have also notated on that ticket that the issue has not been resolved and to investigate further. I apologize that this has not been resolved. I apologize that it continues to frustrate you. Please allow me some time to communicate with our internal teams to get this resolved for you.

To make sure any replies to this email remain linked to your open case, please don't remove the subject line or reply in a separate email.

Thank you for the opportunity to assist with your concern.

Regards,

Amy
Vrbo.com Executive Customer Relations
[Vrbo help](#)