


**From:** James Giralдин [REDACTED]   
**Subject:** Re: Please Take Care of This Situation  
**Date:** May 10, 2023 at 11:51 AM  
**To:** EasyPark Kundeservice kundeservice@easypark.net



Patrick,

If you take a moment to read your response you will realize it's inane content.

FIRST: We drove to Tromsø to visit the Polar Museum and Polaria, their aquarium. When we arrived at the Polar Museum they told us where to park and to download your app. We drove to the parking lot and entered AS YOU ARE NOT ALLOWED TO STOP IN THE MIDDLE have used it because some other camera system was going to record and charge me. (See your statement: "Had you not started a parking in the app area...")

SECOND: I did turn on location services and selected the parking lot it said I was in, **both times**.

THIRD: Your admonitions of "how to use the app is explained on our **website**" and "it is the customers own responsibility to use the app correctly as they are the only ones who can be 100% of where they actually are"(sic) also shows the false advertising on your app, which I ha Service You Can Trust", and that it provides an accurate "When You Park, Nearby Areas List". **You are now indicating that when traveling in a foreign country folks should not use your app. The location services cannot be relied upon** and unless you go into your web

FOURTH: Your admonition that you can do nothing because the money goes directly to the parking companies is a deception of the highest magnitude. You are stating that there is no financial relationship between the parking companies and EasyPark. I find your statement a j you must be collecting and then doing a net remittance to the parking lot company. Since you are in the financial flow you have the proceeds to reduce the remittance to the parking lot company for this double charge.

LASTLY: Your statement that "we usually recommend the customer do this directly with the operators as we often lack the documentation the require(sic) to prove that the vehicle was there" belies the facts on the face of the documents I have presented. Again, I, my wife, and th

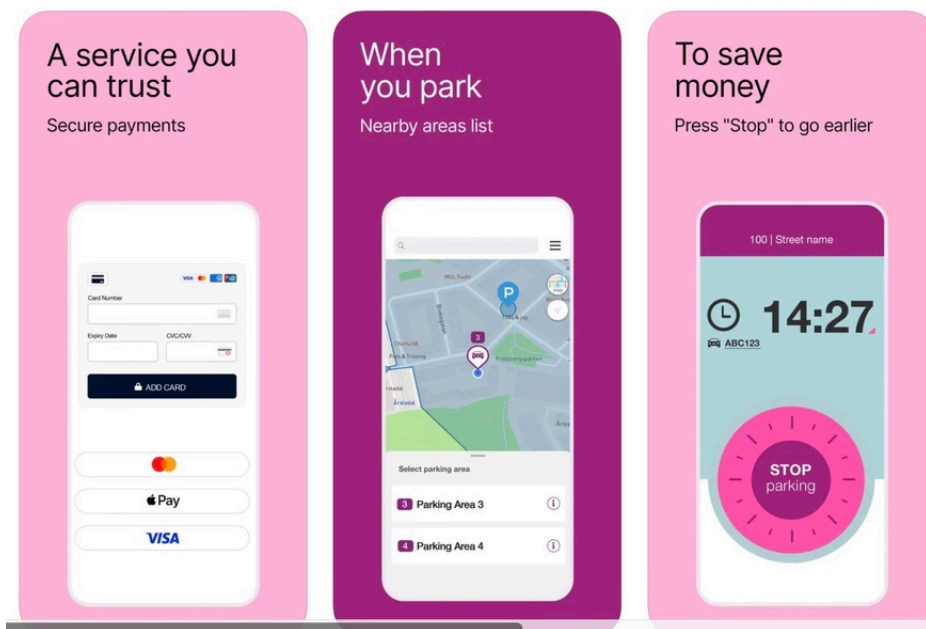
I have already posted comments on several websites and contacted your corporate headquarters, but please, continue emailing these missives. I have included your earlier response in my reviews but will be updating with your current email and my responses noted above.

Incredible! You are going to damage the reputation of EasyPark versus reimbursing Hertz \$10 and explaining to the parking lot company that they were paid twice. It is your choice and I will oblige you on your decision to damage the reputation of EasyPark.

P.S. I suggest you elevate this on your side so that your manager is not blindsided by the fallout as I escalate this issue here in the United States, which I believe you operate as ParkMobile.

James Giralдин  
[REDACTED]

### Apple Watch



## Transactions

Time Period

Statement closed Apr 07, 2023 

Filter By

Filter By 

Date 

Description 

**Statement Balance \$110.34** [View Breakdown](#)

+ Apr 06, 2023 [REDACTED]



[Redacted]



[Redacted]



[Redacted]



Mar 23, 2023 EasyPark AS easypark.no NOR Digital Account Number XXXXX



[Redacted]

On May 10, 2023, at 9:40 AM, EasyPark Kundeservice <kundeservice@easypark.net> wrote:

[Redacted]

|          |  |       |  |          |       |
|----------|--|-------|--|----------|-------|
| SENT:    | 2023-05-10, 15:40                      | TO:   | James Giraldir [Redacted]  | CHANNEL: | Email |
| ERRAND:  | 3187130-2                              | FROM: | <a href="mailto:kundeservice@easypark.net">kundeservice@easypark.net</a> |          |       |
| SUBJECT: | Re: Please Take Care of This Situation |       |  |          |       |

Hi James.

Let me try to clear up the confusion:

Our app will let you start a parking manually in every parking area in the app regardless if you are there or not.

However, some areas operate by camera. In these specific areas the camera will pickup the plates on entry and exit, and will be started and stopped in the app.

Sometimes the parking operators camera systems are not able to pick up exits, leaving the parkings on going. This is why it is also possible to start a manual parking in the app

How to use the app is explained on our website in case you need that. It can be found [here](#).

I'm glad to hear Hertz solved this for you, as this is something we are unable to do due to the fact that the payment goes to the parking companies, as we are just the app for trar

In summary:

1. You were read in on camera at Pellerinbryggene, owned by the company Parkly AS, it was started on Hertz's account because it was not activated on your account or paid on the PnD at the location, or online afterwards.

2. You also started a parking and paid Apcoa Parking Norway AS for a slot at

Sondre Tollbodgt. 3a, while you were actually not there. The system has no knowledge of where you are, other than what you enter yourself and will assume that you are in conti

Had you not started a parking in the app on this area, you would only have been billed by Hertz.

Had you activated the vehicle in your app, you would only have paid directly for the parking at Pellerinbryggene.

However, since you did not activate it in your app, and you also did not pay for Pellerinbryggene Hertz invoiced you for it.

You are only being charged twice because you started it in the wrong area on top of being billed by Hertz for you actual parking.

We cannot refund parkings without a request from the parking operators directly, as it is their money being paid back.

In some cases, this can be credited by contacting the parking operator presenting proof that you were parked somewhere else, but we usually recommend the customer do this c vehicle was there.

I am sorry you feel I am electing to be obtuse and cover something up, but in the end it is the customers own responsibility to use the app correctly as they are the only ones whc

Hvor fornøyd er du med servicen du fikk ved kontakt med vår kundeservice?

Velg mellom 1-5 stjerner der 5 er best.



Med vennlig hilsen,

**Patrick | Kundeservice**



**EasyPark Norge**

Innspurten 9

0663 Oslo

Office 03456

T 00 47 23 30 88 80

W [www.easypark.no](http://www.easypark.no)

