



Figure 1 Document 1 of 2



Figure 2

Document 2 of 2

**Email one of 5 by ROVER**

**Jana** (Rover US)

Feb 17, 2025, 1:36 PM PST

Hi Fatemeh,

I'm reaching out to follow up on Milou's stay. I sincerely hope that they are feeling better.

At Rover, we're committed to pet safety, booking quality, and helping you through this unfortunate incident. My name is Jana and I'll be working with you directly to guide you through the next steps. My normal time in the office is 12:00pm-6:30pm (Pacific Time) Thur-Mon. If you have any questions, you can reach out to me or our 24/7 Trust & Safety at (888) 727-1140 or you can email us at [Trust@Rover.com](mailto:Trust@Rover.com).

Our goal is always to ensure we're taking appropriate steps to support you and uphold our commitment to the safety of our community.

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In the event of an incident during a booked Rover stay, we ask all parties involved to provide us a written statement for our records. Please respond directly to this email and provide as much information as you're able to provide, including, but not limited to, answers to the questions below:

- To your knowledge what happened and when?
- When did you notify Milou's owner of the incident? How did you notify them?
- What care instructions did Milou's owner provide? Did they share any information about their behavioral tendencies?
- Who paid for Milou's vet bills?
- If you paid for Milou's vet bills, please attach the vet bills and the vet's statement outlining the care plan for Milou (if available).
- Please confirm your physical mailing address and the name of the person seeking reimbursement (for reimbursement on approved claims)
- Would you like to provide your client a full or partial refund for the cost of the booking?
- If partial, what amount would you like to refund back to your client?
- Please note that providing a refund as a customer service gesture may help your client continue to have a good experience, despite this incident.

**Please respond with your statement and any relevant documents in the next 2 days.** My team will review and evaluate your reply within 72 hours of receiving it. At that time, I will reach back out to you to provide an update or request further information as needed. Please know that we do what we can to work quickly and efficiently, and your continued assistance will help us accomplish this goal.

If you have any questions or concerns please do not hesitate to let us know by responding directly to this email, [trust@rover.com](mailto:trust@rover.com), or giving us a call at (888) 727-1140.

Thank you for your attention to this matter,

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Jana

Rover Support

Check out the [Help Center](#) for tips, tricks, and account how-tos.

#### **Email one of 4 by Us (Fatemeh and Mohammad)**

On Mon, Feb 24, 2025 at 5:31 PM Rover Support <[support@rover.com](mailto:support@rover.com)> wrote:

Follow-Up on Milou's Stay

Dear Jana,

Thank you for reaching out. We appreciate Rover's commitment to pet safety and quality care. We would be happy to provide a clear statement regarding Milou's stay.

#### **To Our Knowledge, What Happened & When?**

There was **no incident during Milou's stay** with us from **Feb 14, 12:54 PM to Feb 16, 2:04 PM**. Milou was **perfectly healthy, energetic, eating well, and showing no signs of distress** throughout his stay.

Upon departure, Milou: Had **normal stools** (no diarrhea, blood, or abnormal symptoms). Ate his **breakfast as usual** and showed a great appetite.(as ever!) Was **active and playful**—as confirmed by the photos and videos we sent to his owner before pickup.

The owner **thanked us, tipped us, and left a great review**, showing they were fully satisfied with our care.

#### **When & How Did We (!!!) Get Notified?**

We received a message from Milou's owner on **Feb 17 at 2:20 PM** (more than **24 hours after pickup**) stating:

"We're rushing back to the US. This afternoon, a few strings from a toy came out, but blood also came out in his stool. Milou has been incessantly [licking?] and had diarrhea. Can you urgently review any footage or the condition of toys at your house?"

We immediately responded with care and professionalism, reassuring them and explaining that:

- We **meticulously clean and monitor all toys** to prevent any issues. (we usually do NOT provide extra toys rather than the toys the owners provide!) • Any **damaged toys are removed immediately** from the play area.
- **Milou was supervised 24/7**—either with me, my husband.
- **Veterinary insights suggest** that if he had ingested something here, **symptoms would have appeared within 6-12 hours, not 24+ hours after leaving.**

Given that Milou had **no symptoms while with us**, and his owner only reported issues after 24+ hours, it's clear that **something happened outside our care.**

### **What Care Instructions Did the Owner Provide?**

The owner **did not mention** any specific **medical conditions, allergies, or dietary restrictions** beyond standard feeding and care instructions.

### **Who Paid for Milou's Vet Bills?**

Since **the symptoms occurred after Milou left our care**, and we were not involved in any vet visit, we did not cover any vet bills. We even do not know what happened there as they did not respond to our reply to them.

### **Refund Consideration?**

**No, we will not provide a refund.**

- Milou was **completely healthy and symptom-free when he left our care**—confirmed by photos and messages.
- Symptoms appeared **24+ hours after pickup**, indicating an issue unrelated to his stay with us.
- **As dedicated Rover sitters with years of experience, we have always reported any health concerns immediately.** If we had seen any issue with Milou, we would have informed the owner and discussed vet care—just as we have done in previous cases.
- **It would not be reasonable to refund a booking when symptoms appear long after the dog has left our care.** If a dog gets sick **weeks or months later**, should we be held responsible just because they once stayed with us? **Of course not!**

### **Final Notes:**

We have **always prioritized pet safety and transparent communication**, and our reviews reflect our commitment. We are happy to assist with any further clarifications, but **we cannot accept responsibility for a medical issue that developed long after Milou had left our care.**

Thank you for your time, and please let us know if you need anything else.

**Best regards,**

Saghar(Fatemeh) & Moha(Mohammad)

**Email 2 of 5 by ROVER**

□ Your Rover.com support request has been updated.

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**Charles M.** (Rover US)

Mar 6, 2025, 2:56 PM PST

Hello Fatemeh,

Due to multiple safety concerns in the past 12 months, we are placing a temporary pause on your account while we conduct our review of the incident, a temporary suspension will be placed on your account in accordance with our Terms of Service section 4. This suspension is in no way meant to be punitive, but helps us conduct our review quickly while maintaining our focus of safety on the Rover platform. During this time you will still be able to provide care for all of your upcoming bookings.

Thank you again for your care during this difficult situation.

Best, --

--Charles M.

Rover Support

**Email 2 of 4 by Us (Fatemeh and Mohammad)**

**Urgent Inquiry Regarding Account Suspension Review**

Dear Charles M. and the Rover Support Team,

I hope this email finds you well. We are writing to seek clarification regarding the temporary suspension of our Rover account and to express our deep concern about the impact this situation is having on both our **professional reputation** and **financial stability**.

Throughout our time on Rover, we have had the privilege of caring for **countless** dogs, earning over 300 glowing, **heartfelt** reviews from satisfied pet owners who entrusted us with their beloved companions. Our dedication to providing the highest level of care has always been at the core of our work. Given this long-standing track record of excellence, we were deeply surprised to learn that our account has been placed under review due to multiple safety concerns.

While we understand the importance of maintaining safety on the platform, **we respectfully request further clarification on the specific concerns in question.** Over the course of our service, we have received **only seven reports**—none of which resulted in any findings of wrongdoing on our part. Each case was either investigated or could have been investigated individually, and we have always remained fully transparent and cooperative in addressing any concerns raised. Moreover, none of the pet parents involved left negative reviews or expressed dissatisfaction with our care at the time.

For instance, the most recent concern appears to be related to Milou, who unfortunately began throwing up **two days after leaving our care**, apparently due to eating something he shouldn't have. As for general gastrointestinal issues, conditions such as colitis and diarrhea are **commonly triggered by stress or changes in environment**—factors beyond a sitter's control. Many highly anxious dogs can experience such symptoms, and it is widely recognized that these cases **do not necessarily indicate any negligence.**

We are deeply committed to upholding Rover's values of safety, trust, and professionalism. However, this suspension not only **questions our credibility in front of our loyal clients** but also causes **significant financial hardship**, as Rover has been our primary source of income. We are eager to **take any necessary steps to expedite this review process** and resolve this matter as soon as possible. Please let us know how we can assist in ensuring a swift and fair decision.

We truly appreciate the time and effort your team puts into maintaining the integrity of this platform. **We hope that our history of dedicated service and overwhelmingly positive feedback will be taken into consideration during this review.** Please advise on the next steps at your earliest convenience.

**P.S.:** We want to emphasize just how much this situation means to us, both personally and professionally. This isn't just a job for us—it's our passion and our way of life. Every day, we wake up eager to care for the animals in our charge, building relationships with both the pets and their families. **To have our reputation and our livelihood questioned so suddenly has been incredibly**

**distressing.** The emotional toll this has taken on us is significant, as we never imagined that our dedication to this work would be viewed in such a negative light. We are committed to doing everything we can to resolve this swiftly and fairly, and we genuinely hope that the long history of trust and care we've built with our clients is taken into consideration as part of this review.

Looking forward to your response.

Best regards,

Fatemeh Darbeheshti and Mohammad Mahdi Tavakolizadeh 6472670604

### Email 3 of 4 by Us (Fatemeh and Mohammad)

**Subject:** Request for Clarification & Resolution – Account Suspension

Dear Charles M. and the Rover Support Team,

I appreciate the time and effort your team is putting into reviewing this matter, and I want to sincerely thank you for your dedication to maintaining Rover as a safe and trusted platform. I know we are all working toward the same goal—ensuring the best care for pets and the best experience for their families. That is exactly why I am writing to you with full transparency and trust, seeking not just clarification, but a solution that reflects fairness and mutual respect.

#### 1. Defining a Perfect Dog Sitter: Passion, Precision, and Dedication

A **perfect dog sitter** embodies two fundamental qualities:

- I. **Emotional patience and compassion for pets, regardless of financial incentives.**
- II. **Accuracy, discipline, and extensive knowledge of animals** to ensure their safety, health, and happiness.
  - I. I want to share a piece of our journey with you because it truly reflects who we are as sitters. We are not just people who care for pets; we are people who have made **real sacrifices** for the well-being of animals, even when it was difficult and expensive.

Before Rover, we were already caring for **homeless and injured pets** in the Middle East, often using **a significant portion of our own money** to help those with no one to rely on. These aren't just animals to us—they're lives that we've invested **emotionally and financially in** because we believe all animals, no matter the breed, age, or appearance, deserve care and respect.

One of the most significant demonstrations of our commitment was the **10-year-old rescue dog Peka**—who we brought to Canada at great personal cost. We spent around **\$10,000** to relocate my daughter, which was a **massive financial sacrifice** for two young, newly married artists, especially considering we had only \$20,000 at the time. But we didn't hesitate, because **our love for animals is what drives us**, not profit.

This passion for animals is the same **unwavering dedication** we pour into every dog we care for through Rover. **Our actions speak for themselves**, and we are proud to share that commitment with the Rover community.

#### II. **Demonstrating Accuracy, Discipline, and Extensive Knowledge through Our Actions**

We are not just claiming to possess the qualities of **accuracy, discipline, and extensive knowledge of animals**—we **actively demonstrate these** in every aspect of our work. Our approach to pet care is rooted in **attention to detail, expertise, and an unwavering commitment** to each animal's safety, health, and happiness.

To prove this, we **invite you to consider the numerous reviews and testimonials** we've received from pet owners who have entrusted us with their most beloved animals:

- **Tyson**, a diabetic dog, was placed in our care for the 3<sup>rd</sup> time because his mother trusted us with administering his insulin injections—something we did with precision, ensuring his health was always closely monitored.
- **Tinku**, a blind and deaf dog, along with his **paralyzed sister Ghruni**, both seniors in need of special care, were given a safe and loving home, with their owner frequently telling us that we were **their “life’s savior.” For the 5<sup>th</sup>, 6<sup>th</sup> or 7<sup>th</sup> time!**
- **Shaggy** has stayed with us over **5 or 6 times**, and his owners have **consistently rebooked us through Rover for two years**, even tipping us **+\$250** for a single stay because they trusted us to care for their dog, despite his unique temperament.
- We have cared for **Hobbes** many times, and when he fell ill during a stay, we immediately **rushed him to the vet at 2 AM**—covering the costs ourselves.(owner compensated us kindly afterwards)
- **Coco** fell and broke his toe while in our care. Even though Rover compensated us for the incident vet coverage, we knew that **his health came first. We voluntarily reimbursed his family \$300**, even though Rover did not cover these expenses after the first month, because **Coco’s recovery** was our priority.

These examples are just the beginning. We have **cared for numerous pets** with a wide range of needs and conditions, and the owners’ feedback speaks volumes about our abilities:

- **The elderly man who was hospitalized** and later wrote us lengthy messages expressing their gratitude and love for how we cared for their dog. They didn’t even know how to leave a review, but their **deep appreciation** is evident in the messages you can find in our Rover chats.
- **Alex’s dad**, who had to pull his dog out of our place as the dog preferred being here, yet he still expressed how **comforted he felt knowing his dog was in a safe, loving environment.**
- **Countless dogs who prefer our home** to leaving—because they feel the **trust, love, and care** that we provide.

The overwhelming **feedback from 315 clients** consistently tells the same story: We are **dedicated, knowledgeable, and passionate** sitters. Our ability to **work with diabetic, blind, anxious, senior, and injured pets** proves we have the **accuracy, discipline, and experience** required to ensure their safety and happiness.

**Yes, we can confidently say—we are great sitters.** We have the knowledge, the passion, and the heart to care for every pet as if they were our own.

## **2. Addressing “Multiple Safety Concerns” – A Closer Look at the Numbers and Policy**

In your email, you referenced **“multiple safety concerns” in the past 12 months**. I would like to take a moment to **clarify what this truly means** and **understand the policy** behind such a classification.

- **If a sitter cares for 20 pets** and receives **2 concerns**, is that considered a lot? Is that “multiple”? **Statistically, it’s 10%.**
- **In our case, we have had 600 bookings**, and based on what I was told by a Rover agent, there were **7, 8, or possibly up to 15 concerns** in the last year.
  - That is **only 2.5% of all bookings**—a relatively **small percentage** (just 2.5%).

Now, let’s consider the science behind **client satisfaction percentages**:

- A **good client satisfaction percentage** typically ranges between **80% to 90%** or higher, depending on the industry.
  - **80% – 85%: Generally considered good.** ○ **85% – 90%: Very good**, showing **strong customer satisfaction.** ○ **90% – 95%: Excellent**, indicating a **highly satisfied customer base.**
  - **95%+: Outstanding**, though often unrealistic because **no business can satisfy every client.**

In the **service-based industries**, such as **dog sitting or hospitality**, **90% or above** is considered **ideal**. However, it’s well recognized that **anything above 85% is still strong**, as there will always be occasional unsatisfied clients.



**So, where do we stand? 97.5%**

- With a **2.5% concern rate**, our satisfaction rate falls in the “outstanding” range.
- **This speaks volumes** about the quality of care we provide.

If we were to apply the same standards, we would be seen as **not only reliable but outstanding** based on the overwhelmingly positive feedback we receive from the **vast majority of our clients**. Our concern rate of **2.5%** is statistically **negligible**, and we feel confident that it does not reflect a **systemic issue in our care**.

I am asking you to **reassess** how “multiple safety concerns” are defined, and to consider **our overall track record**, which reflects **a much larger number of satisfied clients** than concerned ones.

### **3. Why Didn't Any Dissatisfied Clients Leave Negative Reviews?**

Let's talk about those “occasional unsatisfied clients” you referenced. **Why did none of them leave a bad review on our account?**

- **None of them wrote negative reviews.**
- **None of them expressed dissatisfaction clearly**, either in the chat or reviews.
- In fact, many **even tipped us generously**. Why would dissatisfied clients reward us with a **tip**?

Here's something that is crucial to consider:

- **Many of the so-called concerns were just doubts**, questions, or simply **a pet's condition flaring up after leaving our care**. These concerns were often **not direct complaints**, but questions like, “*Is this normal?*” or “*Should I be worried?*”
- Some owners may have even **taken their pets to the vet after the stay**, and it's possible that **health issues related to anxiety or stress**—common after a change in environment—were **only noticed later**. **We've hosted hundreds of high-anxiety dogs, many seniors or with pre-existing conditions**, and the **vast majority of them** were perfectly satisfied and had no issues.

**But here's the key question:**

If there were **legitimate complaints**, why didn't they write negative reviews?

- **Psychologically**, people who are dissatisfied are **far more motivated to speak out** than those who are satisfied.
- **People who are grateful typically express their thanks less frequently**—and when they do, it's often in **shorter phrases**.
- But our reviews—**315 glowing, heartfelt reviews**—are filled with **long paragraphs of appreciation and love** from pet owners. **They have written detailed stories**, sharing how much they trust us, how we've cared for their pets, and how their pets have flourished under our care.

So, why did **only 15 people**—out of **390 clients**—raise concerns, but **none of them took the extra step to write a review or even mention any dissatisfaction in their chats with us**? Could it be that their concerns were **not as serious as they initially seemed**? Perhaps they were just seeking **compensation**—whether from Rover or from us—as a result of an **unforeseen medical situation that wasn't our responsibility**. **The key takeaway:**

- **Psychologically**, dissatisfaction leads to **action**: writing reviews, complaining, or even expressing frustration. So, if these clients weren't **frustrated enough to write a review**, **maybe their concerns weren't complaints after all**.
- **We've built strong relationships** with our clients, and they continue to trust us because they see the **love, care, and professionalism** we put into every stay. Their **long and thoughtful reviews** speak volumes about how much they **appreciate** our work.

**Conclusion:**

**These 315 reviews are real.**

The few concerns reported don't **diminish the overwhelmingly positive feedback** we have received from pet owners, who have come back to us **again and again** for 2 years.

#### 4. Revisiting the Milou Case: A Situation Beyond Our Control

Let's turn our attention to the **Milou case**. After **24 hours** of leaving us a **positive review** and **tipping us**, we received a **message** stating that **something was wrong with Milou**. However, when they **picked him up**, he was **100% fine**—they **even confirmed this** in their review. This raises several key points:

1. **Milou was completely healthy when he left our care**, as confirmed by the owners in their own words.
2. The health issue emerged only **24 hours after Milou had already left**—how can we possibly be held responsible for something that developed **long after** the dog was in our care?

It is important to note that **we have never received such a report before**—we've had **numerous rescues (motivated to take everything from the floor)** and dogs with various health challenges, but **never once** have we had an issue of a dog eating something unusual and causing themselves harm in our home. **Here's why this is critical:**

- Our home is **clean, tidy, and organized**. We make sure there are **no dangerous objects**, and we don't have toys with **strings** or other items that could be ingested.
- The idea that **Milou could have eaten something unusual** seems completely **unfounded**, especially given our **high standards of cleanliness and care**.

We cannot accept responsibility for a **medical issue** that developed after Milou left our care. **This is a situation that falls outside our control**. The owners' **positive review** and **tip** indicate that Milou was in **good health when he left us**, and we did everything on our part to ensure his well-being. **Conclusion:**

It's important to recognize that **we cannot be held liable** for situations that arise **after a pet leaves our care**. The **facts** are clear—Milou was **100% healthy** when he left, and the problem arose after the fact. **It's unacceptable to assign us responsibility for something that was beyond our control.**

#### 5. A Closer Look at Our Statistics and Client Satisfaction

Let's take a closer look at **our statistics** to understand the **bigger picture** of our performance and client satisfaction:

- **600 total bookings**
- **390 unique clients**
- **84 repeat clients** What Does This Tell Us?

**Point 1:** Our repeat clients **typically leave a review once**. So let's break it down:

- **Out of 390 clients**, only **15 were dissatisfied**—but not dissatisfied enough to leave a negative review. That's just **3.8%** of our total client base.
- **60 clients** were either **neutral, not fully satisfied**, or simply didn't write a review because they didn't know how, didn't have time, or are **not internet-friendly**. Many of these clients tipped us **in cash** during pick-up, preferring **personal gratitude over a written review**.

#### Why Does This Matter?

This shows that, **statistically**, we are **doing exceptionally well**:

- **15 dissatisfied clients** out of **390** accounts for **just 3.8%**—**significantly below industry expectations** for dissatisfaction.
- **60 neutral or unreviewed clients** likely reflects the **difficulty in motivating people to leave reviews**, not a failure on our part. Many of them still chose to **tip us generously**, indicating **satisfaction**, even if they didn't leave a review.

#### Real-World Comparison:

**In the real world, this number is extremely low.**

- Industry satisfaction percentages typically range from **80% to 90%** as **good to excellent**.

- We are operating far above **the expected satisfaction range**, proving that **our clients are overwhelmingly satisfied with our care**.
- **Repeat clients, who know our service intimately**, continue to trust us, further solidifying the **high level of satisfaction** we are providing.

## 6. A More Detailed Look at Our Dissatisfaction Rate: Days and Not Just Clients

Let's take this analysis one step further, as **the total number of clients is only part of the picture**. What truly matters is **how many days** dogs were cared for, since that's the true measure of **how much time** we've dedicated to each pet.

Here's how the numbers break down:

- **585 dogs** (with satisfied or neutral owners) were boarded by us, and each dog stayed with us for an average of **10 days**.
- Let's estimate that these **585 dogs** stayed with us for an average of **5,850 days** (assuming 10 days per stay).

Now, let's compare this to the **total dissatisfaction** rate:

- If we had **30 concerns** out of **5850 days**, the **dissatisfaction rate per stay** is only **0.5%**.

## What Does This Tell Us?

This calculation shows that the **percentage of dissatisfaction per stay** is incredibly low. Even though we have **15 concerns** out of hundreds of bookings, the **actual dissatisfaction per day of care** is only **0.5%**—a **negligible amount** in terms of overall service.

## Industry Standard for Dissatisfaction:

To put this into perspective:

- A **0.5% dissatisfaction rate** is **far below industry expectations** and shows that we are consistently **providing excellent service**, with only **minor concerns** when taking into account the entire **amount of care** provided.

This demonstrates that **despite some occasional concerns**, we are still providing an **outstanding level of care** compared to the vast majority of businesses or service providers

## 7. Addressing the "15 Cases": The Need for Transparency and Fair Investigation

Let's address the issue of the **15 reported cases**. As far as I understand, whenever there's a concern raised—whether by me or by the pet owners—Rover has always sent us an **investigation form** to ensure that every detail is accounted for and clearly explained. Every time we have submitted our response, **Rover has concluded** that **there was no wrongdoing on our part**. **We've always been transparent** and cooperative, and the cases have been resolved with **no further action** taken against us.

So my question is:

- **Is there any new case that has not been sent to us for investigation?** If so, **please send us that email** so we can **explain our side** and clarify any misunderstandings.
- **If no new cases exist**, then why are these **previously solved concerns** being **re-labeled as safety concerns** and added to the ongoing investigation?
- Without knowing the full details of these cases, how can they be **fairly assigned or labeled** as safety concerns? **I cannot accept that without full transparency.**

## Let's Break It Down: An Analogy

To better understand the situation, imagine a **wife** who repeatedly **doubts her husband's loyalty** and accuses him of cheating. Every time, he **proves his innocence** with clear evidence—documents, explanations, and assurances. But this happens **15 times**. After the **14th time**, the wife knows she was wrong for 14 times, but still continues to accuse him for the **15th cases!**

- Would it make sense for her to say, "You've cheated on me 15 times" even though the husband has **proven himself innocent** time and time again?

- If the husband has **600 girlfriends**, and **315 of them** genuinely **appreciate him and shower him with love**, while only **15 girlfriends** have doubts, would it be **logical** to accuse him of being a “cheater” simply based on the accusations of the **15**?
- The logical thing would be to **analyze each case one by one** to see if the accusations are **founded** or based on **misunderstandings**. In this case, **15 complaints** should not overshadow the **315 people who trust him**.

#### Our Situation:

- We have **315 loyal clients** who have shown us nothing but **love and trust**.
- We have **15 cases**—but **these are not equivalent to a pattern of failure**. These are **individual concerns that were resolved each time, and none of them warranted negative reviews**.

The analogy illustrates why we need to **analyze each case individually**. The **15 cases** should not be treated as a **pattern of negligence** when we have a **history of overwhelmingly positive feedback**.

### 8. The Punitive Impact of the Suspension – A Personal and Financial Toll

You mentioned that **this temporary suspension is not punitive**—yet every morning we wake up to **calls from loyal clients** who want to book with us but **cannot**, because of the suspension. This leaves us in an incredibly difficult position, especially since **we only want to book through Rover**, where we have built strong, trusting relationships.

We’ve even reported to you in the past when clients have tried to **bypass Rover** to book outside of the platform. I’ve worked hard to **ensure Rover’s integrity** by keeping all bookings transparent and in line with your guidelines.

But right now, we are feeling the deep **financial and emotional consequences** of this situation. Every day, our loyal clients, who have repeatedly trusted us with their pets, are left wondering why they can’t book us anymore. We are **being punished for doing the right thing**—and the truth is, **this is more painful than it may appear on paper**.

- **We work 24/7**, and many nights, we wake up **multiple times** between 1 AM and 6 AM to take dogs out for bathroom breaks or to comfort those with anxiety. **Our clients admit to this**, acknowledging the immense **dedication** we bring to each stay.
- **This is not just a job** for us—it is our calling. It is who we are. It’s our **passion** and our **life**. We pour our hearts into this work, and it is a **major part of our identity**. To have this suspended and questioned feels like a **betrayal** of everything we stand for.

#### The Financial and Emotional Impact:

- **Our livelihood** is tied to Rover, and this suspension has **cut off our primary source of income**.
- Who will compensate for the **lost income** from the days we can’t book?
- Who will compensate the **time I’ve spent** writing these heartfelt words, pouring my **tears into this letter**?

We’ve dedicated a significant portion of our income to help **rescue dogs** and **blind cats in the streets of Iran**, where **animals face dire conditions**. We’ve always believed in **doing what’s right**, even when it’s difficult.

We simply cannot accept that we are **being punished** when all we’ve done is **give our best** to animals and their families. **Every day we are now stuck in limbo**—unable to work, unable to provide for our family, and unable to continue doing the thing we love most.

#### A Call for Compassion:

Please understand that this suspension **goes beyond financial impact**. It affects our **emotional well-being** and the **reputation** we’ve built through years of hard work, sacrifice, and **genuine love for animals**. We ask you, **as part of the Rover team**, to reconsider the consequences of this temporary suspension and to **give us the opportunity to continue caring for pets** as soon as possible.

### 9. Our Journey: A Personal Fight for Justice, Freedom, and Integrity

I know it may seem unusual to write this in **so much detail**, or to present the situation through **mathematical calculations** and **personal stories**. But the reality is, **this suspension** is not just about numbers or policies—it’s about **real people** with **real dreams** and a **deep love for what we do**.

We are not just dog sitters; we are individuals who have **fought for freedom** and **integrity** every step of the way.

We **immigrated to Canada** for a reason that may seem surprising to some:

- The **primary reason** we left Iran was because **the government there banned dogs from walking in the street**—an action that went against everything we believe in as **dog lovers and rescuers**.
- **Can you believe that we mainly immigrated for the sake of our rescue dog?** Our rescue dog was literally **our reason to fight for a better life**.
- Secondly, we were **actors in Iran**, but we could not bear being **on stage or in front of the camera** while many of our **friends were imprisoned** for speaking up against the government. We **needed to escape**—not just physically, but to be in a **safe place** where we could **fight this unjust system** and also **continue our work as artists**.
- Today, we are **well-known artists in Toronto**, with many **renowned references** admiring our **integrity** and **commitment to justice**. We are **proud to be both artists and dog sitters**, working tirelessly to make the world a better place.

I also have a **background in mathematics**, where I studied up to the **Ph.D. level**. My attention to **detail** is something that has always been a part of me—whether in my art, my profession, or my **care for animals**. I've always **checked every detail to be in place**—so when I say something is **not right** in this situation, it **truly isn't**.

The truth is, **our account has been suspended for no justifiable reason**, and **to say that this suspension is not punitive** doesn't align with the **real impact it's had on us**. Our **financial situation, reputation, emotions**, and even our **time** have been **severely impacted** by this unjust suspension. We are **being punished** despite **doing everything right**—this isn't just about us as dog sitters; this is about our **credibility** and the **work we've built for years**.

#### **10. The Importance of Analyzing Each Case Individually – The Driver Analogy** Let's

consider an example to highlight why we must analyze **each case individually**.

Imagine there are two drivers:

- One driver has been driving for **20 years**, working **9 to 5 every day**, and has had **15 accidents** during that time.
- Another driver has only been driving for **10 days** and already has **one accident**.
- Then, there's a driver with **50 years of experience** who has never had an accident.
- And, lastly, a driver with only **5 years of driving experience** who has had **100 accidents**.

Which of these drivers would we say drives the worst? **We can't just say**—because we must **look at each accident individually**. **It's entirely possible that many of those accidents weren't their fault** or were caused by circumstances outside of their control.

- **We need to investigate each situation** to understand what happened.  
**Only after investigation** can we make an informed decision about the temporary suspension of the driving licence not before the investigation.
- **The Parallel with Our Case:**

This analogy highlights the **need for a thorough review of each situation** before any conclusions are drawn. **We have never been given the chance to explain or investigate each concern**. Instead, these concerns have been labeled as **"safety issues"** without truly understanding the **context or details** behind each case.

**By suspending us without full transparency and not providing specific information** about the concerns, we feel as though we are being judged **without a fair review**—and that is something we cannot accept.

We **respect Rover's mission to ensure safety**, but we firmly believe that **each situation deserves an individual, thorough investigation** before any decisions are made.

Please let us know how we can assist in ensuring the most **just and swift resolution**. We are fully willing to cooperate in any way necessary.

Looking forward to your response.

**Best regards,**

Fatemeh Darbeheshti & Mohammad Mahdi Tavakolizadeh

6472670604

**Email 3 of 5 by Rover**

**Charles M.** (Rover US)

Mar 8, 2025, 2:47 PM PST

Hello Fatemeh,

Thank you for this additional information. I will review it, and reach out if I have any questions. When our review is done, I will follow up with you.

All the best,

--

--Charles M.

Rover Support

*Have you seen our [Help Center](#)? It's full of tips, tricks, and account how-tos. Check it out!*

**Email 4 of 4 by Us (Fatemeh and Mohammad)**

**Urgent Action Required: Unjust Suspension & Lack of Transparency**

**Dear Jana, Charles, Jessi, Jeremy , etc (Rover safety team)**

I am writing to you because our situation has become **unacceptable**, and after multiple calls, emails, and failed attempts to reach leadership, I have no choice but to escalate this matter **until we receive a just resolution**.(my FOURTH and LAST email in this period of time)

We have now been suspended for **weeks** **without a clear explanation**, without transparency, and without any response to the **three detailed emails** I have already sent.

I have **called every day**, and each time, I am told the person in charge **"is not in the office."**

This is **exactly** what happened when Charles was in charge—I tried **for two weeks straight** to reach him, and he was always **"on a trip"** or **"not available."** Now I am seeing the same pattern again. **Are we being intentionally ignored?**

Meanwhile, this **unjust suspension is destroying our business, our reputation, and our finances.**

**We have lost nearly \$10,000 this month alone. Clients are trying to book us, but we have no way to explain why Rover won't allow it. Our entire livelihood, built on years of hard work, has been taken from us with no clear reason.**

We are **120% certain** we have done nothing wrong.

**We have more than 300 five-star reviews, loyal repeat clients, and a track record of exceptional service. Not a single client has left a negative review about us. We have always followed Rover's policies and have NEVER violated any terms.**

So my question is simple:

What exactly is Rover investigating?

You have cited "multiple safety concerns," but based on what?

**Our "concern rate" is just 2.5% across 600 bookings, which is outstanding by any industry standard.** Even world-class customer service companies do not have this level of client satisfaction.

**If there were real complaints, why didn't any of these clients leave a bad review?** In fact, many of them tipped us generously.

**Most of these so-called concerns were simply questions, not complaints.** Clients sometimes ask, **"Is this normal?"** or **"Should I be worried?"** to simply **sometimes get a compensation for their vet bill** But that is not a sign of a sitter doing anything wrong—it's just a pet owner being cautious.

**If there were legitimate safety issues, why did Rover never bring them to our attention before? And why, after resolving past cases, are**



# they suddenly being reclassified as “safety concerns”?

Lack of Transparency – I Demand Immediate Answers

**Is there any new case that has not been sent to us for investigation?** If so, send us that email **immediately** so we can respond.

If **no new cases exist**, then why are previous, resolved concerns **suddenly being used against us now**? How can you fairly assign them as “safety concerns” without providing full details? **This is unacceptable.**

**Rover's Own Terms of Service Prove This Suspension is Wrong**

I have reviewed Rover's Terms of Service in detail, and they clearly state:

**Rover is a neutral platform that does not directly provide pet care services. If Rover does not assume liability for pet care, then why are we being punished like employees instead of independent contractors?**

**Rover's policies state that disputes must be handled fairly and transparently. We have received no transparency, no proper explanation, and no fair resolution. This is a clear violation of Rover's own dispute resolution process.**

**Rover's arbitration clause requires fairness in decision-making.** Suspending us without cause, blocking our income, and refusing to communicate is **not fair. It is legally questionable.**

If necessary, we will **pursue every possible legal avenue** to ensure Rover is held accountable for:

**Financial harm caused by an unjust suspension. Lack of due process and transparency. Violation of fair dispute resolution policies.**

Final Demand – Immediate Action Required

This is no longer just a **business dispute**—this is a **fight for justice, for our reputation, and for fairness.**

I demand that you:

**Provide a clear, written justification for our suspension. Conduct a full and fair review of our case with factual evidence. Immediately restore our account OR provide a legally valid reason for keeping it suspended.**

This **must** be addressed **immediately**. If we do not receive a direct response from leadership, we will **escalate this to the highest level possible** and explore all available options to ensure justice is served.



**I expect an urgent response.**

Best regards,

**Fatemeh Darbeheshti & Mohammad Mahdi Tavakolizadeh** 647-267-0604

**Email 4 of 5 by Rover**

**Kylie** (Rover US)

Mar 28, 2025, 3:19 PM PDT

Hello Fatemeh,

We spoke on the phone a few weeks ago, my name is Kylie, Manager in Trust & Safety at Rover. I wanted to send you an email to let you know we are still reviewing this case and your account. I recognize that this has taken longer than normal, but we are not able to expedite this case. We anticipate having a resolution for you early next week.

Thank you for your patience.

--

Kylie

Rover Support

**Email 5 of 5 by Rover**

**Jana** (Rover US)

Apr 3, 2025, 3:28 PM PDT

Hello Fatemeh,

I hope this email finds you well. I wanted to follow up as soon as possible, as we value and respect your time. We appreciate your communication with us throughout this process and thank you for your patience as we gathered the information needed to complete our assessment of Milou's stay from Feb 14, 2025 - Feb 16, 2025.

After reviewing the information provided, we will be moving forward with account closure in accordance with Terms of Service section 4. We know that this is not the outcome that you had hoped

for. Please know that this is not a reflection of our regard for you as a person, or intended as any sort of reprimand for this incident. Our assessments take into account reviews and feedback regarding the services you have previously provided, any warnings you may have received, any other safety incidents; and in particular this recent incident. **This decision is final and cannot be appealed.**

Any upcoming or pending stays you have will be cancelled, and we will work with those users to assist in finding alternate arrangements. Your remaining funds, will be transferred to your bank account via Stripe. Transfers typically take between 3-5 business days depending on your bank's processing times. If you haven't set up your bank account info for Stripe, please reply to this email for further assistance.

Sincerely,

--

Jana

Rover Support

Check out the [Help Center](#) for tips, tricks, and account how-tos.