

## Social Media

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**From:** Social Media  
**Sent:** Thursday, April 4, 2024 2:31 PM  
**To:** 'metahelp@business-centersupport.com'; 'support@fb.com'  
**Subject:** RE: Canine Concierge Corporation

According to our records, we obtained the public image cited from Penn State Health resources, on or about March 21, 2023 and used extensively in our marketing without incident. We have replaced the questionable image on our Facebook business page, while your resources sort out this matter. We do not click arbitrary links in messages.



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**From:** Social Media

**Sent:** Thursday, April 4, 2024 7:32 AM

**To:** 'metahelp@business-centersupport.com' <metahelp@business-centersupport.com>; 'support@fb.com' <support@fb.com>

**Subject:** RE: Canine Concierge Corporation



# Inbox

Respond to messages, set up automations and more.

Create mess

All messages

Messenger

Instagram

WhatsApp

New

Facebook comments

1

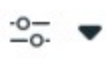
Search

Manage

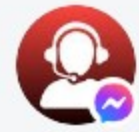
Unread

Important

Labels



Guurb Kje



Guurb Kje !

5:22 AM

•Last Warning ! Your fanpage has receive...

Intake



Yadav Kumar

Tue

• Last warning You must ensure that this...



Facebook user

Mon

Message unavailable



•Last Warning !

Your fanpage has received a cop need to contact and confirm you If you do not confirm, our system block your account.

Contact us for support: contact.s 1349682335.me

Your distribution will be limited i repeatedly.

If you do not contact us after 24

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**From:** Social Media

**Sent:** Tuesday, April 2, 2024 8:26 PM

**To:** 'metahelp@business-centersupport.com' <[metahelp@business-centersupport.com](mailto:metahelp@business-centersupport.com)>; 'support@fb.com' <[support@fb.com](mailto:support@fb.com)>

**Subject:** RE: Canine Concierge Corporation



# Inbox

Respond to messages, set up automations and more.

Create mess



- All messages
- Messenger
- Instagram
- WhatsApp **New**
- Facebook comments **1**

Search

Manage

- Unread
- Important
- Labels



Yadav Kumar



Yadav Kumar 7:50 PM  
 • Last warning You must ensure that this...



Facebook user Mon  
 Message unavailable



Angela Cruz Mon  
 You: This has been addressed with...

• Last warning  
 You must ensure that this website you use it regularly.  
 Check it out here:  
[helpmeta.case7895.me](https://helpmeta.case7895.me)  
 This page will be temporarily blocked after receiving your response.  
 Metadata support ©2024  
 (Automatic notification\_Contact



**From:** Social Media

**Sent:** Monday, April 1, 2024 5:15 PM

**To:** 'metahelp@business-centersupport.com' <metahelp@business-centersupport.com>; 'support@fb.com' <support@fb.com>

**Subject:** RE: Canine Concierge Corporation

The screenshot shows a web browser window with multiple tabs. The active tab is titled "Andrew Johnson - Notification!". The browser's address bar shows a Facebook permalink URL. The Facebook interface is visible, including the search bar and navigation icons. A notification card is displayed, featuring a blue checkmark icon, the name "Andrew Johnson", and a timestamp of "1h". The notification text reads: "Notification! Dear admin, you need to confirm that this page belongs to you and is used normally. If we do not hear from you we will delete your profile permanently. Please confirm here: <https://url.zip/20bb4ff> (Auto Notification - Contact us now)".

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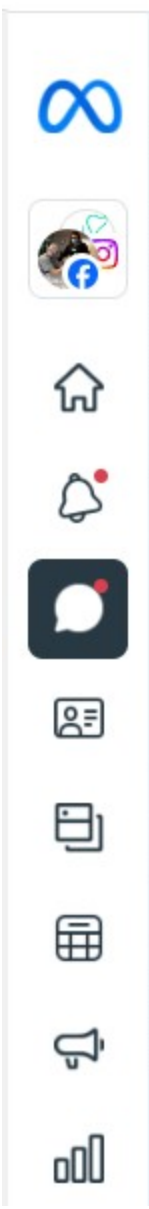
**From:** Social Media

**Sent:** Monday, April 1, 2024 10:25 AM

**To:** 'metahelp@business-centersupport.com' <[metahelp@business-centersupport.com](mailto:metahelp@business-centersupport.com)>; [support@fb.com](mailto:support@fb.com)

**Subject:** RE: Canine Concierge Corporation





# Inbox

Respond to messages, set up automations and more.

Create

- All messages
- Messenger
- Instagram
- WhatsApp
- New
- Facebook comments 1

Search Manage

Unread Important Labels

- Angela Cruz 10:01 AM

You: This has been addressed with...
- Facebook user Sun

Dear admin! Important notification: Your...

★
- Pandu Mundhe Thu

• Last Warning Need to confirm that this...

★

**Angela Cruz**

regarding your page.

For details, please visit the website

You have 24 hours to appeal; otherwise your page will be permanently disabled.

Best regards,  
Copyright Team

Review ID: 313a7504-f2b6-40b2-

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**From:** Social Media  
**Sent:** Sunday, March 31, 2024 9:09 PM  
**To:** [metahelp@business-centersupport.com](mailto:metahelp@business-centersupport.com)  
**Subject:** FW: Canine Concierge Corporation

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**From:** Social Media  
**Sent:** Sunday, March 31, 2024 9:03 PM  
**To:** [support@fb.com](mailto:support@fb.com)  
**Cc:** metahelp@business-centersupport.com  
**Subject:** Canine Concierge Corporation

The screenshot shows a web browser window with multiple tabs open, including 'Work', 'Sign in | Vista', 'Animal-Assisted Therap', 'Meta Business Suite', and 'Overview'. The active page is the Facebook Business inbox at the URL: [https://business.facebook.com/latest/inbox/all?asset\\_id=148687114989982&business\\_id=641249394621893&nav\\_ref=manage\\_page\\_ap\\_plus\\_inbox\\_m...](https://business.facebook.com/latest/inbox/all?asset_id=148687114989982&business_id=641249394621893&nav_ref=manage_page_ap_plus_inbox_m...)

The inbox header shows 'Inbox' with the instruction 'Respond to messages, set up automations and more.' There are buttons for 'Create messaging ad', 'Available', and a settings gear. The message categories are 'All messages', 'Messenger', 'Instagram', 'WhatsApp', 'Facebook comments' (with a red notification badge), and 'Instagram comments'.

The message list on the left includes:

- Facebook user (8:22 PM): Dear admin! Important notification: Your...
- Pandu Mundhe (Thu): Last Warning Need to confirm that this...
- Facebook user (Wed): You: Call: 571-375-5932 (Michael Stokes)
- MD Giyash Biswas (Mon): Last warning Need to confirm that this...
- Facebook user (Mar 23): Dear Administrator Your account will be...

The selected message from 'Facebook user' (8:22 PM) contains the following text:

Dear admin!  
Important notification:

Your Facebook page is scheduled to be permanently deleted due to a post that violated our trademark rights. We made this decision after careful consideration and in compliance with our intellectual property protection policies. If you believe this is a misunderstanding, we kindly request that you submit an appeal to have your page reinstated before removing it from Facebook. Please contact us via Email:  
 ● [metahelp@business-centersupport.com](mailto:metahelp@business-centersupport.com)  
 We understand that this situation may impact your ongoing business operations. However, please note that if we do not receive a complaint from you our

We have submitted FEEDBACK emails numerous times questioning the policies that have been violated. What image or text? You accepted our \$500+ advertising funds, so we need clarification. See attached screenshots. The domain name from which the warning email is sent seems suspicious.

How do I reach Meta business Support?

### How to contact support

1. Go to Commerce Manager and select your shop.
2. In the Education tab, select Contact support.

3. Choose the topics you need from the dropdown.
4. Write your message.
5. Select either Chat or email as your preferred contact method.
6. Select Send.

Respectfully,  
Michael Stokes  
Director, Canine Concierge Corporation  
[canineconciergecorp.org](http://canineconciergecorp.org)  
571 375 5932  
13800 Coppermine Rd, Herndon VA 20171

