

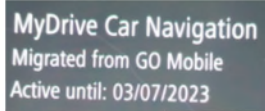
Hi Nicole

You must please help me:

1. My annual subscription was renewed on 22 Feb 2023



2. I received a message from you informing me my Licence has been extended with 3 months (message 5 April 2023)
3. Looking at my subscription on the app, it appears the extension was made on my expired licence ending Feb 2023. It was thus extended from the Feb 2023 to 3 July 2023
 - a. This implies, my payment of 22 Feb 2023 will start activating on 3 Jul 2023? – Am I correct in this regards?



4. On 7 April 2023, I received the following message from my bank:

• FNB:-) R359.99 reserved for purchase @ Google *tomtom Int B from Fusion Premier a/c..148001 using card..6397

5. I contact you the next day (8 April 2023) and asked for advice. You send me the link and advised to ask for a Google refund.
6. I did it the very same day and receive acknowledgement from Google, but their answer dated 9 April 2023 is as follows:-

Issue status

We received your refund request of ZAR 359.99 for 12-Month Subscription (GO Navigation – GPS Sat Nav), Transaction ID GPA.3330-0174-7716-96901..0, but this purchase doesn't meet with our policy. We understand that this must be frustrating and apologize for any inconvenience caused.

7. As I had a problem to understand the reasons behind the Google message and the grounds for "doesn't meet with our policy", I wrote a mail to Google and send you a copy.
8. As I understand the situation at present, the following is relevant:-
 - a. My Licence expired in Feb 2023 and was renewed on 22 Feb 2023
 - b. You kindly extend the expired licence period to 3 Jul 2023 – as per my app information (3 above)
 - i. Therefore my new renewal date will be 3 Jul **2024**
9. The licence payment that went through on 07 April 2023 (see hereunder) and that Google refuse to refund is presently the problem.



10. We can treat this payment in 2 ways:-
 - a. Either TomTom refund it directly to me or instruct Google to refund the amount.
 - b. Or TomTom extend my Licence period to 3 July **2025** (This arrangement is to try to accommodate TomTom if the other 2 options seems difficult)

Ok Nicole, This is my story. My greatest apologies for all this trouble, but I need to thank you for your assistance this far and I trust we will be able to sort this lot out.

Kind regards