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Subject: RE: Message from Yelp HQ [6526816]
 From: chinye@pacatlanticlaw.com
 Date: Tue, Jan 30, 2018 3:58 pm
 To: "Yelp HQ" <feedback@yelp.com>

I did not receive a response to my e-mail below which was sent on January 17, 2018 at 7:52 PST.

"Bob G" is a fake name and his entry is seriously misleading e.g. He independently signed a retainer agreement for the review and analysis of documents without any litigation. The fully executed retainer agreement expressly stated that it was not for any litigation or arbitration. He never paid me or my firm a single dime alleging that he had no money since his landlords had taken his money and unlawfully evicted him. Payment for the review of documents was NEVER paid by him. Another client of mine paid my firm. To this day that client and I are on good terms. After the document review (which was limited as such by a fully executed retainer agreement) he came back with more documents which I reviewed without any additional charge. Since another client of mine was paying I actually discounted the amount due to me considerably. This "Bob G" never paid me or my firm anything. Over time it became clear that the landlord that "Bob G" wanted to sue had a potentially strong defense. "Bob G" wanted me to take the case on a contingency basis and I refused. He knew he could go elsewhere for a lawyer. "Bob G" was NEVER a litigation client & never paid me or my firm any money for litigation. Consequently, his entry is incorrect and misleading. Yelp should not become the platform for the dissemination of incorrect and erroneous facts especially when such conduct has caused me to incur expenses and loss of business.

Furthermore, there are 3-4 other reviews from real clients and yet Yelp has refused to give these persons the same exposure as the "Bob G" (a fake name). Yelp cannot use its algorithms to promote entries that are incorrect over those that are true. Yelp is misleading the public. The only possible goal for such conduct is extortion i.e. force professionals to join Yelp and/or pay Yelp a monthly fee to clean up webpages.

Additionally, my firm and I do NOT specialize in immigration or personal injury so the webpage is untrue and misleading.

CONCLUSION: Yelp must take down the entire webpage because it is disseminating false & inaccurate information OR it must post ALL entries so the public see them all EQUALLY.

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----- Original Message -----

Subject: RE: Message from Yelp HQ [6526816]
 From: <chinye@pacatlanticlaw.com>
 Date: Wed, January 17, 2018 7:52 pm
 To: "Yelp HQ" <feedback@yelp.com>

I see. I disagree with your statements because it means that Yelp can with impunity disseminate false and defamatory information which cannot be correct by law. It is one thing to have a platform and take responsibility but it is quite another to allow the platform to be used for what would be illegal activity in the non-digital/non-online world.

Based upon the above, since Yelp has chosen to allow access to a platform, I request that Yelp take responsibility and ensure that all FACTS published are true. An alternative is to move the inaccurate entry onto another site that clearly states that the facts stated have been challenged and that Yelp has been unable to substantiate the accuracy or inaccuracy of the facts stated.

1. By the way who created and added my firm's profile to Yelp?
2. Clients have told me that they posted reviews (positive ones) and yet none of these show up which means that Yelp has selected the one bad & inaccurate review to post and decided not to post the 2 or 3 other reviews I was informed about - why? Is this an attempt to extort people by forcing them to join Yelp in violation of their freedom of association? Doesn't this render your statement in the e-mail below rather false and misleading?

I repeat - Based upon the above, since Yelp has chosen to allow access to a platform, I request that Yelp take responsibility and ensure that all FACTS published are true. An alternative is to move the inaccurate entry onto another site that clearly states that the facts stated have been challenged and that Yelp has been unable to substantiate the accuracy or inaccuracy of the facts stated.

Sincerely,

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----- Original Message -----

Subject: Message from Yelp HQ [6526816]
From: Yelp HQ <feedback@yelp.com>
Date: Wed, January 17, 2018 8:28 am
To: chinye@pacatlanticlaw.com

JAN 17, 2018 | 08:27AM PST

Hi Chinye,

Thanks for writing back. You've asked us to take another look at Bob G's review of Pacific Atlantic Law Corporation. I'm writing you back to let you know that we have taken another look at this review and to clarify our policies as they pertain to cases like this.

The only people who can speak authoritatively to a situation are the people who were there when it happened, so our moderators aren't in a position to take sides when factual accounts differ. As long as a review appears to reflect the reviewer's personal experiences and opinions, we'll generally allow them to stand behind their review. Our moderators generally aren't able to consider outside information or arbitrate disputes, if there's a disagreement over the facts of a situation.

With that in mind, we've taken another look and we stand by our original decision to leave the review up, as we did not find it to be in violation of our guidelines.

You may want to consider creating a free business account on Yelp. A business account will allow you to respond publicly or directly message your reviewers, upload photos of your business, post information about your business, and more. To learn more, visit https://www.yelp-support.com/Free_Tools_for_Your_Business or go to <https://biz.yelp.com/> to get started.

Regards,
Rodie
Yelp Support
San Francisco, California

Yelp Official Blog | <https://www.yelpblog.com>
Yelp Support Center | <http://www.yelp-support.com>
Yelp for Business Owners | <https://biz.yelp.com>

For your reference this is Case #: 6526816

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