



Hi Richard,

First of all, I want to apologize for the experience you've had getting your account set up. It's not our usual standard and I understand how frustrating this delay must be. I'm sorry you've had to spend so much time on this.

Over the last week we've been implementing a new onboarding system to help make account set up easier. Due to an unexpected increase in signups, we've seen some unfortunate side-effects, such as the ones you've experienced. I've gone through your account and ensured that there's no further issues remaining.

I've also waived the first month's subscription fee, so you're all ready to get started!

Again, I'm sorry it took us so long to get this point! I look forward to providing a much better experience in the months to come.

If you have any further questions or concerns, please let me know. I'm here to help!

Thanks,

Steve

Customer Advocate