**Comments from ActBlue Donors**

**\* MA**

So glad to see donations are up. Can you explain to me how one goes about demanding that you stop taking donations freely out of someone's bank account after they have requested numerous times?

A friend of mine has also been unable to stop an automatic withdrawal from her account. She even opened up a new account, closed out the old one, and ActBlue apparently was able to start withdrawing from the new one. This is extremely unethical. What does it take to stop the withdrawals?!

\* **LB**

You are taking my donation to Sanders and withdrawing $10.00 weekly after I designated monthly. I have requested that you stop all donations from me. I got the confirmation letter advising you are taking weekly. I've asked to have all donations stop. I am so very pissed about this. Please contact me.

**ActBlue**

We received your private message and requested a bit more info before we can cancel this, but we're more than happy to help! Please reply at your convenience and we can get this straightened out for you.

**\* JC**

I have not been able to use this website. Keeps giving me error messages no matter what I do, Pay pal or credit card. You must not want the money.

**ActBlue**

Hi James! Sorry to hear you've been having trouble. Feel free to send us a private message with more detail regarding the issue you've been having, and we'd be happy to help sort this out.

\* **SF**

Hi ActBlue - I am writing this on 4/13 - I just donated $100 to the Sanders campaign and the email of the donation said $50 went to Sanders and $50 went to Lucy Flores [a politician from Nevada]. That was not what I wanted to happen to the $100. I also sent you an email. Please advise - I won't be donating again if you are able to allocate my contribution to anyone other than Bernie Sanders.

**ActBlue**

Hi Shellie! We just replied to your email and are happy to help. Thanks for reaching out.

\* **TG**

I tried to donate to the Bernie campaign and the donation did not go through. . . .I think lol maybe there are just so many people donating it is slow.

**ActBlue**

Hi There! We haven't been experiencing any issues, but if you'd like to send us a private message with your first & last name + zip code we can confirm whether your donation went through.

\* **CG**

I've contributed $25 to the Sanders campaign several times and with fair success, although the sum charged to my account is sometimes changed to $26, $27 with no reason. And no, I don't give tips.

Tonight I used my mobile phone to contribute and sadly reached my breaking point in my relationship with Act Blue. After donating $25, (which became $26), I closed my phone. When I opened it again I was at the act Blue site again so I closed the window. I later opened the web application and was back at Act Blue and closed the window again.

While checking email later, I had received not one, but three email notifications from Act Blue. One for the $25 contribution that got changed to $26, which I had authorized, another for $91 which I did not authorize and yet another email confirmation for $91 a second time which I did not authorize.

What is going on with the algorithm that would allow fraudulent debits to contributor's accounts? Why are there not account specialists available 24-7 throughout the campaign cycle to facilitate ethical and timely communications with donors?

I can contest these contributions easily enough, but why should I have to? I don't fault The Sanders Campaign for any of this. I find fault with a poorly designed and slightly befuddling interface. "Tipping", really? No confirmation page with an OK button? It's not rocket science.

**ActBlue**

I can see that you received an email reply and several refunds on 4/10/16, but if there's still anything we can help with please do send us a private message with the details and we'll be happy to help.

**\* SH**

This is a horrible company with equally horrible business ethics. They bury that it’s a recurring charge in the fine print of your first – and only – receipt you ever receive. Try contacting them and all you ever get is voicemail. It’s embarrassing that the DCCC is affiliated with this company.

**\* JH**

You guys are crooks who trick automatic donations out of people then you have no phone help

**ActBlue**

We are definitely happy to help out via email or telephone, unfortunately without your partner's name I'm unable to help or confirm that her issue has been solved, but please do feel free to send along that info if you'd like and we can be in touch.

\* **HI**

You all just took my donation today, and then 3 HOURS LATER you decided to help yourself to $110 from my account. This is NOT the first time you have helped yourself to my money after donating, and I have a friend that it happened to her too. What kind of a shoddy operation are you running? You would think you would be good stewards of campaign funds. SHAME ON YOU. Who runs you, who owns you? What is your deal? I think I'd like to do some investigation into that. Why don't you provide a customer service?

**ActBlue**

Hi! If you haven't already you can feel free to send us a private message here or an email at info@actblue.com with more detail regarding this mistaken charge, we'll be more than happy to help you out. Please provide your first & last name + zip code. Thanks!

\* **MI**

BE SURE TO KEEP TABS ON YOUR ACT BLUE CONTRIBUTIONS. TWICE NOW I CAUGHT THEM CHANGING MY SINGLE DONATIONS TO REOCCURING WITHOUT MY KNOWLEDGE! THE DEMOCRATIC CORRUPTION CONTINUES.

**ActBlue**

If there's something specific we can help you out with please feel free to send us a private message with your email address and zip code, or email us at info@actblue.com and we'll be happy to help!

**\* GM**

I'm sorry but why is Act Blue keep asking for money? I receive over a half dozen emails a day for various issues, asking for sign petition but each time they redirect me to donation page... always stating that "We already have your credit card information on file" so it would be easy to donate.

This is getting out of hand. It is not about issues anymore but making money machine. I donated monthly before but asking every donations for every issues Act Blue claims to support, I'll be on the street. There are no substances in Act Blue's emails about the issues, just collecting emails and names, and redirecting to payment section. As you can see, this Act Blue FB page is all about how much they raised money... where are the issues of Democrats care about. I want out from Act Blue...

**ActBlue**

ActBlue is a non-profit fundraising platform, so in order to continue offering our tools to the many thousands of Democrats and Progressives who use ActBlue we need to fundraise for ourselves. If you'd prefer to be removed from our email list we're absolutely happy to help, please just send us a private message with your email address or feel free to unsubscribe directly here: http://action.actblue.com/page/unsubscribe Thanks!

\***GM**

I received an email regarding Ann Kirkpatrick's campaign, asking emergency $5 donation. I was in the process of doing so (but unchecked donation to the ActBlue) but had to step away from my desk, so I closed the browser WITHOUT submitting final approval button. Now I found out that ActBlue charged $5 and tip to themselves WITHOUT my approval. I been donating to Sanders campaign so they had my credit card information. This is wrong and illegal. Although it is only $5, it is stealing and I expect better from Democrats.

**ActBlue**

I have issued a refund for this donation of $5.50, since it sounds like it was not intentional. You'll see that credit within 1-2 business days. Please let us know if you have any more questions.

\* **SO**

You already can't handle the volume of donations to Bernie Sanders and the Dems. Five attempts, 0 success. As I started writing this, the "processing donation" page had been hanging for over 2 hours! I stopped it and got an email that I hadn't finished. Grrr! How do you expect to handle even more volume by opening up to charitable orgs. They would be wise to steer clear until you fix your site!

**ActBlue**

We're not currently experiencing any issues at all and we're processing many thousands of donations for the End of Month fundraising deadlines. If you're still having trouble please feel free to send us a private message with more detail and we can look into this for you!

\* **HR**

I have been waiting two business days now for a response from someone from ActBlue about my most recent donation. When trying to express donate a custom amount, I accidentally clicked another amount, and because for some reason no one saw fit to add an extra confirmation step, I am now out $100 that I cannot afford. This is really messing with my weekly budget and is urgent to me. I've left an email and a voicemail. Can someone get back to me now?

**ActBlue**

Sorry for the delay! It looks like you spoke to someone today and this was refunded. You should be all set.

**\* JES**

I made a one time donation on 3/31/16 and the same amount is being withdrawn from my bank act weekly since. Please tell me how to address this issue. Not happy.

I also did not get confirmation email, just repeated weekly deductions. I've read through some of these postings...whatever is happening should be corrected before it becomes a PR issue. Don't want any negatives to be connected to Bernie.

**\* JS**

Act Blue slammed me for 3 recurring monthly payments after my third single donation for Bernie and they are not answering phone or email. Kind of disheartening as this whole thing is about ethics for me. I want to stop the payments and receive confirmation, and to be refunded the last 3 charges that were not authorized. Please contact me right away, thanks.

**ActBlue**

Hi John, I can see that my colleague Debby responded to your email from yesterday afternoon earlier this morning - so you should be all set. Thanks!

**\* SKMW**

I just had a mystery $135 donation to Bernie charged to my account at 12:01 last night, while I was sleeping. What the heck? How do you get this reversed?

**\* JZ** i have been unable to stop an automatic withdrawal for John Greg. once a month, $5, and $25 dollars are withdrawn. i DO NOT get a confirmation email, where i can cancel. i am very unhappy about this. please contact me.

**ActBlue**

We sent you a message, so please feel free to follow up there and we can help you get this straightened out.