

Email Showing NextDoor App Disabled



MAR 04, 2018 | 12:46PM PST

Lisa wrote:

Hi there,

We recently received reports about the name on your account. It seems that some of your neighbors aren't familiar with any neighbor by the name of Mark Zuckerberg.

One of the goals of Nextdoor is to create a safe, trusted environment where real life neighbors can connect with one another. We believe that when members use their real names it builds trust and accountability and leads to more useful information sharing. For that reason, we require our members to use their real first and last name.

Since we could not verify your registered name by reviewing publicly available records, we've temporarily disabled your account. That said, we want you back on Nextdoor as soon as possible and will restore your account once you've verified your registered name.

If this is a misunderstanding, I sincerely apologize for the inconvenience, and I hope we can resolve this quickly.

The easiest way to verify your registered name is to send us a copy of a legal form of identification such as your driver's license, passport, or other government issued ID. You can reply to this email and include your scanned identification as an attachment or you can fax it to us at (415) 488-5949.

I look forward to hearing from you soon.

Best,

Lisa
Nextdoor

MAR 05, 2018 | 07:27AM PST

Mark replied:

Dear Lisa Thank you for your response.

This would have been useful information prior to disabling my account. Instead I have spent a week trying to figure out why my account was disabled, with absolutely no explanation from your company other than a cryptic message asking me to log on later! Good job on customer service and communication!

I also find it hard to believe my neighbors do not know who I am. I would love to see the "investigation" and "reports" your company initiated before disabling my account.

I have enclosed a copy of my drivers license as requested. You should note my correct address as listed on my license is the exact address I used when signing up with your company. You may also view my business web site www.zucklaw.com should you need further proof. This also could have been easily found during your diligent public record review. I also can be found on the Indiana University school of law web site listed as an adjunct professor. A search of the public records would also reveal I am a lawyer in good standing with the state of Indiana,

Should you need even further verification please see my other website iammarkzuckerberg.com. This is a web site I created when I was "thrown off" Facebook for exactly the same reason your company disabled my account. As you can see from the multitude of links the press had a field day with my press release after I pointed out their error. I trust my account will be reactivated promptly to avoid the same unfortunate press.