

# **EXHIBIT 39**

**Support Inbox**

**Welcome!**  
The Support Inbox is your place to get updates about things that you've reported, check and reply to messages from the Help Team, and see important messages about your account.

**Help Center**

Search Help Center

- Safety Center**  
Policies, tools and resources to help you stay safe.
- Bullying Prevention Hub**  
Tools and tips for teens, parents and educators.
- Safety Check**  
Connect with friends and loved ones during a disaster.

**Community Standards**

- See our Community Standards**  
Learn about what type of sharing is allowed on Facebook, and what type of content may be reported and removed.

Privacy · Terms · Advertising · Ad Choices · Cookies · More · Meta © 2022

---

**Support Message**

Today at 9:18 AM

**Our request**

Hi,

We're reaching out because we've noticed that your charity's payout was rejected back to us by your payment provider, triggering an automatic hold until your account information is updated. We previously reached out to you via notification on your Facebook user account to resolve the issue above. Unfortunately, if we do not hear back from you with the requested documentation within the next 10 days, we will be required to revoke your access to Facebook's fundraising tools, reset your charitable giving application, and refund donors for any donations that have not yet been paid out.

If you are able to respond to this message in the next 10 days, we can work with you to update your bank information to remove this hold and re-enable your account for payouts. Please note that the bank beneficiary name for your bank account must match the company name on file.

So that we can add information for your updated bank account, please respond to this message with an image or scan of a valid bank statement dated within the past 6 months, in English if possible. This should show the bank beneficiary name your account is under as well as the full bank account number, which must display all digits (not just the last 4 digits).

Please also write out the following information:

- \* Name on bank account ("Beneficiary name");
- \* Bank name;
- \* Bank address (include country);
- \* SWIFT code or bank routing number;
- \* Bank account number or IBAN;

Please let me know if you have more questions about updating your financial information on Facebook.

Thanks,  
Han  
Payment Support Specialist

**Your reply**

Write your reply here...

Add Attachment Send

See options