

Annexure 6

These are just 3, but a basic research campaign will unearth many more reports.

A.

Source: <https://www.hellopeter.com/hellopeter/reviews/forcing-businesses-to-pay-to-sort-out-complaints-damaging-reputation-2125687>



Find businesses you can trust...

WRITE A REVIEW

Review of [HelloPeter](#)

JustAnswer

Chat w/ Online Experts 24/7

OPEN

JG

Jonathan G
1 review | Active since Sep 2016
★★★★☆ 21 Oct 2016 at 16:33

Forcing Businesses to pay to sort out complaints {Damaging reputation}
I work for Loans Acceptable. We have been in business for 9 years {Next year our 10year anniversary} - 2017.

I have a problem with Hello Peter's idea of customer service. I have to at least take a specific package from them... I.e. pay them, to find out the clients contact details... How is this legal? You offer a place where anyone with a grudge or someone who simply likes complaining {There are many such people}, can go without punishment or a care in the world and slander and potentially hurt businesses. I do not believe that this is a fair way to make money?!

I would love to have an account with hello peter, as a company, however, why must i be forced to pay for it?

This has completely put me off taking any package. I have now because of this, been forced to seek out legal advice, as the posts here {Even though resolved} are starting to hurt my business.

Clients are afraid to do business with us... I can contact a client by the name of Jaque007! What's their number? Their email? Anything? ?? - How do i know it's even an actual client of mine? How can i resolve such? I have officially lost deals due to this... Who pays those damages? Myself? And then i must pay more to Hello Peter?

Madness...

Reply (1) [Share](#) [Report](#)

HelloPeter's reply 24 Oct 2016 at 08:27

Thank you for sharing your concerns with us.
If you have a look at the packages we offer on the site, there is an option of a Free Basic Package. This allows you to respond to reviews written about your Company at no cost – however the Customers data is not included in this package. If you require the Customers data, you would need to purchase reviews or take out a package that includes reviews.
If you feel that a review is inappropriate ie. false, please bring it to our attention, by selecting 'Report this Review' beneath the review and we will investigate further.
Regards, HP

Note: In addition to the obvious concerns with the above points, HelloPeter.com in the above offers to 'sell data', and unless provision for PoPIA has been made, would be illegal.

B.

 Reply  Reply All  Forward



Wed 2024/07/03 18:03

formsent@jeanpierremurraykline.co.za on behalf of 'Rehan' <mail@jeanpierremurrayklir>

New Message From Jean-Pierre Murray-Kline

To jpmk@jeanpierremurraykline.co.za

 We removed extra line breaks from this message.

SENT FROM CONTACT PAGE

Name: Rehan

Email Address: rehan.pretorius@gmail.com Contact Number 082 826 3815 Query, comment or suggestions: Not only does HelloPeter harm sme's they allow fraudulent companies and scammers to comment on their own post and give good reviews and also removing the reviews warning people that the company is a scam. I have had my fair share in dealing with them and I do agree that they need to be stopped. They have cost people allot of money by allowing all these fake reviews posted by the scammers. You are more than welcome to reach out to me if you think this will help the case.

 Reply  Reply All  Forward



Thu 2024/07/04 08:07

Rehan Pretorius <rehan.pretorius@gmail.com>

Re: New Message From Jean-Pierre Murray-Kline

To Jean-Pierre

Hi Jean-Pierre

Please have a look at the companies - <https://www.hellopeter.com/next-gen-solar?page=3>, <https://www.hellopeter.com/karoo-outdoor-and-alternative-power>, <https://www.hellopeter.com/tech-global> and how this person is leaving positive reviews. All these companies and scams are the same person.

There are a number of cases opened against this person and all Hello Peter Is doing is removing allot of the negative reviews and allowing the positive reviews, their response was that this looks like a persona fighty against the company and they will not stop the positive reviews.

Regards,

Rehan

C.

Hi Jean-Pierre,

Hellopeter.com is a popular online review platform in South Africa, where customers can post reviews about their experiences with various businesses. Hellopeter.com does not allow the business the opportunity to respond to the negative reviews without paying to reply. This appears to be a type of extortion on the part of Hellopeter.com.

Hellopeter.com submits the review to Google (by design of their website set up and programme) and other search engines without validating the review.

Hellopeter.com allows customers to publicly share false information and personal information with no oversight. Hellopeter.com does not have permission to display this personal information on their website. In the instance of a small business this information often includes the business owners name and personal information. Only if the business discovers these false reviews can they request a review of the false review. This review process is often a slow process. To date, the false negative review is still listed on both Hellopeter.com and Google.com due to Hellopeter.com submitting the review to Google.

In our case, we had a client for close to ten years. Initially the client paid on time and gave us lots of work. Unfortunately, after several years the client stopped paying on time and would often take six months or more to pay. We had to tell the client, due to slow payment, that he would need to pay for work in advance. As a small business we could not afford to wait several months for payment. The client agreed to this. We managed the client this way for some time. At a point in time, we had to do some work for the client. On receipt of the invoice the client waited several weeks and then claimed to have paid. When questioned the client again said he had paid. We told the client we would deploy the work as soon as the payment reflected in our account as agreed. At this point, the client started sending us all types of threats including implications of death, interfering with our business, my family and my wife. I stood my ground and eventually the client paid. As soon as we received payment, we deployed the work. After deploying the work, we told the client he would need to find a different business to work for him going forward. The client agreed to this but soon after sent more threats and threatened to ruin us online. The client essentially tried to threaten us into continuing to work for him.

We have all the emails and proof of the threats to myself, my family and my business including emails encouraging people we have not worked for to write negative reviews about our business on Hellopeter.com.

When we discovered the false negative review on Hellopeter.com the review had been posted several months earlier and included all sorts of false information along with my personal details. This review had also been submitted to Google with the title in Google search results containing outright lies and the prefix [Unhappy Customer]. At this time we requested a review of the review and provided all the information including agreement to pay in advance, agreement to find a different company and threats including threats to post negative reviews unless we continue working for the client. At this time Hellopeter.com said they weren't an ombudsman and said we should reply to the review. They did however make the client review the person details and changed the title of the review however for several months they left the reviews URL with the false information. The client replied to their own review which confirms the reviews is simple an attempt to extort us into working for them again. We have still not been given the opportunity to reply with payment.

As you can see the false review is still prominent in Google.

Since discovering the false review on Hellopeter.com we have wasted countless hours trying to get the review removed. We have also had to waste time constantly monitoring Hellopeter.com for further false reviews. The client has since published other false reviews which were able to have removed only because they were considered duplicate reviews.

As a small business we can't afford the time or the cost to monitoring and paying to reply to reviews. We believe that Hellopeter.com should have better oversight over reviews, should not allow personal information to be published, should make it easier to have false reviews removed and should afford a business the opportunity to reply to a false review especially when these types of reviews negatively impact the businesses reputation.

This below examines how Hellopeter.com has negatively impacted our business.

- ❑ Negative reviews have tarnished our reputation online.
- ❑ Potential customers have read these reviews before making a decision.
- ❑ Potential customers who come across false reviews on Hellopeter.com have chosen to avoid our business, leading to a direct loss in sales.
- ❑ Trust is a crucial factor in consumer decision-making, and false reviews erode this trust.
- ❑ Web Design / Development is a competitive market and as such false reviews are particularly damaging.

Addressing complaints on Hellopeter.com requires significant time and effort. We need to monitor the platform continuously, request a review of a false review and this has drained resources from other essential business operations.

- ❑ The anonymity of Hellopeter.com has been exploited by malicious entities to post fake negative reviews.

Fake reviews have unfairly influenced public perception about our business, leading to a decline in customer trust and engagement. The lack of stringent verification processes for reviews exacerbates this issue.

- ❑ The requirement to pay to respond to reviews has been a significant burden for our business.
 - ❑ Our business has not had the ability to defend our reputation or engage with customers without financial barriers.
- Hellopeter submits these reviews to Google and other search engines. False reviews submitted to Google etc. have had detrimental effect on our business, especially as they remain visible for weeks before being removed should Hellopeter decide to remove the false review. This lengthy removal process is also harmful.

How Hellopeter.com have negatively impacted our business on Google.

When potential customers search for our business on Google, reviews often appear prominently in the search results. False negative reviews create a poor first impression, deterring potential customers before they even visit our website or learn more about our services.

Customers heavily rely on online reviews to make purchasing decisions. False negative reviews can influence their perceptions and lead them to choose competitors, resulting in lost business opportunities.

Google's algorithm considers the quality and quantity of reviews when determining search rankings. An influx of false negative reviews can signal to the algorithm that our business is less reputable, further diminishing our online presence and search performance.

The longer false reviews remain visible, the more they erode customer trust. Even after removal, the lingering effect of the false reviews can impact customer perceptions and willingness to engage with our business.

False reviews submitted to Google via Hellopeter can have a significant negative impact on our business, damaging our reputation, affecting search engine rankings, and resulting in lost revenue. The lengthy removal process exacerbates these issues, prolonging the negative effects.