

ParKontrol (U.S.) LLC Violations Department
1984 Howell Mill Road, P.O. Box 20175, Atlanta, GA 30325

TO WHOM IT MAY CONCERN: **The Property Management DID NOT Tow, Boot, or Ticket your vehicle. The Property Management is not responsible for and does not have the ability to handle disputes regarding your vehicle being Towed, Booted, or Ticketed.**

ParKontrol (U.S.) LLC and its Authorized User were authorized by a contractual agreement to Tow, Boot, or Ticket any vehicle in violation. For more information, call the ParKontrol dispatch number at 404.605.0825 and follow the instructions accordingly. All mailed, written disputes must be handled by following the instructions below. Please review all the TERMS AND CONDITIONS at www.ParKontrol.com/terms-conditions before disputing in order to save yourself the cost of the hearing fee in the event that your reason for dispute will likely not lead to a dismissal.

Our dispute process ensures a fair and accurate compare and contrast of your claims in light of the Rules and Regulations and facts collected by our auditors.

ParKontrol (U.S.) LLC has audited the parking lot in which your vehicle is parked, and your vehicle has been found to be in violation of the parking lot Rules and Regulations. Our dispute process ensures a fair and accurate compare and contrast of your claims in light of the Rules and Regulations. If your vehicle has been Booted, or Ticketed, rather than Towed to an impound lot, it has been done as a convenience to you, instead of being towed to an impound yard. We regret any inconvenience this may have caused you, but we still believe this is the better type of enforcement. ParKontrol (U.S.) LLC is a parking auditing company, which is contracted to patrol this parking lot.

Your vehicle has been Towed, Booted, or Ticketed due to unauthorized parking, prohibited parking or non-payment of said parking space under this lot's Rules and Regulations. The parking lot that your vehicle is parked in is either a pay parking lot, a permit lot, or a designated parking area and may be marked with signs so indicating. Like a tow truck driver, the ParKontrol representative with whom you are dealing can only un-immobilize your vehicle when full payment is made. **SOLICITING AN OFFER OF LESS THAN THE AMOUNT OWED CONSTITUTES A CRIME.** Furthermore, acceptance of less than the full amount by a ParKontrol representative also constitutes a crime.

INSTRUCTIONS TO DISPUTE IN WRITING: If you feel that your vehicle has been Towed, Booted, or Ticketed in error, you may submit in writing by mail, within 10 days of when you received your citation, a written complaint detailing the full circumstances involving your situation. A \$39.00 hearing fee will be added to your amount due and will be also due unless your citation is dismissed in its entirety. **YOU MUST** include **ALL** the following information for your dispute to be considered **COMPLETE**: Your phone number, the Ticket number, your reason for dispute and evidence of your reason & claims, your full name, email address, mailing address, tag number of the vehicle, the date, time, location (and, **where applicable**, the ParKontrol representative's badge number you dealt with in person). All claims **MUST** be **COMPLETE** before a ParKontrol representative can contact you. A ParKontrol management representative will review your request in light of the evidence collected by the auditor, and you will be contacted by mail or email within two weeks of the date your letter is received by ParKontrol.



A full service parking Enforcement Company