

Reinstatement of my KDP Amazon account.

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To: jeff@amazon.com <jeff@amazon.com>;

Mr. Bezos -

I am terribly sorry to have to bother you by writing to you directly. I am hoping you can forward this email to the appropriate people to get this resolved.

First and foremost, let me tell you that I am an Amazon customer and have been one for years. To tell the honest truth, I don't see that changing any time soon. I'm even an Amazon Prime customer. I'm also an independent author, having written & published 12 books using KDP.amazon.com to publish/distribute those books. My first novel was published in 2010. I've never had a problem with my account until now.

I'm a fantasy author and I decided to try something new by writing a few mystery stories. My very first novel, Case of the One-Eyed Tiger (Corgi Case Files #1), was published in May of 2016 and was entered into KDP Select. For the record, this was my first foray into using this program. My sales/results were so-so, but I renewed it for two more sessions and decided to pull the title out at the end of its next session, which will be the first week of February, 2017.

Now comes the fun part. I used one of the marketing tools KDP Select makes available for its titles and made my mystery novel free for five days. I was very pleased to see that it jumped to #4 in its respective category. Certainly, it was time to possibly reconsider my decision to pull the title from KDP Select. I watched the number of page reads increase and was again pleasantly surprised. I should also let you know that I timed my "free promo" to coincide with the release of my second mystery novel, Case of the Fleet-Footed Mummy. That title was not enrolled in KDP Select.

Again, I saw pleasant results from both titles. I also noticed that the number of page reads from the first mystery were starting to skyrocket. I could only assume that those people who downloaded the title for free were just now getting around to reading the book.

I'm sorry for prattling on and on. Let me jump to the problem at hand.

Yesterday, I received an email from "title-submissions@amazon.com". In it, the message states that KDP Select thinks I'm misusing the system and have created systematic accounts to further boost the page reads. As a result, my KDP.amazon.com account had been "terminated" and I received the message that all my titles were going to be pulled.

A follow-up email wanted to know which marketing services and promotional strategies I've used. I have responded to that email, by the way. However, I am on pins and needles as I worry about the status of my

Amazon account. Honestly, the only thing I've done to market my book is to push the book to my newsletter subscribers ([REDACTED]) and Facebook friends ([REDACTED]). I have used Facebook ads in the past, but that was when I first released the novel and, not getting good results, haven't used FB ads for at least four months or more. The biggest push I had, with regards to promotions, was the KDP Select free promo I used.

First and foremost, I'm a legitimate author. I've made Amazon's best seller list as #1 for epic fantasy (free titles) several times. I've never inflated my sales in any way, shape, or form. In fact, my sales were good enough to authenticate my membership into www.SFWA.org, which is the Science Fiction & Fantasy Writer's Association of America.

I'd like to think that I've scored another hit with my first mystery, and that would explain all the sudden popularity in that title. I'm on an indie-centered podcast, the Science Fiction & Fantasy Marketing Podcast, and have been included in several box sets.

Could this boost in page reads simply be that its because my last three books were published fairly close to one another and readers are enjoying/recommending the stories? I make a significant portion of my income from Amazon, and to have my Amazon account terminated would be detrimental to me and my family.

Please see fit to have my account reinstated. I'm available at [REDACTED] or drdestructo@hotmail.com, or jmpoole@gmail.com, should anyone need to confirm my story or my facts.

Thank you for your time.

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