

From: Airton Tatoug Kamdem <airtonkamdem@fb.com>
Date: Tuesday, August 25, 2020 at 8:52 PM
To: "Dempsey, Jay H. (CDC/OD/OADC)" <ifb5@cdc.gov>, "Averbach, Hallie (CDC/DDID/NCIRD/OD) (CTR)" <gck9@cdc.gov>, "Crawford, Carol Y. (CDC/OD/OADC)" <cjy1@cdc.gov>
Cc: Julia Eisman <juliaeisman@fb.com>, Annie Lewis <alewis@fb.com>, Payton Itheme <payton@fb.com>, Genelle Adrien <genelleadrien@fb.com>, Sharon Yang <syang@fb.com>
Subject: Re: CDC Ad Credits

Thanks Jay,

Looking forward to connecting as well, just forwarded the invite to Hallie. We'll go ahead and transfer the remaining coupons.

Thanks for flagging the payment settings piece on your end, this is likely just because you don't technically have a backup payment method on file for this ad account, as we worked it out for the transition.

We'll follow up with more details here as needed, in the meantime feel free to push forward with media.

Thank you,
-Airton

From: "Dempsey, Jay H. (CDC/OD/OADC)" <ifb5@cdc.gov>
Date: Tuesday, August 25, 2020 at 4:46 PM
To: Airton Tatoug Kamdem <airtonkamdem@fb.com>, "Averbach, Hallie (CDC/DDID/NCIRD/OD) (CTR)" <gck9@cdc.gov>, "Crawford, Carol Y. (CDC/OD/OADC)" <cjy1@cdc.gov>
Cc: Julia Eisman <juliaeisman@fb.com>, Annie Lewis <alewis@fb.com>, Payton Itheme <payton@fb.com>, Genelle Adrien <genelleadrien@fb.com>, Sharon Yang <syang@fb.com>
Subject: RE: CDC Ad Credits

Hi Airton- Thanks for this update! Confirming receipt of the updated ad credit amount in our "COVID-19 2" ad account (3681192045240708) as well as the Ad Credit Terms & Conditions. However, I'm not seeing an option on our payment settings page to adjust the account spending limit to the new total. Please see my screen cap below. I did see the option when I logged into a different ad account; just not seeing it for this one.

Also, looking forward discussing ad campaign metrics with you tomorrow afternoon. Can you include Hallie Averbach on the meeting invite when you send?

Thanks & please let me know how I can resolve the issue around updating the account spending limit.

Jay

Daily Summary

August 25, 2020

Daily spend is deducted from your balance.

\$529,207.42

Available Balance

Payment Methods

[Add Money](#)

Credits

[View More](#)



Ad Credits

Will be charged before other payment methods for ads run after credit was claimed.

Total

\$529,207.42

Payment Details

Prepaid Balance: \$0.00

Inactive



Ad Credit: \$0.00 USD

Expires on 12/30/20, 11:59 PM

Will be charged before other payment methods for ads run after credit was claimed.

From: Airton Tatoug Kamdem <airtonkamdem@fb.com>

Sent: Tuesday, August 25, 2020 11:12 AM

To: Dempsey, Jay H. (CDC/OD/OADC) <ifb5@cdc.gov>; Averbach, Hallie (CDC/DDID/NCIRD/OD) (CTR) <gck9@cdc.gov>; Crawford, Carol Y. (CDC/OD/OADC) <cjy1@cdc.gov>

Cc: Julia Eisman <juliaeisman@fb.com>; Annie Lewis <alewis@fb.com>; Payton Iheme <payton@fb.com>; Genelle Adrien <genelleadrien@fb.com>; Sharon Yang <syang@fb.com>

Subject: CDC Ad Credits

Hi CDC Team,