

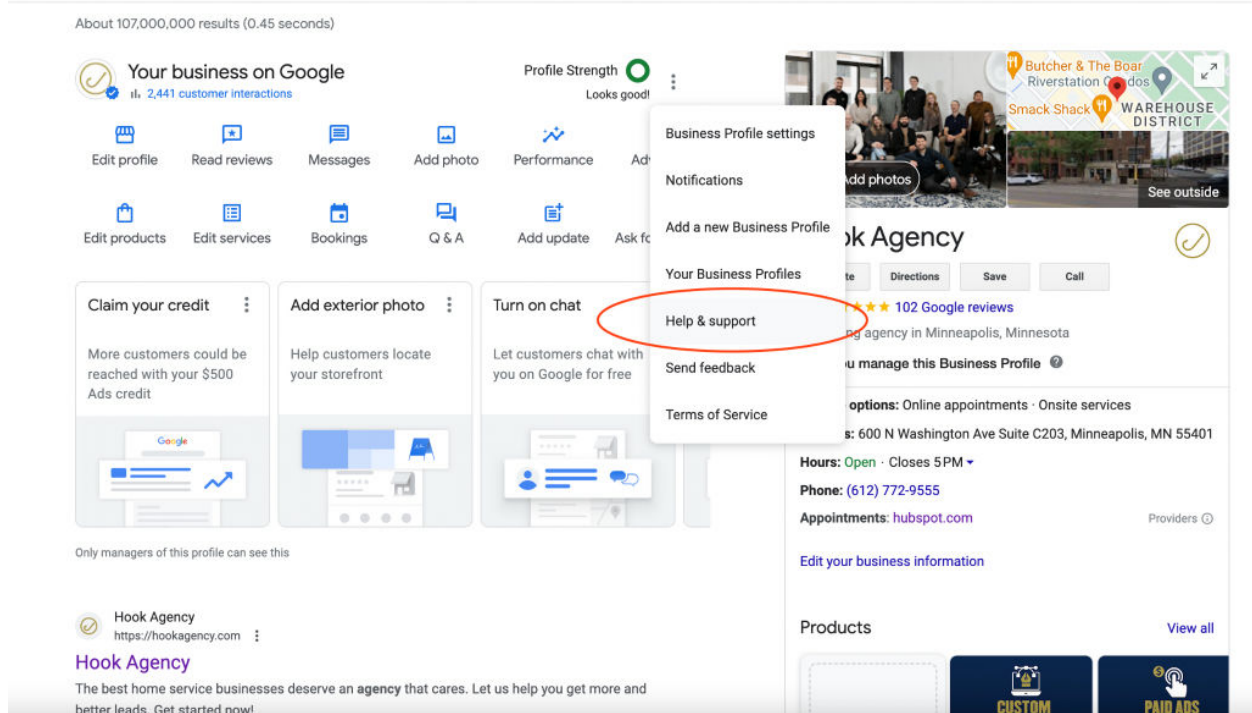


GET MORE REVIEWS SHOWING

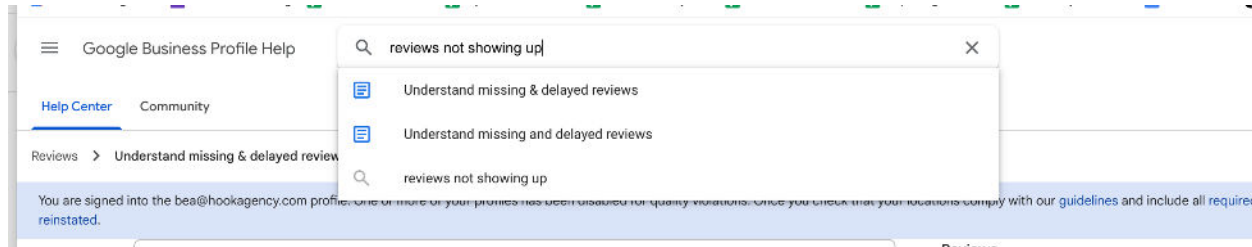
Simple Walkthrough



1. Log in to your Business profile account and choose the help and support option




2. In the search box type - reviews not showing up or something similar - click the article Understand missing & delayed reviews





3. **Read through that article and make sure you're not doing anything against any of the guidelines.** It turns out we were getting flagged for listing our service area as United States, which is now not allowed, your service area must be within a 2-hour driving radius and you can only choose 20 "service areas" - here are [Google's guidelines](#)
4. Scroll to the bottom of the page and click - **Contact Us**

Need more help?

Recent case
We're working on this support case for you

 **Google My Business · Review missing** In Progress
Case ID 7-0288000034883 Last updated 5 days ago

 **Post to the help community**
Get answers from community members

 **Contact us**
Tell us more and we'll help you get there

5. Walk through the 3 prompts of Contact Us:
 - a. Be Accurate and concise in your information

Step 1

What can we help with?

Which business do you need help with? (optional)

 Hook Agency ▼

Only you can see this info

Tell us what we can help with:

Reviews not showing up on our profile - we see them come through but not post

77/100

Choose the best description of this issue:

Review missing Fix posts that don't show Posts removed
 Notification issues Messaging issues Other

Next step

6. Step three will move you to the Email option - select and fill out the form completely. **GIVE AS MANY SPECIFICS AS POSSIBLE.** Reviewer names helps them figure out what's going on way quicker

Find the Business Profile ID using these steps [↗](#)

Has the profile recently been suspended or disabled? *

- Yes
 No
 I'm not sure

Does the profile belong to a elementary, secondary, or high school? *

- Yes
 No
 I'm not sure

How many reviews are missing from the profile? *

Select one ▼

Are new reviews being published on the profile?

- Yes
 No
 I'm not sure

What's the time frame in which the reviews have gone missing? (For example, did they disappear all within the last week? Or have you noticed they were consistently disappearing over a longer period of time?) *

Reviewer Name(s)

If applicable, provide the names of reviewers whose reviews are missing

Describe your issue. *

What is your issue?

7. Submit Form. **But there's more!** You'll receive a confirmation email letting you know support has received your request. At the **BOTTOM** of the email is a little blurb saying if you need further assistance respond to this email (Google would probably prefer you give up after submitting your form, but replying to this email is how you get matched with a customer service representative (and probably why it's at the bottom of the email 😊.))

Now, this is when it's time to lay on the charm. Be as kind and clear as possible in this email. Restating your hoped-for result and the issue you're struggling with. Name specific things you're doing that are following the guidelines - using their EXACT verbiage is helpful. Many times, Google support is located all around the world and people are using translators to assist via email - the more clear you can be the better.



Thanks for contacting Google Business Profile support!

I understand that one or more reviews are missing from your Business Profile. From the info you gave us, we believe that the issue is one of the following:

- **Review shows on Search but not Maps, or vice versa**
Sometimes, a review takes longer to show on Google Search than on Google Maps, or the other way around. Wait a few days and see if this fixes the issue. If not, you'll know the issue is something else and you should contact us again for help.
- **Reviews after reinstatement**
If your reviews went missing after we reinstated your disabled or suspended profile, reply to this email. We'll investigate for you.
- **The review had prohibited or restricted content**
 - To protect you and your customers, and to provide a fair environment for both business owners and users, we remove reviews that violate our policies, such as reviews that contain inappropriate content, advertising, are abusive, off-topic, or have a conflict of interest. [Learn about our review policies](#) and our [Maps user generated content policy](#).
 - We also reserve the right to temporarily disable user created content for business profiles and business categories to prevent abuse.

[Learn more about missing reviews.](#)

For general info about your Business Profile, we recommend our [Help Center](#), [Help Community](#), and [YouTube channel](#). If you need more help than these resources give, **reply to this email**. We'll be glad to assist.

Thanks,

The Google Business Profile support team

[Help Center](#) [Ask Experts](#) [Twitter](#) [Facebook](#)
Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland
This email may be confidential or privileged. If you received this communication by mistake, please don't forward it to anyone else, please erase all copies and attachments, and please let me know that it went to the wrong person. Thanks. The above terms reflect a potential business arrangement, are provided solely as a basis for further discussion, and are not intended to be and do not constitute a legally binding obligation. No legally binding obligations will be created, implied, or inferred until an agreement in final form is executed in writing by all parties involved.

Found in Sent - Google Mailbox



Bea Bonte

June 30, 2023 at 12:46 PM

Re: [7-028800034883] Your Business Profile support inquiry

To: googlebusinessprofile-support@google.com

Hello!

Hope you're having a great Friday!

I'm reaching out for assistance getting a handful of reviews to show up that have been left legitimately by happy customers.

Our account has not been reinstated, nor does it contain prohibited or restricted content. I am also not seeing them appear on search but not maps, or vice versa.

Any assistance in getting this resolved would be greatly appreciated!

Thank you,

8. Google will respond to your message in the same thread so watch your email. For us, we submitted on a Friday, and by Tuesday I heard back after they escalated my concern. In this email they let us know that reviews had been reinstated and how the issue of the service area was affecting us. Make the changes that they request of you. I asked for

clarification on the service area and my Google rep actually called me to explain. If you see "Google" calling you - ANSWER!!

9. After we got our batch of reviews reinstated, we had a few others that were delayed. My Google rep had me send names and screenshots again and escalated again. Again, be patient and kind even if the process is frustrating - these reviews showing up is WORTH IT!
10. Final words - Be Nice! Have documentation and organize your emails so they are easy to read. **Not long rambling paragraphs and not a stream of consciousness. It should be clear, to the point, and kind.** It can be frustrating to work through these but remember how valuable it is for your business. 😊

**Final tips:

- This email should come from a manager of the account
- **DO NOT CC anyone on the emails** - apparently, this causes confusion in their system.
- Keep screenshots and emails when you get reviews so you can call back to them as needed.