

They sent this twice, when I inquired twice, before I called.



Do Not Reply <do-not-reply@playstation.sony.com>
Wed 2/10/2021 10:45 AM
To: You



Request for PlayStation Store Cash Cards

Thank you for contacting PlayStation Consumer Services. Your account on PlayStation™Network (PSN) is currently banned due to recent chargebacks initiated by the owner of the credit card associated with your account.

The Debt Amount on your account is \$59.99.

Please follow the instructions below to have your account ban lifted.

Next Steps:

Click on the link below to provide your codes and submit your request. Once the form is submitted, please allow one business day to process. You will receive an email from us as soon as your account on PSN is active again.

[Submit Codes](#)

Please Note:

- You can enter a maximum of seven (7) codes from PlayStation Store Cash Cards.
- Make sure to purchase the minimum amount of PlayStation Store Cash Cards to cover the debt amount.

Things to keep in mind when entering your codes:

- Look closely at the letters and numbers as they may be difficult to differentiate.
- Make sure the code is 12 digits.
- Code must be a PlayStation Store Cash Code. Make sure you are not entering a PS Plus code.



Instructions for PlayStation Store Cash Cards:

Please visit an authorized PlayStation retailer to purchase PlayStation Store Cash Card(s).

- PlayStation Store Cash Cards can be purchased from our website at: <https://www.playstation.com/en-us/getstore/playstationnetworks/cash-cards>
- PlayStation Store Cash Cards must match the country associated to the account on PSN.
- Purchase enough PlayStation Store Cash Cards to cover the full debt amount on your account. Any remaining funds will be added to your account wallet after the ban is lifted.
- Keep a copy of the proof of purchase for the PlayStation Store Cash Cards.
- If purchasing from a retailer, please ensure the cards are activated at the register.

Regards,

The PlayStation Consumer Services Team

Privacy Policy

We value your privacy. Your personal information will not be shared with third parties. For more information, please read our Privacy Policy: [playstation.com/en-us/legal/privacy-policy](https://www.playstation.com/en-us/legal/privacy-policy)

Do Not Reply To This Email

Please do not reply directly to this email. PlayStation Consumer Services will not receive a reply message.

Don't Know The Sender?

You are receiving this email because you contacted Sony Interactive Entertainment LLC (SIE) for assistance with your PlayStation® system. This communication contains proprietary information and may be confidential. If you are not the intended recipient, the reading, copying, disclosure or other use of the contents of this email is strictly prohibited and you are instructed to please delete this email immediately. If you believe you have received this email in error, please contact SIE Consumer Services Department.

© Sony Interactive Entertainment LLC, 2207 Bridgepointe Pkwy, San Mateo, CA 04404 "PlayStation" and the "PS" Family logo are registered trademarks of Sony Interactive Entertainment Inc.

CS109

[Reply](#) | [Forward](#)