



Glynn Williams &lt;tariqvwilliams@gmail.com&gt;

**Ancestry**

9 messages

**Ancestry.com Customer Service**

&lt;customersolutions@ancestry.com&gt;

Thu, Jan 14, 2021 at 10:29

AM

To: "tariqvwilliams@gmail.com" &lt;tariqvwilliams@gmail.com&gt;



January 14, 2021

Dear Glynn,

Thank you for being a member of Ancestry. We appreciate your patronage and are committed to providing you with excellent customer service.

After reviewing the matter further, we have determined that the refund in the amount of \$108.95 will need to be issued by check. Because of this, we ask that you respond to this email with your preferred shipping address.

We look forward to receiving this information from you.

If you have any questions regarding this or any other matters pertaining to Ancestry, please do not hesitate to contact us by responding to this email.

Sincerely,

**Maren**

Executive Office



---

**glynn williams** <tariqvwilliams@gmail.com> Thu, Jan 14, 2021 at 10:29 AM  
To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

My address is correct.  
Glynn Williams  
55 Dudley Roxbury St  
Boston, MA 02119

Thank you very much  
[Quoted text hidden]

---

**glynn williams** <tariqvwilliams@gmail.com> Thu, Jan 14, 2021 at 3:57 PM  
To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

I forgot to put my PO Box #: 191087, 55 Dudley Street, Boston, MA 02119. Please respond to this update. Thank you for your service.  
G. Williams  
[Quoted text hidden]

---

**glynn williams** <tariqvwilliams@gmail.com> Thu, Jan 14, 2021 at 3:58 PM  
To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

[Quoted text hidden]

---

**Ancestry.com Customer Service** Mon, Jan 18, 2021 at 3:49 PM  
<customersolutions@ancestry.com>  
To: glynn williams <tariqvwilliams@gmail.com>



January 18, 2021

Dear Glynn,

Thank you for your responses.

Thank you for informing us of the PO box number. We are in the process of issuing the check in question. We will confirm once it has been sent out to the address provided.

[Quoted text hidden]

---

**glynn williams** <tariqvwilliams@gmail.com>

Mon, Jan 18, 2021 at 3:52 PM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

Thank you for the update.

[Quoted text hidden]

---

**Ancestry.com Customer Service**  
<customersolutions@ancestry.com>

Wed, Jan 20, 2021 at 3:34 PM

To: glynn williams <tariqvwilliams@gmail.com>



January 20, 2021

Dear Glynn,

Thank you for your response.

The check in the amount of \$108.95 has been issued successfully to the address provided. We ask that you please allow 4-6 weeks for this check to reach you.

We want you to know that we value you as a member of Ancestry and wish you continued success in your family history endeavors.

If you have any questions regarding this or any other matters pertaining to Ancestry, please do not hesitate to contact us by responding to this email.

Sincerely,

**Maren**

Executive Office



---

**From:** glynn williams <tariqwilliams@gmail.com>

**Sent:** Thursday, January 14, 2021 8:30 AM

**To:** Ancestry.com Customer Service <customersolutions@ancestry.com>

**Subject:** [EXTERNAL] Re: Ancestry

My address is correct.

[Quoted text hidden]

[Quoted text hidden]

---

**glynn williams** <tariqwilliams@gmail.com>

Wed, Jan 20, 2021 at 3:32 PM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

Thank you!

[Quoted text hidden]

---

**glynn williams** <tariqwilliams@gmail.com>

Wed, Apr 28, 2021 at 11:12 AM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

I'm still attempting to reach out to you in this civil matter. you promise to send a refund; where is it? what are you gonna do about it?

G. Williams

[Quoted text hidden]