

Re: SIR18309899 - Regarding your Microsoft Account

From: MK (ecrivain_technique@yahoo.com)

To: cdoccm@microsoft.com

Date: Wednesday, February 28, 2024 at 06:34 AM EST

Hello,

My Unique ID is 00037FFE6908D3F2. If you must call me, call me at 202-321-7587 at 11:00 am Eastern Standard Time.

I find it odd that only Microsoft cannot add the card ending in 5061 when every other merchant has succeeded in connecting to it and is still succeeding in using it. I have to add that Microsoft's Customer Service chats give me conflicting information about adding that card, so I don't know who to believe anymore. I have filed numerous complaints about this peculiarity. I can also say that I also find it suspicious that Microsoft makes reaching someone in a real customer service to correct the problem. More than one agent has said that the card is registered and active and I will attach a Word file that shows a screenshot that reveals it is added. However, as I have also learned, the Microsoft website has only the 4905 card in certain places without enabling me to change it or to add a new card. The problem is exclusively on Microsoft's end and nowhere else. There is also adequate

funds in the account to pay, but if Microsoft maintains that it cannot add it, then Microsoft has a technical issue and nobody else.

I have added a Word document that not by chance relates to this very issue. I have followed all your instructions to the letter and have made PDF files to prove that I have done so. Now Microsoft has to take corrective action. Something that Microsoft is not doing correctly is causing the problem.

I also added yet a third card ending in 7360, but I hear nothing about that card at all. I also saw that adding that card did not add it to the account. It seems that Microsoft has some technical issue that is not allowing me to add any card whatsoever. I think that requires an explanation because I have responded to your email and have fulfilled all the requirements, yet I have received no positive notice from Microsoft. I took action; Microsoft needs to do it now.

It may be that you will have to wait until March 1, 2024 because I receive my payment from Social Security on that date, but the card is active and does exist. There is an account number and a router number, but my bank may close my account if I give them out. I know this because I had this happen with another bank. I found that hard to understand as well because it's standard practice with most employers to submit a voided check when beginning employment so the employer can do direct deposits into the

employee's account. I worked in a bank for eight years abroad and never did I hear of such a practice before.

Notify me of your actions when you have performed them.

Respectfully submitted,

Maurice King
(202) 321-7587 cellphone
(202) 248-0976 landline
(855) 644-3056 fax

On Wednesday, February 28, 2024 at 06:20:52 AM EST, MK <ecrivain_technique@yahoo.com> wrote:

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Maurice King
(202) 321-7587 cellphone
(202) 248-0976 landline
(855) 644-3056 fax

On Wednesday, February 28, 2024 at 06:15:21 AM EST, MK <ecrivain_technique@yahoo.com> wrote:

Unique ID
00037FFE6908D3F2

On Wednesday, February 28, 2024 at 06:13:40 AM EST, MK <ecrivain_technique@yahoo.com> wrote:

On Wednesday, February 28, 2024 at 06:12:20 AM EST, Maurice King <benadam@cyberdude.com> wrote:

On Wednesday, February 28, 2024 at 04:03:47 AM EST, CDOC Case Management <cdoccm@microsoft.com> wrote:

Service Request: SIRXXXXXXXX -

Hello,

This is Mircea with Microsoft Customer Support. Thank you for contacting us regarding your Microsoft Account. I am sorry to hear that you are having problems with your payment. From what I've investigate it looks like that the card with 5061 cannot be found on the account, maybe was not registered. Only active card on the account is the one that you want to remove it, 4905. Please note that in order to remove this card we need to validate you as the owner of the account and please follow he below instructions for validation.

In order to confirm information about your account so that we can proceed with the request, we need to gather some information. This information will allow us to verify your ownership and ability to login to the account as well as show us that we are managing the correct account.

Please visit the following site and log into your account: <https://account.live.com/editprof.aspx>. Once you are logged in, scroll down to the bottom of the page and you will see the Unique ID. Please copy the string of numbers and letters listed for Unique ID and attach a word/text document or direct reply to this email.

Once we have the Unique ID, we will research your case further and contact you with additional information for resolving your issue. Thank you for your patience and understanding while we work together to resolve your issue.

Please feel free to reply to this message if you have additional questions about your issue, additional information to provide me to continue to work toward a resolution, or to simply inform me that I can close this service request as resolved. If you would like some assistance over the phone or would prefer a phone call, please list a good phone number and a good time to call you and I will do my best to give you a call.

I look forward to hearing from you. Until then, have a great day!

Sincerely,

Mircea P.

Accounts & Billing Support Advocate
Microsoft Customer Support & Services
Monday – Friday 10AM to 7PM EEST

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Report a SCAM: <http://support.microsoft.com/reportascam>

Ref:MSG16170034_dbQyzu0xCkPRmKlibfF



Account contains deactivated card 02.19.2024.docx
89.4kB