



File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Maurice

Last name: King

Email: benadam@cyberdude.com

Phone: 2023217587

Street address: 3213 Wisconsin Ave NW Apartment 23

State: DC

City: Washington


Zip: 20016

Country: USA

Description of complaint:

Microsoft continues to try to charge a debit card that was registered on my account that has been deactivated because of an unauthorized charge on it. I have another card registered that they stubbornly refuse to charge in its place, even though that account has a positive balance; I know because I just now checked it. I have tried to engage Microsoft Support to correct the problem, but the agents who are on duty give me instructions as to how to remove the invalid card but they are apparently using another option than I have because they say to click on the account to remove and then click on Remove -- only there is no Remove control appearing! I don't call this customer service in the slightest! I have no idea what I can do to straighten out this problem. Microsoft takes every measure to prevent customers from making contact with them when they make


Microsoft

 1 Microsoft Way,
Redmond, WA 98052-8300


 [\(425\) 882-8080](tel:(425)882-8080)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB Great West + Pacific

 1120 S. Rackham Way
Suite 300
Meridian, ID 83642



 [\(208\) 342-4649](tel:(208)342-4649)

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errors or their website is malfunctioning. I don't call that customer service in the slightest!

Desired settlement:

Delete the account ending in 4905 and send me a confirmation that it has been deleted.; Explain why a charge to the account ending in 5061 is not going through when there is a positive balance in the account connected to the card.

Money paid to business:

7

Does your complaint involve a health issue?:

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

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