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## Very odd problem with Microsoft

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**Date:** Feb 28, 2024 7:17:25 AM

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Dear Sir or Madam:

For some time now, Microsoft has been sending me one email notice after the next that charges made to my debit card ending in 4905 are not successful. I added the card ending in 5061 that the bank issued to me when the card ending in 4905 had to be deactivated because of an unauthorized charge made to it. However, Microsoft has been giving me responses that make no sense at all. After I added the card ending in 5061, I made a screenshot of it appearing in my account. However, Microsoft insists that it cannot add that card but gives me no reason for the problem that only they are having with it. I also noted that in different parts of the Microsoft website, the card ending in 5061 does not appear but only the card 4905 appears, and only Microsoft can possibly explain that situation because it makes no sense at all. Today after hearing from Microsoft about yet another failure, I entered the account and saw that only 4905 appeared as registered and, for some inexplicable reason, appears as entered TWICE. Logic no longer exists in this situation, which is why I am contacting you just to get some backing that the card ending in 5061 is valid,

I do not want to be put through the agony of having that card deactivated and a replacement card issued. Every other merchant in all parts of the world is not having this problem; it remains exclusive with Microsoft. If Microsoft claims that it cannot use the card ending in 5061, the problem has to be with Microsoft. As I have indicated, there's no justified reason for this problem; it is only happening with Microsoft and nobody else in the entire world.

I am requesting something that is odd, but this whole situation is also very odd. I need some sort of statement confirming that the card ending in 5061 is active and valid and that the card ending in 4905 was deactivated some time ago, and I would ask if possible to indicate the date on which it was

deactivated. This situation is making me feel very suspicious as to why only Microsoft has this problem. I have demanded an adequate explanation, but I am asking you to send me some statement about the problem that I have described here because it seems that nothing reasonable will work with Microsoft when they remain the only entity in the world who is having this problem.

I apologize for having to request something so absurd, but I am not the one who needs it: Microsoft needs it and I want some peace and quiet already. If the Microsoft website is defective -- and I suspect that it is -- only Microsoft is responsible for that and only Microsoft needs to account for the problem.

Respectfully submitted,

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