



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:

I was notified on February 13, 2024 that my payment for my Microsoft 365 subscription failed. The notice said that the attempt was to charge my debit card that ended in 4905, which I know was deactivated because of an unauthorized charge in that bank account; I was told to deactivate the card and that I would receive a replacement. I did receive a replacement that ended in 5061 and I programmed that card into my Microsoft 365 account.. However, I found it odd that the rejected charge was from the deactivated card when the newer card had been entered into the account. I went into my account and tried to delete the deactivated card. However, I saw no way to delete it. I then tried to contact Support yesterday, February 18, 2024, to remove the deactivated card, but the person who was allegedly assisting me gave me instructions to use options that do not


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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exist in the account on the website. I reported this problem, but it became clear to me that the agent and I were looking at two different webpages and while I saw no way to delete the deactivated card, the agent said there was a way to do it. I saw that the agent was claiming things that I did not see as being possible on February 18. Today, February 19, I have been notified again that the charge from the card ending in 4905 failed. I knew that if I contacted Support again, I would be wasting time because obviously the agent was giving instructions about a mechanism that did not exist for me. Because I saw that communication was impossible, I am now reporting the matter to BBB in the hopes that BBB can locate an agent who is at least cooperative and helps me to straighten out the problem without giving me instructions about options that do not appear to be possible to perform in my account.

Desired settlement:

I'm at a loss for a solution, but if the agent and I are looking at two different interfaces, clearly some alternative solution has to be found.; Have an agent delete the deactivated card ending in 4905 so that it will not be charged again.

Money paid to business:**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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