



## 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 persists in sending me one email notice after the next saying that a charge to my card ending in 4905 did not go through and that my services will be suspended if I do not pay. That card was deactivated because of an unauthorized charge to my bank account. I have since received a new card and I also have a second card from another banking institution. I have programmed the last two cards into my Microsoft account, but Microsoft stubbornly continues to charge the deactivated card. I have done everything short of sending smoke signals to them, but nothing helps. Chatting with Microsoft Support does no good; the agents on the chat just keep saying that the deactivated card has been deleted from the account, but I can see that the card remains the active card through many of their various billing systems. I have done everything


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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reasonable and logical, but reason and logic are not valid with Microsoft. I have no idea what to do now short of sending a poison pen letter.

**Desired settlement:**

HAVE SOMEONE IN CHARGE CALL ME AND FOLLOW MY INSTRUCTIONS TO THE LETTER; I KNOW WHAT I AM DOING!!!; Delete the card ending in 4905 because it still appears there.; Have someone change things on the website so a customer can manage his/her payment methods efficiently.

**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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