



## 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:** JO-AN

**Last name:** THOMAS

**Email:** JTHOMAS@CMDIGROUP.COM

**Phone:** 6179216880

**Street address:** 1620 10TH ST. N.

**State:** FL

**City:** ST. PETERSBURG


**Zip:** 33704


**Country:** USA

**Description of complaint:**

9-9-2024 - For over a week I have tried to access my TWO Shopify accounts that have been locked out because I do not have the recovery codes. I've had two chat sessions promising me that I will be contacted to get back into my accounts. I was asked to send my ID photo which I did 5 days ago and STILL no response from Shopify. My customers are calling and I have no way to look at their accounts to resolve issues. This new so called "customer service" with no way to reach a representative if one is locked out of their account is totally UNACCEPTABLE. One MUST log in to reach any customer service options - being locked out one cannot reach ANYONE! This company must have hired META executives as their so called system is just like this!


**Business Headquarters  
Location**

 151 O'Connor Street Ground Floor,  
Ottawa, ON K2P 2L8

 [\(888\) 746-7439](tel:(888)746-7439)

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

**BBB Canada's Northern  
Capital Regions**

 Service area: Canada's Northern Capital Regions and Quebec  
Ottawa, ON K1V 1C1



 [519-513-4093](tel:519-513-4093)

**Money paid to business:**

\$316

**Desired settlement:**

Contact by the business; Billing adjustment; Repair

**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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