

Hello Mike,

Thank you for contacting Skype Support.

We understand from your recent request that, sadly, you would like to have your Skype account deleted. Due to the ever increasing rise of online fraud and Skype's desire to keep each and everyone of its customers' online IDs secure, we must verify each user's identity before we can proceed with any account deletion requests.

Please choose your payment method from the options below and follow the instructions then send us the data you have gathered by replying to this email.

NB! You cannot use the same PayPal account to open a new Skype account once your existing account has been deleted. You would need to open an additional PayPal account to do this.

General (applies to all account deletion requests):

1. Approximate date of the last purchase made to your Skype account (you can find this information from your credit card statement or from the confirmation email sent to you after the purchase).
2. The order number
3. Payment method or Credit Card type used to make a purchase
4. Email that was entered during registration (if any)

Additional information required:

Purchases by Credit Card:

4. The first 4 and last 4 numbers of the credit card used
6. Name on the credit card

Purchases by PayPal or Moneybookers:

5. Your registered PayPal/Moneybookers email address
6. PayPal/Moneybookers Transaction ID

We are very sorry you no longer wish to use Skype to communicate with

the world. If at any time you change your mind and you would like to avail yourself of Skype's convenience and economy once again, you can register a new Skype ID at any time at [www.skype.com](http://www.skype.com)

Please kindly note that in case you have chosen to close your account, this action cannot be reversed and the same username as the one you wish to be closed, cannot be recreated.

Thank you for trying our products and we hope to see you back using Skype again soon.

Best regards,  
Agnes  
Skype Customer Support  
Visit [www.skype.com](http://www.skype.com) for latest news, updates and tips.

Original Message Follows: -----

Thank you for showing me how much of a un reputable company Skype is. I will be contacting PayPal and reuesting my \$30 payment. I am demanding you remove all my information from your files and close my account. Furthure more this will posted on my site and all other site like facebook later on today, I want to make sure my friends and associates do not have to go through what I had to go through.

Last Question I don't expect an answer?

Why do you need all my personal information now? It was not needed when you over charged me>

Don't bother answering.

MGB

On Sat, Apr 10, 2010 at 4:05 AM, Skype English Support <[en\\_support@skype.net](mailto:en_support@skype.net)> wrote:

Hello Mike,

Thank you for contacting Skype Support again.

We understand your concern regarding your PayPal information.

This information is required in favour of the security of Skype accounts. This process is an effective way to protect real, honest account owners like you, as fraudulent users cannot access all the data which would be necessary to verify themselves.

As soon as you provide us with the correct information, we are ready to assist you further.

Thank you for your understanding and co-operation.

We are looking forward to your response so that we could assist you

further.

Best regards,

Antal N

Skype Customer Support

Visit [www.skype.com](http://www.skype.com) for latest news, updates and tips.

Original Message Follows: -----

I am not in the habit of giving out personal information, I have attached the information I signed up with and if that's not enough then I'm not giving you anymore. If I lose my \$30 then it's a small price to pay to get to know how a company works. I originally purchased 12 months at \$2.95 per month, then you invoiced me an additional \$14 that I put in dispute and received credit for. You still have my \$30 and I expect the next 12 months per the agreement. If I do not get my 12 months your name and all incidents that happened here will be published as a new problem on my web site

<http://www.thebearfact.com>

for the world to see how skype works

I don't expect nothing for nothing but I expect what I pay for

As for my paypal information I was told this is private and furthermore the \$30 that you presently have is not in dispute.

PS IF I don't get what I paid for this will also go to the RCMP

mgb

On Fri, Apr 9, 2010 at 12:51 PM, Skype English Support

<[en\\_support@skype.net](mailto:en_support@skype.net)> wrote:

Hello Mike,

Thank you for contacting Skype Support.

We are sorry to hear that you have been experiencing difficulties using your account.

Our records indicate that a recent order via PayPal has been disputed

(chargedback) and funds returned to your PayPal account.

We automatically block users with a chargeback status in order to protect the assets of our customers. A chargeback may indicate unauthorized use of a Skype account. In most cases this is a result of an error in the payment process and the issue should be solved with the payment provider.

In order to resolve this matter on our side we must check your payment information against our data. We request the following information from you:

1. Your PayPal registered email for verification.
2. First name, last name and the registered address for your account.

First Name:

Last Name:

Address:

City:

State:

ZIP:

Country:

You can send this easily by replying to this email.

Once we receive this information, we can verify your transaction and enable your account.

We will be looking forward to your response so we could assist you further.

We apologize for the inconvenience.

Best regards,

Klara

Skype Customer Support

Visit [www.skype.com](http://www.skype.com) for latest news, updates and tips.

Original Message Follows:

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Name: mgb  
Skype Name: [REDACTED]  
E-mail: [REDACTED]  
Topic: My Account (username, password, account status, etc.)  
Subtopic: Blocked account  
Subject: My account is blocked

Message:

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I paid for 12 months at \$2.95 per month. This is paid for with PayPal and shows as paid on my account. Why am I being blocked. If this is a scam I'm reporting this to the RCMP  
Mike Bigras  
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Skype Version: null n/a