

PayPal Customer Support

RE: How do I close my PayPal account?

1/24/18 at 4:50 AM

Dear Crista Renouard,

Thank you for contacting PayPal. My name is Shafri and I am here to assist you.

We understand that you wish to reopen a claim that was previously closed. Unfortunately, once a claim is closed it cannot be reopened.

For future reference, we would urge you to make sure that you are completely satisfied with the outcome of a claim or dispute before cancelling it.

We encourage you to continue to work with the seller for a resolution. We value your business and regret that you have had this experience.

Sincerely,
Shafri
Protection Services Department
PayPal

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From: Lumnicence@hotmail.com
Sent: Tuesday, January 23, 2018 10:24:37 AM (-06:00)
Subject: RE: How do I close my PayPal account? (KMM280179888V74062L0KM)

PayPal Customer Support :

The case number which was closed in error by the phone system is :

">.0">

.0.1">

.0.1.0">PP-006-437-511-391

.0.1.0">The number I was calling from to review the recorded call is 980-224-9063 on January 3rd, 2018 at 8:01 am.

.0.1.0">On that call, you can clearly hear that I told the automated system that I didn't want to close the case. Additionally, you can hear that when transferred to a rep, they told me not to worry about it because I would be getting a refund on my account. Would you like me to submit the full recording? If so, where can I submit this?

.0.1.0">As I was mislead about the refund, and it is not what's come to pass. I need that case reopened, since it was closed in error by the automated system.

.0.1.0">Thanks!

.0.1.0">

Dear Crista Renouard,

Thank you for contacting PayPal.

We need a little more information before we can address your concern. Please provide:

- **Case number (if applicable)**
- The text of your error message (if any) and what led to it

Make sure that you use the email address on your PayPal account to send us your information. You can also click [Help & Contact](#) at the bottom of any PayPal webpage to send us an email. You can also call us at 1-888-221-1161. Here's when:

- 4:00 AM PT to 10:00 PM PT, Monday–Friday
- 6:00 AM PT to 8:00 PM PT, Saturday and Sunday

For questions regarding Business Support, PayPal Credit, PayPal Debit Card, or a PayPal account limitation, call us at 1-888-221-1161. Here's when:

- 5:00 AM PT to 8:00PM PT Monday-Friday
- 6:00 AM PT to 6:00PM PT Saturday and Sunday

Please let me know if you need further assistance.

Sincerely,
Nurul Amalina
PayPal

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From: Lumnicence@hotmail.com

Sent: Sunday, January 21, 2018 7:14:05 AM (-06:00)

Subject: RE: How do I close my PayPal account? (KMM279940155V7593L0KM)

PayPal Customer Support :

I would like to review that call in it's entirety, because before i was told that i would be recieving a refund, i told the person that i didn't mean to close the case, that the automated system closed it despite my protests, and I believe they told me i would get a refund to get me off the phone, so that they wouldn't have to deal with that.

In my original case I asked for shipping to be provided because it cost to much to ship the item back (more than the value of it), per the terms of the case, and that was the original reason for my call.

Dear Crista Renouard,

Thank you for getting back to us regarding your transaction.

Please be advised that all calls are recorded and monitored.

In addition, PayPal processes the refunds automatically once the seller initiates it. You need to contact the seller directly to request for it and if hey declined, we have a dispute process to help you in getting your funds back.

Thank you for being a valuable member of the PayPal community, Crista. Take care!

Sincerely,
Jhoanna Marie
PayPal Customer Solutions
PayPal

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From: Lumnicence@hotmail.com
Sent: Friday, January 19, 2018 7:10:13 PM (-07:00)
Subject: How do I close my PayPal account? (KMM279816502V2291L0KM)

PayPal Customer Support :

One of your reps told me I would be getting a refund to my account in accordance with buyer protection. Does Paypal have a record of this call?

Dear Crista Renouard,

If there's a chance that you might want to use PayPal in the future, it's a good idea to keep your account open. There's no fee to keep your account open.

Before you close your account, make sure to withdraw any money from your PayPal balance. You can transfer money electronically to your bank account or ask us to send a check. (There's a \$1.50 charge to send a check.) If you have an email address on your account that you haven't confirmed, remove it from your account before you close it.

Here's how to close your PayPal account:

1. Log in to your PayPal account.
2. Click the [Settings](#) icon next to "Log out."
3. Click **Close your account** under "Account options."
4. Enter your bank account number, if requested.
5. Click **Close Account**.

Here's what happens when you close your account:

- Any unpaid money requests are automatically canceled.
- You lose any unused redemption codes or coupons.

Sincerely,
Alex
PayPal Customer Solutions
PayPal

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