

## Chat transcript on vinhistoryusa.com started on Friday, March 17, 2023, at 19:48 (GMT+0)

Vin History Global <tickets@vin-history-global.p.tawk.email>

Fri 3/17/2023 4:07 PM

To: nn5425@hotmail.com <nn5425@hotmail.com>

### Chat on vinhistoryusa.com

Conversation started on : Friday, March 17, 2023, at 19:48 (GMT+0)

- [19:48] Customer Support: Welcome to our website!  
If you need help, then simply reply to this message! We are online and ready to help. ;)
- [19:49] Eunmi Kim: I am getting keep charged from your website on my card even after I cancelled the service
- [19:49] Alejandro: Sure thing. I'll just need to grab the following information to cancel your subscription.  
-The exact First and Last Name on the order  
-The exact last 6 digits of the card that was used in the transaction  
-Your email address in case we need to contact you further  
Your subscription will be cancelled immediately as soon as we are able to locate your order.  
If there are any issues or delays with processing your request, we will reach out to you via email to resolve the matter. Thank you!
- [19:49] Eunmi Kim: EUNMI KIM
- [19:49] Eunmi Kim: 057434
- [19:50] Eunmi Kim: NN5425@HOTMAIL.COM
- [19:51] Eunmi Kim: hello
- [19:54] *Eric has joined the conversation*
- [19:54] Eric: Hi there!
- [19:54] Eric: I am sorry to know that, Eunmi ! Let me look into this for you, one moment, please...
- [19:55] Eunmi Kim: ok
- [19:56] Eunmi Kim: Ever since I used your website, I see so many different charge attempts from Trackthevin, Budget Vehicle Reports, and now it shows as Findtheirreport
- [19:56] Eunmi Kim: \$1 charges and \$4.95
- [19:56] Eunmi Kim: I just got another one charged for \$1 today
- [19:57] Eunmi Kim: How this is possible after I cancelled???
- [19:57] Eunmi Kim: Is this a scam website?

[19:57] Eric: I understand. Thanks for letting me know, and sorry for the delay, I'll have your ticket expedited and inform the team and they will follow this up as soon as possible

[19:59] Eunmi Kim: So this issue can't be resolved today

[19:59] Eunmi Kim: and how you guys will follow up? via email or phone?

[19:59] Eric: Sadly, we are only able to assist you with general website inquiries, FAQs, and certain technical questions here in live chat. For cancellation, only our core team has access to cancel your account.

[19:59] Eric: Our team will get back to you via email.

You can also try to call us directly at +1 (202) 751-4073.

[20:00] Eunmi Kim: How soon will they get back to me about this continuous unauthorized charges?

[20:01] Eric: Please note that your ticket will be resolved within 3 business days.

If there are any issues, we will reach out via email.

[20:01] Eunmi Kim: ok

[20:01] Eunmi Kim: will wait then

[20:04] Eric: Thank you! Is there anything else I can help you with?

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