



## Your Adobe Chat Transcript For 4/12/24

\*\* (4/12/24, 9:35:41 PM EET): We'll connect you with an agent as soon as possible. For a faster resolution, please tell us how we can help you today. \*\*

\*\* (4/12/24, 9:35:46 PM EET): You are now connected to Arham, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

Arham (4/12/24, 9:36:06 PM EET):

Hi mesut, Thank you for contacting Adobe Sales Chat. This is Arham you're chatting with!

Arham (4/12/24, 9:36:07 PM EET):

How may I help you with your purchase today?

You (4/12/24, 9:36:43 PM EET):

Hello, I just received an e-mail stating that my account has been canceled due to fraudulent activity. When I check my account, I see that it has been converted to a free membership. What fake activity is there? Can you help me?

Arham (4/12/24, 9:36:57 PM EET):

As this is a sales line, let me get you in touch with the dedicated team to help you out.

\*\* (4/12/24, 9:37:10 PM EET): Connecting you with a specialist as soon as possible. \*\*

\*\* (4/12/24, 9:37:12 PM EET): Arham has left the conversation \*\*

\*\* (4/12/24, 9:37:10 PM EET): Connecting you with a specialist as soon as possible. \*\*

\*\* (4/12/24, 9:37:12 PM EET): Arham has left the conversation \*\*

\*\* (4/12/24, 9:37:18 PM EET): You are now connected to Vishal, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

You (4/12/24, 9:37:36 PM EET):

Hello, I just received an e-mail stating that my account has been canceled due to fraudulent activity. When I check my account, I see that it has been converted to a free membership. What fake activity is there? Can you help me?

Vishal (4/12/24, 9:37:36 PM EET):

Hi, you've been transferred to me, let me first pull up your account information and access your details.

You (4/12/24, 9:39:23 PM EET):

I'm waiting

\*\* (4/12/24, 9:40:36 PM EET): Connecting you with a specialist as soon as possible. \*\*

\*\* (4/12/24, 9:40:38 PM EET): Vishal has left the conversation \*\*

\*\* (4/12/24, 9:40:36 PM EET): Connecting you with a specialist as soon as possible. \*\*

\*\* (4/12/24, 9:40:38 PM EET): Vishal has left the conversation \*\*

\*\* (4/12/24, 9:40:43 PM EET): You are now connected to Silviya, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. \*\*

Silviya (4/12/24, 9:40:59 PM EET):

Hi, you've been transferred to me, let me first pull up your account information and access your details.

You (4/12/24, 9:41:33 PM EET):

Please i'm waiting youre third support

Silviya (4/12/24, 9:44:23 PM EET):

I have checked the same and it is showing the plan is canceled due to fraudulent reason. So I can go ahead and escalate this case for you and we will send you an email informing the status.

You (4/12/24, 9:45:48 PM EET):

But there were no suspicious transactions made in my account. I was just updating apps via Creative Cloud. I'm at work and can't access Adobe applications. I purchased an annual subscription just a few months ago and I have been using original Adobe products for a long time. It is installed on both my iMac and Macbook. I did not share my password with anyone.

You (4/12/24, 9:46:02 PM EET):

I have work to do right now and I'm being victimized.

You (4/12/24, 9:46:45 PM EET):

check this status and activate my membership.

Silviya (4/12/24, 9:47:59 PM EET):

I understand and I have checked the same to investigate I will go ahead and escalate this case for you.

You (4/12/24, 9:48:14 PM EET):

Okay.

Silviya (4/12/24, 9:48:19 PM EET):

Is there anything else I can help you with?

You (4/12/24, 9:48:25 PM EET):

How long will the review take? When will I be informed

Silviya (4/12/24, 9:48:43 PM EET):

It will take 3-5 business days.

You (4/12/24, 9:48:55 PM EET):

OMG

You (4/12/24, 9:50:56 PM EET):

What do I need to do right now?

Silviya (4/12/24, 9:51:10 PM EET):

You can disconnect the chat from your end as I will go ahead and escalate this case for you.

You (4/12/24, 9:51:55 PM EET):

Is this happening to me because I bought it before the price update?

Silviya (4/12/24, 9:53:17 PM EET):

Mesut, this can not be the reason as you can change your plan anytime you wish.

You (4/12/24, 9:54:12 PM EET):

I have work to deliver and I can't use the applications in the process, isn't it ridiculous?

You (4/12/24, 9:56:20 PM EET):

Can you send a copy of this conversation history to my e-mail address?

Silviya (4/12/24, 9:56:16 PM EET):

I completely understand and you can create a different account as I will go ahead and escalate the case for you under this account to investigate.

You (4/12/24, 9:56:39 PM EET):

"You can create a different account" ????

You (4/12/24, 9:56:51 PM EET):

I paid this membership for 1 year

You (4/12/24, 9:57:04 PM EET):

And you suggested me create new account and buy new subscription?

You (4/12/24, 9:57:20 PM EET):

Can you send a copy of this conversation history to my e-mail address?

Silviya (4/12/24, 9:57:28 PM EET):

If you wish to use the application now you can create a new account as you would have option to cancel it within 14 days and fully refunded for the charged amount.

Silviya (4/12/24, 9:58:05 PM EET):

Sure, I will send you an email with the chat transcript.

You (4/12/24, 10:00:46 PM EET):

No e-mail arrived. For your information

Silviya (4/12/24, 10:02:55 PM EET):

Yes, you will receive it once the conversation ends.

Silviya (4/12/24, 10:03:13 PM EET):

Thank you for contacting Adobe.

For a list of support phone numbers, please visit our [Contact page](#).

To review your case history, log in to your [Adobe account](#). If you have difficulties logging in, consult the [Adobe ID and Membership FAQ](#).

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