

← Conversation

its very concerning, besides getting immensely overcharged, is not have customer support able to ID a very obvious and clear issue. its the trip from my residence to LAX that took approximately 40 minutes.



23 hours ago

I've already done this several times and submitted it through the app under issue titled "... charged a different amount"



23 hours ago



Reply

Send



23 hours ago

I'm requesting a full refund  
at this point.



23 hours ago

whats the status?



22 hours ago

Y

Hi Victor,

Thanks for reaching out,  
happy to help with this  
issue.

To better assist you, can you  
please provide some  
additional information



Reply

Send



We look forward to hearing from you.

yuvraj s. · 19 hours ago

I'd like to request the refund returned from where it was taken, the credit card that was charged initially.



8 hours ago

it appears there's a credit on the app which is not what is called for. the credit needs to be put back on the CC VISA 6327.



Reply

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thats what was meant by a  
refund and not a credit.



8 hours ago

I'm still being asked the  
same question by Uber  
when I've been very clear.



8 hours ago

R

Hi Victor

I know it can be confusing  
to see a charge you don't  
recognize.

Our team can help out with  
this. In order for us to locate



Reply

Send



Our team can help out with this. In order for us to locate these charges, please provide the following details for each charge:

- Date of charge
- Exact amount
- Type of card
- First 6 and last 4 digits of card
- Expiration date

In many cases, this issue is caused by a family member or friend who has used a credit card on their own



Reply

Send



credit card on their own  
Uber account. You may  
want to check to make sure  
the charges aren't from  
them.

Once you've shared the  
details listed above, we'll be  
happy to take another look.

Reetika N. · 8 hours ago

I'd also like to know how this  
happened. v/r, Vv



8 hours ago

4400 66... 6327 VISA



8 hours ago



Reply

Send





8 hours ago

you're asking a question  
that I answered already.  
SCROLL UP PLS!



8 hours ago

the exact original charged  
amount from Monday is  
unavailable to me right now.  
Customer service should  
see this too, approximately  
\$169 with change.



8 hours ago

I took the economy Uber for  
\$46. no other person  
booked a car for themselves



Reply

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