

How easy was it to get the help you needed today?  
Very Easy Okay Not Easy

On Fri, Feb 2, 2018 at 4:45 AM UTC, Chris Mackay <chrismackay97@gmail.com> wrote:

Hi there

Sorry to keep pestering you but do you have any update or know when you may hear anything?

I'm tempted to order another product so I can get it asap but I don't want to risk doubling up really.

Thanks  
Chris

On Thu, Feb 1, 2018 at 11:49 AM UTC, IRC.Bio Support <support@irc.bio> wrote:

Hi Chris,

Thanks for this. I have forwarded this to our processor as well, and Charles too is on their back about this issue. We will update you as soon as we have an answer.

--

Kate Chopin  
support@irc.bio

[Quoted text hidden]

---

**Chris MacKay** <chrismackay97@gmail.com>  
To: "IRC.Bio Support" <support@irc.bio>

Mon, Feb 5, 2018 at 9:57 AM

Hi there

I have already ordered some Etizolam from another Company sorry as I was not comfortable trying to order again on your site, so I am not really that keen to order even more at this point.

Thanks  
Chris  
[Quoted text hidden]

---

**Chris MacKay** <chrismackay97@gmail.com>  
To: "IRC.Bio Support" <support@irc.bio>

Tue, Feb 6, 2018 at 7:31 AM

Hi guys

It's been 2 weeks now and I don't feel like we are getting anywhere.

Having researched ICanPay and Comcopius it sounds like they are quite dodgy, with reports of them double and triple charging customers, charging cards again months after the fact and withholding money from vendors.

Because of this I don't have high hopes of you nor I getting any money back, at this I'm probably going to cancel my visa and get a new one.

If you don't want to ship me my product I guess that's ok as it's technically not your fault but please just let me know as it's going to take months for a chargeback to go through so I don't want to wait around for too long.

Thanks  
Chris

Sent from my Samsung Galaxy S7 Edge  
----- Forwarded message -----  
From: "Chris MacKay" <chrismackay97@gmail.com>  
Date: 5/02/2018 09:57  
Subject: Re: Payment Failure  
To: "IRC.Bio Support" <support@irc.bio>  
Cc:

[Quoted text hidden]

**IRC.Bio Support** <support@irc.bio>  
To: Chris Mackay <chrismackay97@gmail.com>  
Cc: support@icanpay.cn.com

Hi Chris,

That's understandable. We never received payment confirmation from ICP so I agree with you, the reasonable thing to do would be to issue a chargeback and cancel the card. We will not blacklist you for that. I will CC ICP's customer support so they get the message this is costing them (and their merchants) money.

--

Charles Bukowski  
support@irc.bio

How easy was it to get the help you needed today?

Very Easy Okay Not Easy

On Mon, Feb 5, 2018 at 6:31 PM UTC, Chris Mackay <chrismackay97@gmail.com> wrote:

Hi guys

It's been 2 weeks now and I don't feel like we are getting anywhere.

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Thanks  
Chris

On Sun, Feb 4, 2018 at 8:58 PM UTC, Chris Mackay <chrismackay97@gmail.com> wrote:

Hi there

I have already ordered some Etizolam from another Company sorry as I was not comfortable trying to order again on your site, so I am not really that keen to order even more at this point.

Thanks  
Chris

On Sun, Feb 4, 2018 at 8:27 PM UTC, IRC.Bio Support <support@irc.bio> wrote:

Hi Chris,

That's understandable. I have an idea. There's a tool called Loom that lets you record your browser session (and optionally a facecam and microphone):

<https://useloom.com>

If you could give us a video of your next checkout attempt we will review it - if it all looks good but there's still an issue we will send you the product regardless and forward the recording to our processor as additional pressure and evidence.

What do you think?

--

Kate Chopin  
support@irc.bio

[Quoted text hidden]

---

**Chris MacKay** <chrismackay97@gmail.com>  
To: "IRC.Bio Support" <support@irc.bio>

Wed, Feb 7, 2018 at 4:13 PM

Hi Charles

Thanks for getting back to me, pretty shit deal bit fair enough. Not a fault on your end.

Cheers for trying to help anyway.

Thanks  
Chris

Sent from my Samsung Galaxy S7 Edge

[Quoted text hidden]

---

**Bruce Lee (iCanPay Support Team)** <support@icanpay.cn.com>  
Reply-To: iCanPay Support Team <support@icanpay.cn.com>  
Cc: Chris Mackay <chrismackay97@gmail.com>

Thu, Feb 8, 2018 at 5:50 AM

##- Please type your reply above this line -##

You are registered as a CC on this request (6292). Reply to this email to add a comment to the request.



**Bruce Lee (iCanPay Support Team)**

Feb 7, 8:50 AM PST

Thank you for sharing this with iCanPay.

We can say that all of the online negativity originates from one banking relationship.

They stole USD2.8MM from us, which was mostly our partners of course. We have a lawsuit on file that is public information.

We can't say for sure, as we don't have evidence yet, but they may have purposefully charged our end user's credit cards on multiple occasions as well.

And this looks like it was planned.

iCanPay nor ComCopious was absolutely NOT part of that.

Our director does not like us to participate in rumors nor internet accusations that are not proven, but I had to share this with you and your customer as it's on our support ticket.

As for the current issue, it's looking like a technical glitch on the banks side related to a time-out issue with the 3D secure redirect.

We've been waiting for them to correct it and we are experimenting with a solution.

It's a slow process unfortunately.



**IRC.Bio Support**

Feb 6, 6:59 PM PST

-- Please reply above this line --

Hi Chris,

That's understandable. We never received payment confirmation from ICP so I agree with you, the reasonable thing to do would be to issue a chargeback and cancel the card. We will not blacklist you for that. I will CC ICP's customer support so they get the message this is costing them (and their merchants) money.

--

Charles Bukowski

[support@irc.bio](mailto:support@irc.bio)

How easy was it to get the help you needed today?

Very Easy [1]   Okay [2]   Not Easy [3]

Links:

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[1]

<https://secure.helpscout.net/satisfaction/120221706/record/1411946723/1/>

[2]

<https://secure.helpscout.net/satisfaction/120221706/record/1411946723/2/>

[3]

<https://secure.helpscout.net/satisfaction/120221706/record/1411946723/3/>

How nice was my reply?

[Quoted text hidden]

>>> <https://useloom.com> [1]

>>>

>>> If you could give us a video of your next checkout attempt we will  
>>> review it - if it all looks good but there's still an issue we will  
>>> send you the product regardless and forward the recording to our  
>>> processor as additional pressure and evidence.

>>>

>>> What do you think?

>>>

>>> Links:

>>> -----

>>> [1] <https://useloom.com/>

>>>

>>> --

>>> Kate Chopin

>>> [support@irc.bio](mailto:support@irc.bio)

>>>

>>>

>>>

>>>> On Fri, Feb 2, 2018 at 4:45 AM UTC, Chris Mackay <[chrismackay97@gmail.com](mailto:chrismackay97@gmail.com)> wrote:

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>>>> Chris

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>>>>> Kate Chopin

>>>>> [support@irc.bio](mailto:support@irc.bio)

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>

This email is a service from iCanPay Support Team.



[937YDE-0420]

**Chris MacKay** <chrismackay97@gmail.com>  
To: iCanPay Support Team <support@icanpay.cn.com>  
Cc: "IRC.Bio Support" <support@irc.bio>

Thu, Feb 8, 2018 at 6:47 AM

Hi Bruce

I have not initiated a chargeback yet, if I don't is there a guarantee that either I or Charles will receive the money owed? Because in my eyes currently you have stolen money from me, and it has unnecessarily shone Charles and his company in a negative light through no fault of his own.

Thanks  
Chris  
[Quoted text hidden]

**Bruce Lee (iCanPay Support Team)** <support@icanpay.cn.com>  
Reply-To: iCanPay Support Team <support@icanpay.cn.com>  
Cc: Chris Mackay <chrismackay97@gmail.com>

Thu, Feb 8, 2018 at 11:07 AM

##- Please type your reply above this line -##

You are registered as a CC on this request (6292). Reply to this email to add a comment to the request.



**Bruce Lee (iCanPay Support Team)**  
Feb 7, 2:07 PM PST

Our acquiring bank knows there is an issue and is trying to resolve this matter. In the mean time, please chargeback the transaction if you think iCanPay stole money from you. It shouldn't do any financial harm to Charles or his firm. Nor it will harm iCanPay as we don't have the money either.



**Chris Mackay**  
Feb 7, 9:47 AM PST

Hi Bruce

I have not initiated a chargeback yet, if I don't is there a guarantee that either I or Charles will receive the money owed? Because in my eyes currently you have stolen money from me, and it has unnecessarily shone Charles and his company in a negative light through no fault of his own.