Gmail

Mike holden <woody.org@gmail.com>

[mSpy ticket system] Re: mSpy cancellation request
2 messages

mSpy Billing Department (Refund request) <refund@mspy.com>   Mon, Apr 13, 2020 at 11:46 AM
Reply-To: Refund request <refund@mspy.com>
To: "woody.org" <woody.org@gmail.com>

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

Your request with Ticket ID 1514353 has been updated. To add additional comments, reply to this email.

> **mSpy Billing Department** (mSpy ticket system)
> Apr 13, 18:46 EEST
>
> Dear Customer,
>
> Thank you for contacting us!
>
> We are sorry to hear that you faced technical issues while using our service. However, we would like to make sure that we did our best for you to try our service in full and enjoy its functionality.
>
> mSpy without jailbreak will be working fine, as soon as it is set up properly. As for now there is no device connected to your account. If 2 Factor Authentication was disabled by you and you created a new Apple ID account everything should work fine.
>
> Please log into your mSpy account here https://my.mspyonline.com/login. There you will see a list of available platforms. You will need to select the first platform from the list, " iPhone/iPad (no Jailbreak)" and click on green button "Proceed"
>
> After that, you will be forwarded to the second step of installation, which will help you to finish setup.
>
> Here please check further steps of installation: https://help.mspyonline.com/nojail-cat/setting-up-mspy-without-jailbreak-solution/
>
> Please note! iCloud backup should be enabled on the target phone and at least one backup should be performed.
> That's why we recommend performing the first backup manually, by clicking on "Backup Now" button in iCloud settings of the phone.
>
> Feel free to contact us in a Live mode here http://www.mspy.com/ if any questions arise!

Waiting for your feedback!

Best regards,
Kimberly Parker
mSpy Billing Team

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woody.org
Apr 8, 23:05 EEST

It didn't work. What would you like to suggest now since you have proven your product doesn't work.

Dean Blake (mSpy ticket system)
Apr 8, 17:44 EEST

Dear Customer,

Thank you for contacting mSpy!

If 2 Factor Authentication was disabled by you and you created a new Apple ID account everything should work fine.

You just need to connect the device to our system.

Please follow these steps:

– go to the PROFILE section (top right corner)
– Click on Device management
– Click on UNLINK DEVICE
– Enter Apple ID and the password
– Hit PROCEED
– Wait up to 24 hours until the fresh backup is downloaded

In case you decided not to conect your target device and not to accept our assistance offered previously, unfortunately, your request contradicts our Refund Policy, accepted by you on the checkout page when placing an order with mSpy. Kindly check our policy once again here: https://www2.mspy.com/refund-policy.html: "No refund can be issued to a user in case the reasons for a refund are completely beyond mSpy control. They include, but are not limited to: ...a user does not accept technical assistance"

At the same time, we are sorry for the inconveniences that you might have faced and we would like to offer you one of the following alternative solutions:

1. We will gladly extend your subscription for 6 month for free in case it is possible for you to start using the software now.

2. If you cannot use the software now, in addition to the free extension, your account will be frozen. It will be put on hold and you will be able to reactivate it anytime when you are ready to start using mSpy without losing your subscription days.

Please let us know if any of these options is suitable for you and we will assist you promptly.

Kind Regards,

Dean Blake
Customer Care & Billing Manager

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woody.org
Apr 2, 14:57 EEST

Kate,

After 4 months you suddenly wish to try and remote into my computer to fix a problem with software installed on my son's phone? I work as a network engineer and have been in IT for 30 years and I know there is no reason for you to need access to my computer. The problem is with your software that runs on the phone. Technically it seems the problem is with you trying to read backups from the phone. You do not have a solution as you keep suggesting for me to repeat previous steps which have never worked. I spoke to other people about your company and now understand this is a tactic of yours. I request a refund as I have done for the past 4 months because your software does not work. I was told numerous times that my expiration clock would stop also but just like the software that never changed. You do not have a new solution to this problem so I request a refund.

Kate Santos (mSpy ticket system)
Apr 2, 13:43 EEST

Dear Customer,

Please accept our apologies for the delay with the refund consideration and cancellation; however, we would like to make sure that we did our best for you to try our service in full and enjoy its functionality.

As we know 100% that our product works and can be easily installed, we are asking you to accept our technical assistance: Our specialist will connect to your computer through the remote control application Team Viewer and will help you to set up monitoring. You will enter iCloud credentials from your side and we won't be able to see your password, however all the other steps we will perform from our side.
This will help us to set up monitoring for you or to find the problem if it exists on our end.

We have enabled mAssistance service for your account for free so all you need to do right now is to contact our technicians via live chat or by phone and schedule the session with our specialists for remote installation.

Please follow the link to schedule an appointment with our mAssistance team: https://calendly.com/massistance. It's already adjusted to your Time Zone.

Looking forward to hearing from you.

Kind Regards,

Kate Santos
Billing Manager
billing@mspy.com

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woody.org
Mar 25, 16:00 EET

Felix,

To date.
1) I have linked the device to your system multiple times.
2) I have setup and verified icloud backups were working multiple times.
3) I verified two factor authentication is disabled multiple times.
4) Per step 2 I verified backups were indeed taking place each night multiple times.
5) Mspy was never able to upload the information despite repeated attempts at deleting the account, the connection to the phone and creating a new apple ID.

I have chat logs showing I have attempted each of these with your techs multiple times. Your product is not working and I asked for a refund. The application has not worked

since Christmas of last year. I was told on numerous occasions that you were aware of the issues on the new IOS but you couldn't fix it. I am repeatedly given instructions on how to try the same thing over and over again instead of refunding my money. I again request a refund for 9 months. You said the product would work it doesn't, I have chat logs stating they would extend my end date because of the problems but you haven't done that either. I ask again for a refund for 9 months..

Felix Lens (mSpy ticket system)

Mar 24, 18:10 EET

Dear Customer,

Thank you for contacting us!

Please be advised that mSpy mobile for non-jailbroken iPhones works in the following way:

1. You should link the device to our system following the instructions in your account.
2. iCloud back-ups should be enabled on the phone.
3. 2-factor authentication should be disabled.
4. The back-up should actually happen.
5. mSpy will upload this information to your account after that.

Here is how to enable iCloud back-ups on the target iPhone: Go to Settings > [your name] > iCloud > click iCloud Backup > Click Back Up Now. On earlier versions Go to Settings > iCloud > Backup (should be ON) > click Backup now. Also specify the data that should be backed up (contacts, text messages etc.).

Kindly note that backups occur daily when the device is locked and connected to Wi-Fi and a power source. And only after that mSpy can capture this information and can send it to your account.

So, if you linked the device to your account but you don't get any updates, we can assume that either "iCloud Backup" option is not enabled on the phone, or the phone did not synchronize with iCloud server recently.

You may use "Update Now" button on the very top of your account. This will help to synchronize with the iCloud account to speed up the process of uploading logs.

Please note! This will help only if there are new backups on the iCloud for your target device!

Please let us know if the issue is resolved after that.

Kind Regards,
Felix Lens
Billing manager
billing@mspy.com

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woody.org
Mar 16, 17:44 EET

Mellisa/Kate,

Please be advised that I have tried 'your solutions' multiple times as I have kept the chat logs and nothing worked. I have verified two factor authentication is off, re created the accounts and nothing worked. Let me repeat that I have tried multiple times the fixes by your engineers and nothing worked. It seems like your solution is to give me the run around so you do not have to issue an actual refund. The reason the phone is no longer connected to your server is because it doesn't work so why would I allow it to free access to my son's phone. I will file a complaint with the FTC, report you on ripoff report, email spam@use.gov, post my experiences on: planet feedback, yelp, pissed consumer, resolve and will contact the attorney general. I will be sure to explain my experiences with everyone about mspy. I have requested a refund multiple times and months have gone by with no solution. This is a deplorable business practice and people should know about it.

Melissa Thompson (mSpy ticket system)
Mar 16, 17:08 EET

Dear Customer,

We have received your refund request!

The target phone is no longer connected to mSpy server, as we can see.

As the target device is no longer connected to your account, our technicians cannot reproduce the problems you faced from our side. Therefore, we kindly ask you to install mSpy application following the steps from the installation Wizard on your account.

Should you have any problems with installation contact our Customer Care department and one of our agents will walk you through the procedure. You are welcome to contact our customer support team if any assistance is needed in a Live chat from HELP section of your account or directly from here https://www.mspy.com/

We still offer you to keep your subscription so you could use it later, whenever you are ready.

We kindly ask you to re-consider the alternative options from our previous emails. We do hope for your understanding and cooperation at this point.

Looking forward to hearing from you!

Kind Regards,

Melissa Thompson
Billing Manager
billing@mspy.com

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woody.org
Mar 6, 20:23 EET

Jessica,

2 factor authentication is not enabled nor has it been on the original account. I verified that the many times I redid the backup. Please refund as I requested.

Sincerely,

Michael Holden

Jessica Lee (mSpy ticket system)
Mar 6, 15:19 EET

Dear Customer,

Thank you for your feedback.

We kindly ask you to re-consider the alternative solution. Creating a new iCloud account would be a solution here, a lot of our Customers manage to resolve the issue in this way. You will be able to deactivate the 2-Factor Authentication within 2 weeks from the new account creation. The Apple ID will be the same for the device, the only difference is that the backups will be saved to another iCloud account and you will be able to check the information. Please follow this guide to find detailed instructions: https://help.mspy.support/hc/en-us/articles/360000546058

Kindly note that currently, mSpy is the only software provider that has operational software to monitor iOS devices. We always do our best to get along with the latest iCloud updates and our development team is working on the new solution for iOS devices

with enabled 2-factor authentication. We do hope you will consider giving it another try. You will be notified when the monitoring with the two-factor authentication enabled is possible. Will this option work for you?

We are sorry to hear that at the moment you cannot use the product the way you want it to be used and we would like to offer the following solutions to you:

1. We will gladly extend your subscription for 6 months for FREE in case it is possible for you to replace the target device.

2. We can suggest freezing your account until the situation changes. You'll be able to unfreeze it at any time convenient for you and will not lose any day of your subscription. When you decide to continue using mSpy, you will just need to contact us by live chat or by phone and we will unfreeze your account.

We hope you will find one of the solutions suitable.

Looking forward to hearing from you.

Best Regards,
Jessica Lee
Billing Manager
refund@mspy.com

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woody.org
Feb 26, 19:46 EET

Melissa,

You are asking me to try for the 10th or 11th time the exact things you have asked me to do in the past that didn't work. I have the chat history from multiple chats with your tech support asking me to attempt these same steps with no success. I have filed a better business bureau complaint regarding your company and the tactics used. This has been going on for months with no resolution.

Melissa Thompson (mSpy ticket system)
Feb 26, 16:36 EET

Dear Customer,

We have received your refund request!

The target phone is no longer connected to mSpy server, as we can see.

As the target device is no longer connected to your account, our technicians cannot reproduce the problems you faced from our side. Therefore, we kindly ask you to install mSpy application following the steps from the installation Wizard on your account.

Kindly note that currently, mSpy is the only software provider that has operational software to monitor iOS devices. We always do our best to get along with the latest iCloud updates.

Please also be advised that our development team is working on the new solution for iOS devices with enabled 2-factor authentication. We do hope you will consider giving it another try. You will be notified when the monitoring with the two-factor authentication enabled is possible. Will this option work for you?

We would like to point out that you can still use the service by following our instructions from the previous email. You are welcome to follow this guide to find detailed instructions: https://help.mspy.support/hc/en-us/articles/360000546058

At the same time, we are sorry to hear that at the moment you cannot use the product the way you want it to be used and we would like to offer the following solutions to you:

1. We will gladly extend your subscription for 12 months for FREE in case it is possible for you to replace the target device.

2. We can suggest freezing your account until the situation changes. You'll be able to unfreeze it at any time convenient for you and will not lose any day of your subscription. When you decide to continue using mSpy, you will just need to contact us by live chat or by phone and we will unfreeze your account.

We hope you will find one of the solutions suitable.

Looking forward to hearing from you.

Kind Regards,

Melissa Thompson
Billing Manager
billing@mspy.com

woody.org
Feb 26, 02:49 EET

It has been 4 days since I received the last message. What is the
status of my refund?

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woody.org
Feb 20, 16:38 EET

Kate Santos,

2 factor authentication is not on nor activated as that was suggested before. Please start
the refund process as it obviously doesn't work.

Kate Santos (mSpy ticket system)
Feb 20, 16:26 EET

Dear Customer,

Thank you for your email.

Your issue can be resolved by turning off 2-factor authentication. To turn off two-factor
authentication, sign in to your Apple ID account page (https://appleid.apple.com/) and click
Edit in the Security section. Then click Turn Off Two-Factor Authentication. After you
create new security questions and verify your date of birth, two-factor authentication will
be turned off.

In case the option to disable it is not available, you may send an official request to Apple
and they will disable it for a specific iCloud account.

As another temporary solution, you can create a new iCloud account (do not enable the
2-Factor authentication for it) and link the target device to that new account. Once this is
done, you will be able to connect the device to your mSpy account without any issues.
Please let us know, if you would like to proceed with this option – we will provide
detailed instructions to you. You can also follow this guide to find detailed instructions:
https://help.mspy.support/hc/en-us/articles/360000546058

We hope you will find one of the solutions suitable.

Looking forward to hearing from you.

Kind Regards,

Kate Santos
Billing Manager
billing@mspy.com

Chat Transcript
Feb 14, 15:34 EET

Chat Transcript with woody.org@gmail.com

Chat started on 14 Feb 2020, 01:23 PM (GMT+0)

(01:23:25) *** woody.org@gmail.com joined the chat ***

(01:23:25) woody.org@gmail.com: My Phone ID is c79071f0-5114-46a7-bafb-0e91eb151ead I want to cancel mSpy because {brand} without Jailbreak issues. The application is not working as described. I have waited over a month now for access to my son's phone and it still does not work.

(01:23:28) Customer Care: It would be a painful loss for us if you stop using the mSpy service. We wish to assist you as much as possible to keep you as our Customer. Can you please describe the issues that you have experienced as fully as possible?

(01:23:45) woody.org@gmail.com: I was just disconnected after unlinking my device.

(01:25:27) *** Payton Bryant joined the chat ***

(01:25:44) Payton Bryant: then make a backup, wait 24 hours and link it again

(01:27:48) woody.org@gmail.com: That is your solution again. I ask for a refund and each time you give me the exact same procedures to try again that does not work.

(01:28:11) Payton Bryant: I am providing you with troubleshooting steps

(01:29:09) woody.org@gmail.com: I will follow them again. I will also file a complaint with the better business bureau so that other people will see what happens when trying to get a refund.

(01:29:57) Payton Bryant: May I have your customer ID, please?

(01:30:25) woody.org@gmail.com: 7109517

(01:30:53) Payton Bryant: The automatic renewal option has been disabled for your account so you will not be charged further on

(01:31:06) woody.org@gmail.com: You did that last time.

(01:31:19) woody.org@gmail.com: I paid for a year of the service that is not working.

(01:31:21) Payton Bryant: Your issue will be escalated to our Billing Department. Our Billing Agents will contact you by email within the next several business days regarding your cancellation request. We appreciate your patience!

(01:31:38) woody.org@gmail.com: OK

(01:31:51) Payton Bryant: In case you need any further assistance do not hesitate to contact us anytime you need!

(01:33:14) woody.org@gmail.com: I will wait one week to hear from billing. If I do not then I will file my complaint.

(01:33:35) Payton Bryant: Have a lovely day! Bye :)

(01:34:23) *** woody.org@gmail.com left the chat ***

NAME woody.org@gmail.com

EMAIL woody.org@gmail.com

PHONE —

LOCATION Pittsburgh, Pennsylvania, United States

URL https://my.mspyonline.com/billing

DEPARTMENT Managing your account

SERVED BY Payton Bryant

RATING —

COMMENT —

Are you using Zendesk Chat yet? Sign up free today (https://www.zopim.com)

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[XZ4W3Z-E0XO]

mSpy Billing Department (Refund request) <refund@mspy.com>   Tue, Apr 21, 2020 at 9:32 AM
Reply-To: Refund request <refund@mspy.com>
To: "woody.org" <woody.org@gmail.com>

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

Your request with Ticket ID 1514353 has been updated. To add additional comments, reply to this email.

mSpy Billing Department (mSpy ticket system)

Apr 21, 16:32 EEST

Dear Customer,

We have received your comment on BBB complaint.

The target phone is no longer connected to mSpy server, as we can see.

As the target device is no longer connected to your account, our technicians cannot reproduce the problems you faced from our side. Therefore, we kindly ask you to install mSpy application following the steps from the installation Wizard on your account.

Should you have any problems with installation contact our Customer Care department and one of our agents will walk you through the procedure. You are welcome to contact our customer support team if any assistance is needed in a Live chat from HELP section of your account or directly from here https://www.mspy.com/

Looking forward to hearing from you!

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