



Ehtisham Ashraf <ehtishamashraf667@gmail.com>

Message from Customer Care [Reference Number: 220713-001294]

Payoneer Customer Care <CustomerCare@payoneer.com>
Reply-To: Payoneer Customer Care <CustomerCare@payoneer.com>
To: ehtishamashraf667@gmail.com

Tue, Jul 19, 2022 at 5:19 PM



Dear Ehtisham Ashraf,

Response 07/19/2022 08:19 AM

Thank you for contacting Payoneer. My name is China, one of the Customer Care Representatives. I'll be glad to assist you.

I understand that you want to receive your funds. However, at Payoneer, we regularly review customer activity in order to keep our payment platform safe for everyone. In a recent review of your account, we noticed that some of your activity has gone against our Terms and Conditions.

Your funds were frozen indefinitely. This was not a decision against you as a person, but a business decision that was made due to the company's policies and regulations of the United States. This is a decision that we did not make lightly, and we have taken every measure of review before deciding to close the account indefinitely.

We thank you for being patient with us and we highly appreciate your cooperation with us in times like this. Hoping that you and your family are doing well. Be safe!

Thank you,

Reference Number: **220713-001294**

Christ China

Your Customer ID: **25415561**

Customer Care

Customer 07/13/2022 07:42 AM

Hi customer care team,
Please confirm that I will receive my funds very soon. I am tired of waiting, I have been waiting for one month now.

Response 07/13/2022 02:15 AM

Thank you for contacting Payoneer Customer Care. My name is Joy and I'm contacting you in regards to the discussion that we have earlier.

In regards to your account , Upon checking , your account is under internal review. Once review was completed you will receive an update how to access your funds.

Please let us know if you have any additional questions to your account. As our valued customer we want to make sure all your questions are always answered.

Thank you for doing business with Payoneer. Have a great day!

