

From: googlepay-support@google.com
Subject: Your Google Support Inquiry: Case ID [1-2821000031660]
Date: 16 July 2021 at 09:44
To: [REDACTED]



Hi Michael,

Thank you for contacting Google Support.

I can see that you wanted to have our chat transcript of our chat conversation. I'd be glad to provide this to you.

Thanks for contacting Google Support! Hi, my name is Anna. In case you need to refer to this chat in the future, here is our Case ID: 1-2821000031660.

3:57:54 PM

Hi Michael! How are you today?

3:58:00 PM

M

Okay thanks, how are you?

Michael de Groot · 3:58:11 PM

[Screenshot 2021-07-16 at 08.49.02.png](#)

Michael de Groot · 3:58:30 PM

Awesome! I'm doing good, thank you for asking.

3:58:48 PM

I appreciate the photo, I can see that you have concern about the payments profile linked to your account. I'd be glad to assist you on this.

3:59:23 PM

M

I am keeping my fingers crossed Anna, this has been going on since April this year and nobody at Google has been able to solve it for me. I wish you luck!

Michael de Groot · 4:00:10 PM

I totally understand, I will do my best and maximize my resources here to help you out on this.

4:00:53 PM

By the way, may I also please confirm if your email is maedegroot@gmail.com?

4:01:00 PM

M

that's wonderful, yes that is my email address.

Michael de Groot · 4:01:24 PM

Awesome! I appreciate you confirming the details.

4:02:10 PM

M

Actually it has been going on since March, this was the original case ID: Case ID [4-0668000030621]

Michael de Groot · 4:02:45 PM

May I place this conversation on hold for 3-5 minutes, while I check this further?

4:04:14 PM

M

Yes sure Anna, I will wait.

Michael de Groot · 4:04:44 PM

Have you tried closing the payments profile?

4:05:46 PM

M

Yes, you may notice my one is probably a recent profile, as I transferred a domain there, the google domain team I think must have done it, prior to this. [i.e.](#) in March/April I had closed my payment profile and the other two still just remained there and it rendered everything in operable totally.

Michael de Groot · 4:07:12 PM

I appreciate the information.

4:07:57 PM

M

https://www.youtube.com/watch?v=Pp_WLEJ988Y

Michael de Groot · 4:08:40 PM

And you wanted to remove them to your payment profile, right?

4:08:41 PM

M

a screen recording from 5 april

Michael de Groot · 4:08:49 PM

In this screen recording you will see that the only profiles that are there are these two, [i.e.](#) I had already

removed my profile at that time, sorry just confirming what I just said.

Michael de Groot · 4:09:50 PM

I appreciate the information. Let me just consult this to our account specialist team.

4:10:49 PM

M

I want to have these two profiles completely removed from my Google pay profile, if that is what you meant?

Just you said 'to your payments profile' and I want them removed 'from' my payments profile.

Michael de Groot · 4:11:08 PM

May I place this conversation on hold for 3-5 minutes, while I check this with our account specialist team?

4:12:17 PM

M



Michael de Groot · 4:12:29 PM

What is the last four digit of your payments profile ID on where the 2 account linked?

4:17:13 PM

M

See screenshot attached above [8.58am](#)

Michael de Groot · 4:17:45 PM

Alright! I appreciate that.

4:19:22 PM

I'm still checking this with our account specialist team.

4:19:35 PM

M

yeah, they weren't able to do anything last time, they sent me to the wallet team, then the merchant team, all over the place and nobody wanted or could resolve it.

Michael de Groot · 4:20:50 PM

place

Michael de Groot · 4:21:13 PM

I appreciate the information.

4:22:23 PM

Just to inform you that, we cannot close the payments profile on your behalf, this is for the security and privacy of the account.

4:22:57 PM

Would it be possible to send a screenshot of the error while you are closing the payments profile? Instead of screen recording we highly suggest to send us a screenshot of the error.

4:23:40 PM

M

I am not able to remove these two profiles from my account, so then we're in a catch 22 situation

Michael de Groot · 4:24:02 PM

I don't want to close my profile, as I have a domain attached to it, which I am not able to give up, as I will lose it. I closed my profile before and if you watch the YouTube video, the two profile stay there, are not removed, this is what you guys insisted on last time and it didn't work, I am not repeating the same mistake this time

Michael de Groot · 4:25:15 PM

I totally understand that, You are going to close the payments profile of those two that are linked on your account.

4:26:01 PM

You are not going to close your payments profile.

4:26:14 PM

M

Email I received 24 March from Google Pay Support:Hi Michael,Thank you for sharing the screen shots with [us](#).I understand that you would like to remove the payment profiles associated to Google pay account. I'll try my best to assist [you](#).Upon checking further, I could notice that the profile id: 1477-2397-8279 is a merchant profile and the other profile id that you were referring to ending with 3666 is [suspended](#).Close your payments profile:On your device, go to [pay.google.com.Select Settings.Under](#) "Payments profile status," select Close payments [profile.In](#) the pop-up window, select [Continue.Select](#) Permanently close your payments [profile.Select Confirm.We](#) cannot remove any profiles manually and hence request you to do the self closure of the profile by following the above steps.

Michael de Groot · 4:28:07 PM

Would you mind providing us a screenshot of the error while closing your payments profile? So that our account specialist team will further review your concern.

4:28:57 PM

M

Please hold on for 3-5 minutes whilst I look for that screenshot

Michael de Groot · 4:30:30 PM

Awesome! Take your time.

4:30:42 PM

M

[1*AC4SsWNIXuBXjImkKFzcOQ@2x.jpeg](#)

Michael de Groot · 4:32:13 PM

[1*7IZDwrorth74qV006SF3Ng@2x.jpeg](#)

Michael de Groot · 4:32:23 PM

I appreciate the photo. Let me forward this to our account specialist team and will further review your account. It takes within 24-48 hours for them to reply. Don't worry, once I receive the response, I'll immediately let you know via email.

4:33:34 PM

M

This email may be of interest to them too.

Michael de Groot · 4:35:05 PM

[Screenshot 2021-07-16 at 09.34.36.png](#)

Michael de Groot · 4:35:05 PM

Anna, I guessed this might happen, like before nothing actually can be done, this is quite a major issue inside Google and nobody wants to touch it. wow!

Michael de Groot · 4:35:56 PM

I appreciate the additional photo. Don't worry, I already inform our account specialist team, they will further review this concern.

4:36:17 PM

I understand that and I do apologize for the inconvenience that had caused you.

4:36:37 PM

M

I do worry, it is now 16 July, so that is 4 months without a resolution, I hope Google is proud of their support service?

Michael de Groot · 4:37:03 PM

Don't worry, this will be taken care of, I'll definitely let you know via email as soon as I received an email update from them.

4:37:12 PM

M

At every stage someone said they were able to solve it for me and they never did, they just went quiet on me, so it's not personal Anna, but I have no confidence in your specialist team, they just come up with the same answer and I go around in circles. Please make sure this chat is on my account, so I don't have to repeat this every single time someone else comes to me with questions.

Michael de Groot · 4:38:48 PM

Please can you also send me a copy of this chat?

Michael de Groot · 4:39:20 PM

I appreciate the insight, you can just refer to this case ID 1-2821000031660 for our chat conversation. But I'll inform you via email with the same case ID.

4:40:04 PM

M

I would like a transcript of this chat please, how can I get this?

Michael de Groot · 4:41:45 PM

Let me send it to you.

4:42:09 PM

M

Thank you, are you doing that right now? I will wait to receive it before closing this chat.

Michael de Groot · 4:42:34 PM

Yes, please bear with me.

Should you have any questions, don't hesitate to let us know.

Thanks!

Anna

The Google Support Team



Google Help Center

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