Ok. I can help you with that.

Click Contact Options at the top of this chat window to see your options.

10:15 AM

Adobe Customer Care Virtual Assistant

Did that help?

What country code is your phone number?

Adobe Customer Care Virtual Assistant

Ok. I can help you with that.

Click Contact Options at the top of this chat window to see your options.

Adobe Customer Care Virtual Assistant

Did that help?

Conversation ended

Today  2:50 PM

Adobe Customer Care Virtual Assistant

Hi. I am the Adobe Customer Care Virtual Assistant. Tell me what you need help with. I'll do my best to understand and find the right person to assist you.

E: Hello! In March, we updated our plan (order AE00008818244CGB) to be an annual plan but in June, we were charged of 59.43 EUR and we don't know what for.

Adobe Customer Care Virtual Assistant

I want to make sure I understand clearly. Which of these categories best describes your issue?

E: Something else

Adobe Customer Care Virtual Assistant

I'm still learning. Could you describe the issue differently or tell me your goal?

E; Incorrect invoice

Adobe Customer Care Virtual Assistant

To confirm, you need help understanding charges or invoice details. Is that right?

E: Yes

Adobe Customer Care Virtual Assistant

Ok. Connecting you to an agent who can help.

Connecting you with a specialist as soon as possible.

Your estimated wait time is currently less than one minute

Hello. Shivani is your support representative today, and is reviewing the chat conversation so far. If you need to share sensitive information, such as credit card number, please wait for them to give you steps to share it securely.

Shivani

Hello, I'll be happy to assist you as checked you only have one license of creative cloud under [brusselsadmin@fipra.com](mailto:brusselsadmin@fipra.com) for which you are paying GBP  
708.00

Is their any other email address of yours I can check with?

E: No, just this one

Shivani

Okay In that case Is there any other order Id you have?

E: Sure, does this help? AE00008818244CGB

The previous one was ADB157152037UK

Shivani

Let e check with the new one.

I am sorry I lost my network.

Yes you had plan under ADB157152037UK but that is cancelled and we have also refunded you the amount.

3:12 PM

E: Yes, and now we have the new one AE00008818244CGB, right?

And we paid for it £708.00, however, now, we were charged additional money (June 15, 59.43 EUR) and we do not know what for

3:14 PM

Shivani

Please help me with first 6 and last 4 digits of the card number under which you got charged?

528166 and 5709

Shivani

lease help me with the date of charge?

E: June 15, 2021

Shivani

Thank you so much, let me locate the charges.

May I know the exact amount and the currency. May I know for which application you have been charged?

E: The amount i 59.43 EUR. We were charged for ADOBE IC CREATIVE CLD

Shivani

It might be the charge for Individual, you can check with them. Let me connect you.

Connecting you with a specialist as soon as possible.

Hello. Himanshu is your support representative today, and is reviewing the chat conversation so far. If you need to share sensitive information, such as credit card number, please wait for them to give you steps to share it securely.

Himanshu

Hello, I'll be happy to assist you with your Payment related issue. As i can see you have active subscription of Creative Cloud All Apps, Are you referring to this ?

E: I believed we have an annual subscription Adobe for Teams, I was not aware we have an active subscription for Creative Cloud All Apps.

Himanshu

Thank you for the confirmation, May I asked you share the First and last name of account holder ,And Card type ?

E: Dayanthi Adeyemo, MasterCard

Himanshu

Thank you for providing me the information , please allow me a moment so i can locate the charges for you.

May I Know if you have any other probable email address that you use ?

3:54 PM

E: No, we only use

[brusselsadmin@fipra.com](mailto:brusselsadmin@fipra.com)

Himanshu

Thank you for providing me the information, Kindly stay connected let me check it for you.

I have checked in my system but unable to find the charges , Can you please confirm the card details again through this amount got charged ?

E: Sure. So the first 6 digits are 528166 and last 4 are 5709

Himanshu

Thank you for providing me the information, I have already checked with this card details, May i know if you have charge debit entry of 59.43 EUR on 15 June 2021 on your bank statement .Would you be able to send us the screen shot of that ?

E: Sure

May I know how I can attach the screenshot?

Himanshu

Thank you for the confirmation, I have sent you an email on your registered email address kindly send the screen of your bank statement that should reflect the dedicated charge.

E: Thank you, I just sent it

Himanshu

Thank you for your effort, Please allow me a moment and let me refresh my email.

Please stay connected as sometime it take time to get the email.

Thank you for your effort , Now i got your email please allow me 2 to 3 minute so i can check with the screen shot and locate the charge for you.

Hello. Meghna is your support representative today, and is reviewing the chat conversation so far. If you need to share sensitive information, such as credit card number, please wait for them to give you steps to share it securely.

Meghna

Hello, I'll be happy to assist you with the payment related issue. As i can see that there is no active subscription of individual plan under your account and you have an active teams plan, please may I know are you having payment issue with the teams plan ?

5:04 PM

E: Hello, we were charged 59.43 EUR on June 15, however our annual plan has been already paid so I would like to know for what we were charged

Meghna

Brussels, please could you help me with the information related to the charge, please may I know for which plan you was charged, it was for teams plan or for individual plan ?

E: I am not sure, on the bank statement, it just says for ADOBE IC CREATIVE CLD

Meghna

Brussels, okay no issue, could you please verify me the cardholder first name and the last name so that i can locate the charge ?

E: Dayanthi Adeyemo

Meghna

Thank you for sharing the details. As I have checked the above chat with the previous agent, you have provided the first 6 and last 4 digits of the card to check the details but as I have checked there are no charges under that card. Please could you once again verify me these details so that I can check for the charge?  
1. First 6 digits of card from which you have been charged   
2. Last four digits of card   
3. Date of Charge of recent transaction   
4. Card type (VISA/MASTER/If other than this, which one)   
5. First and last name of account holder   
6. Exact amount of Charge

5:14 PM

E: 528166, 5709, June 15, MasterCard, Dayanthi Adeyemo, 59.43 EUR

Meghna

Thank you for sharing the details, please allow me a moment so that I can locate the charge for you.

Just a moment... it's taking longer than I expected. I appreciate your patience.

Brussels, I have located the charge and you have been charged for the teams plan which you have under your account.

E: Can you please tell me what plans we have? I was under the impression that we only have an annual plan (ordered and paid in March 2021)

Meghna

Brussels, under your account you have an active plan of teams plan which have creative cloud all apps.

E: Is that an annual plan?

Meghna

Yes, the creative cloud all apps teams plan is an annual plan.

E: But we paid for it in March 2021, what are charged for now?

Meghna

Yes, you have purchased the plan on 17 Mar 2021 and the next billing date for the plan is 17 Mar 2022 so you should be charged on the next billing date.

E: Ok, can I kindly ask you to refund the amount from June 15 then?

Meghna

As we are dealing with individual plan and we have expert dedicated team which handles teams plan so, I'll need to transfer this chat to the dedicated team who will be able to assist you. Let me connect you with the respective team now so that they can help you further.

5:58 PM

Connecting you with a specialist as soon as possible.

Hello. Shrirang is your support representative today, and is reviewing the chat conversation so far. If you need to share sensitive information, such as credit card number, please wait for them to give you steps to share it securely.

Shrirang

Hello, I'll be happy to assist you with charges.  
  
Your chat has been transferred to me please allow me 3 to 4 min to check all the details and then will guide you further.

I was able to locate the charge and it is for InCopy Individual license on a different account.

I will not be able to share the email address with you however if you can guess I can confirm if it is a correct email address or not.

E: OK, maybe [nick.chilton@fipra.com](mailto:nick.chilton@fipra.com)?

The other option might be [mariasole.zumbo@fipra.com](mailto:mariasole.zumbo@fipra.com)

Shrirang

The above email address are not associated with the charges

6:16 PM

E: I can also give you [dayanthi.adeyemo@fipra.com](mailto:dayanthi.adeyemo@fipra.com)

As it was her credit card that it was paid with.

I apologise, but I sent you the screenshot of the bank statement and I simply need to know what we were charged for when we already paid our annual plan in March. I don't understand why you are testing me with email addresses.

Let me transfer you to an agent who can assist you better.

Hello, I'll be happy to assist you. Your chat has been transferred to me. Please allow me 2-3 minutes to look into the details.

I would like to inform you that, we have located the charge which are you referring, it is linked to an email which has the same domain @[fipra.com](http://fipra.com), could you please confirm all the email IDs with that domain, so that I will confirm?

E: We only use [brusselsadmin@fipra.com](mailto:brusselsadmin@fipra.com)

Alright, could you please confirm the card holder's name?

E: Dayanthi Adeyemo