



Soh Siew Ching Raizen Store &lt;ebaysoh48@gmail.com&gt;

## An update on your PayPal Case PP-D-110023987

service@intl.paypal.com <service@intl.paypal.com>  
To: SOH SIEW CHING <ebaysoh48@gmail.com>

Fri, May 7, 2021 at 11:30 PM



Dear SOH SIEW CHING,

As we previously communicated, your buyer filed a case regarding the following transaction with you. The buyer stated that they didn't authorise this purchase.

Here are the details of this case:

- Case ID: PP-D-110023987
- Buyer's name: Tzenko Hristov
- Buyer's transaction ID: 2K4986315X2250915
- Your transaction ID: 0XF45001R5797860Y
- Transaction date: March 3, 2021
- Transaction amount: \$394.12 USD
- Disputed amount: \$394.12 USD

\$394.12 USD has been debited from your PayPal account for the following reason(s):

- The item has been returned to you.

We have charged you a Dispute Fee of \$8.48 USD, since your account has been categorized into Standard Dispute Fee tier when this dispute was filed.

For more details about the Dispute Fee, please see our [User Agreement](#).

We understand that you may not have been expecting this debit. If this chargeback has made your PayPal account balance negative, please log in to your PayPal account and resolve the negative balance.

### Alternative Dispute Resolution

PayPal is a member of the Financial Ombudsman Scheme approved by Bank Negara Malaysia. The operator approved to operate the scheme is the Ombudsman for Financial Services (OFS), an independent alternative dispute resolution channel covering eligible Malaysia customers. OFS services are provided free of charge to eligible complainants who may be dissatisfied with PayPal's resolution. For more information on the time frame to file the dispute and the types of Award that may be granted by the Ombudsman, please visit [www.ofs.org.my](http://www.ofs.org.my).

Address : Ombudsman for Financial Services (664393P)  
Level 14 Main Block

Menara Takaful Malaysia

No. 4 Jalan Sultan Sulaiman  
50000 Kuala Lumpur

Phone : +6 03 2272 2811

Fax : +6 03 2272 1577

We're sorry for any inconvenience this may have caused. Thanks for your understanding and support.

5/12/2021

Gmail - An update on your PayPal Case PP-D-110023987

For more information on selling safely, please click **Security** near the bottom of any PayPal page.

Sincerely,

PayPal

Please don't reply to this email. To get in touch with us, click [Help & Contact](#).

Not sure why you received this email? [Learn more](#)

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