

Forum:[Hack Forums](#)

Thread: [PayPal claim I broke their TOS but didn't, Any advice?](#)

Pim Fortuyn - October 30, 2017, 5:19 pm

Hey,

So PayPal Permanently limited/closed my account without pardon or ability to even request a review, They are saying I broke their TOS and now can't use paypal anymore and are locking my money for 180 days (6months, which is retarded because over 90% of my money on my paypal has been on there for well over 6 months already)

My Paypal was used for my irl freelance job and to make payments for my mobile plan & servers for school.

When I write them Online I get the same (automated I think or a low IQ person working there) reply back saying pretty much because it is in our TOS that we can close your account without any reason we can do so, Like what are those for inhuman/fraud practices? making interest for 6mo now with my money?

What I wrote them but I doubt a real person has read it:

Spoiler [\(Click to View\)](#)

Quote:Hello,

I've noticed that you Permanently closed my PayPal account with no chance to appeal even or get my account reviewed incase it was an (automated) mistake.

When I login I can see this message in the "my alerts" tab:

"You can't use PayPal anymore

At PayPal, we value a safe community for our customers to do business. We noticed activity in your account that's inconsistent with our User Agreement and we no longer offer you PayPal services."
- <https://www.paypal.com/webapps/mpp/ua/useragreement-full>

When I signed-up for PayPal I've actually read through the User Agreement and the Acceptable terms of service and accepted them.

I use PayPal exclusively for personal usage: Receiving money from my freelance programming jobs, Payments for Hosting, Clothing, And my Phone Bill.

Everything that I do is within the terms of service and under your user agreement.

You guys can even see all my transactions and review them personally to see that it is consistent with your terms of service.

I would actually really appreciate it actually if a person could review my account.

So I think it is very strange that all of sudden that overtime I've saved up quite a bit of money on my PayPal account, and then suddenly you guys lock my money for 180 days (6 months).

You guys claim that you are holding the money for 6 months to prevent against financial losses (eg:

incase a chargeback/dispute).

But even that isn't occurring on my PayPal account. There has Never been a single claim or dispute opened on my account.

Also a big part or almost all of the money on my PayPal account has been on there for a while, Well over 180 days.

Would it be possible to at least release a part of my funds so I can pay my bills that need to be paid?

On-Site Customer Support hasn't been very helpful unfortunately,
Looking forward to hearing back from you as soon as possible.

I tried to call today and got ignored (called last 20min before they closed phone support), I will try call again asap and update.

Paypal account was 2 years old, fully verified, Credit Card Linked (not my bank tho). never any chargebacks or disputes opened.

Would really appreciate any help or tips on what to do?

Pim Fortuyn - October 30, 2017, 5:57 pm

(Oct 30, 2017 05:23 PM)LogitechCamMan Wrote: [\[CITE\]](#) This happened to me a while back and let me tell you it's a fucking night mare.. I had a gift card linked to my verified paypal account with all my information on there and it had like 500\$ on it. They locked it because of "suspicious activity". It took me call.. after fucking call. I literally would call every day and ask straight away to ask to a supervisor as the regular paypal support is half if not fully retarded. Keep on top of them, don't let them "forget" about you. Don't spam them or anything, then they really won't help you. Make sure to email them, post on their community website, and call them. Best of luck, don't get nasty with the supervisor it won't help you.

Hmm will try, doubt they will give me their supervisor though if I ask on the phone.
Calling them tomorrow right away and will update with any news.

oRequiem - October 30, 2017, 6:04 pm

Well I would just keep calling them until they fix everything because if you didn't break their TOS, that's just bs.

I've never experienced any problems with my verified paypal account and hopefully never will. I follow all the rules stated in the paypal TOS. Just try to explain to them what you do and how it doesn't break the paypal TOS. Just gotta keep trying, hopefully you get it all sorted out very soon.

Autophobia - October 30, 2017, 6:09 pm

I had this happen to me and I WAS violating tos I called and told them it's illegal to hold my funds because I provided a service to get them even if it voids the tos they don't gain the right to keep your money so I had to digitally sign a document stating I won't use PayPal again but I did get my 3000 dollars sent to my bank.

(Oct 30, 2017 05:57 PM)Lil Uzi Vert. Wrote: [\[CITE\]](#) Hmm will try, doubt they will give me their supervisor though if I ask on the phone.

Calling them tomorrow right away and will update with any news.

If you ask for a supervisor you will get one

Pheed - October 31, 2017, 8:52 am

(Oct 30, 2017 05:19 PM)Lil Uzi Vert. Wrote: [\[CITE\]](#) Hey,

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I tried to call today and got ignored (called last 20min before they closed phone support), I will try call again asap and update.

Paypal account was 2 years old, fully verified, Credit Card Linked (not my bank tho). never any chargebacks or disputes opened.

Would really appreciate any help or tips on what to do?I'm currently 14 at the moment, and hey - I created a few Paypal accounts in my own name, after a few transactions here and there and receiving payments, they put my account in the limited status. I contacted them, they told me to prove I was under 18, I attached my passport ID. They then asked me if I wanted to put in a withdrawal request which would allow me to withdraw my money sooner than 180 days, you receive a response within 24 hours via email. I managed to make that 180 days into a day!

Good luck.

Cagey - October 31, 2017, 9:21 am

Paypal is full of inbreds that can't fix shit you're SOL OP sorry to tell you.

Pim Fortuyn - December 14, 2017, 5:37 pm

Still looking for help,

Can I sue PayPal for financial losses/damages?

They're holding €XX.XXX if that matters.

BrotherTooTurnt - December 15, 2017, 1:16 am

Email aupviolations@paypal.com and plea to them that you din do muffin wrong. That is how I got my account back and it's the only way.

Bombaclut - December 15, 2017, 1:19 am

(Oct 31, 2017 08:52 AM)Pheed Wrote: [\[CITE\]](#) I'm currently 14 at the moment, and hey - I created a few Paypal accounts in my own name, after a few transactions here and there and receiving payments, they put my account in the limited status. I contacted them, they told me to prove I was under 18, I attached my passport ID. They then asked me if I wanted to put in a withdrawal request which would allow me to withdraw my money sooner than 180 days, you receive a response within 24 hours via email. I managed to make that 180 days into a day!

Good luck.

User is a ban evader

he was selling HOF here and got banned

Ben Shapiro - December 15, 2017, 1:23 am

(Dec 14, 2017 06:37 PM)Lil Uzi Vert. Wrote: [\[CITE\]](#) Still looking for help,

Can I sue PayPal for financial losses/damages?

They're holding €XX.XXX if that matters.

No you cannot sue them nor would it be finically beneficial for you. I've had success getting them to release money early. You need to find the executive@paypal.com (that may be it I can't remember 100%). The first time you email them it will be a robot response. Keep at, if a real person doesn't release it early keep asking, ask for their higherup, keep emailing and keep stressing that these funds are verifiably legit. (don't spam them I mean keep responding to their emails). I've gotten them to release funds after 15 days instead of 180 and it was about \$1,500.

If you need more in depth help or that doesn't work PM me we maybe able to work something out!

Blazin - December 15, 2017, 1:30 am

Why were you keeping xx.xxx in PP? Don't you think that's a little suspicious? Call PP UP and explain things is your best bet.

ganstephanos - December 15, 2017, 1:35 am

(Dec 15, 2017 02:30 AM)Blazin Wrote: [\[CITE\]](#) Why were you keeping xx.xxx in PP? Don't you think that's a little suspicious? Call PP UP and explain things is your best bet.

Exactly, PayPal isnt the best place to hold funds.

You could just keep it in your bank (if you're concerned with BTC fluctuation)

(Dec 14, 2017 06:37 PM)Lil Uzi Vert. Wrote: [\[CITE\]](#) Still looking for help,

Can I sue PayPal for financial losses/damages?

They're holding €XX.XXX if that matters.

And obviously not, that's not going to go financially well.

PayPal will be able to prove their point anyway they want,

SIM-1349466 - December 15, 2017, 2:27 am

First off, if you ever decide to use paypal again, link your bank account and transfer most, if not, all funds there.

At least if they lock/close your account, you will still have your money. I think you can probably work something out though.

I had a fake account locked back in 2013 or 2014 cause I accidentally added my real debit card to the fake account and they thought the cards was stolen.

I called and after 10 minutes of some back and forth, she unlocked it, removed the card and pretty

much told me not to call back, but it was fixed.

Pim Fortuyn - December 15, 2017, 2:27 am

(Dec 15, 2017 02:23 AM)Ben Shapiro Wrote: [\[CITE\]](#) No you cannot sue them nor would it be finically beneficial for you. I've had success getting them to release money early. You need to find the executive@paypal.com (that may be it I can't remember 100%). The first time you email them it will be a robot response. Keep at, if a real person doesn't release it early keep asking, ask for their higherup, keep emailing and keep stressing that these funds are verifiably legit. (don't spam them I mean keep responding to their emails). I've gotten them to release funds after 15 days instead of 180 and it was about \$1,500.

If you need more in depth help or that doesn't work PM me we maybe able to work something out! Ive already sent a lot of emails and calls, no improvement yet.
If you could find me the exact email or contact info that helped you last time to reduce it down to 15 days that would be great. ?

(Dec 15, 2017 03:27 AM)SlyCoyote Wrote: [\[CITE\]](#) First off, if you ever decide to use paypal again, link your bank account and transfer most, if not, all funds there.
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I called and after 10 minutes of some back and forth, she unlocked it, removed the card and pretty much told me not to call back, but it was fixed.
its not a fake account. its on my legit ID fully verified.
probably wont ever bother using paypal again in the future.

(Dec 15, 2017 02:30 AM)Blazin Wrote: [\[CITE\]](#) Why were you keeping xx.xxx in PP? Don't you think that's a little suspicious? Call PP UP and explain things is your best bet.
theres only a handful of received transactions and theyre all from companies that Ive done some freelance work for.

Never bothered moving the funds because I thought paypal was more convenient, Really regret it now though.

Will try call them again asap ?