



Matthew Jessup <matthewjessup44@gmail.com>

**Account frozen**

4 messages

**Venmo** <venmo@venmo.com>  
Reply-To: support@venmo.com  
To: florencejessup@gmail.com

Mon, Aug 8, 2016 at 8:45 AM

Hi Florence,

Your Venmo account has been frozen due to recent activity that triggered some security alerts. Please contact us by replying to this email if you have any questions or want to reactivate your account.

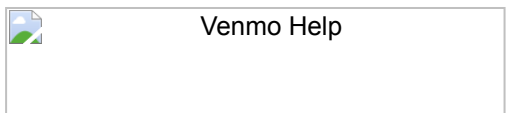
Thanks,  
Team Venmo

PayPal is located at 2211 North First Street, San Jose, CA 95131

**Courtney S. (Team Venmo)** <support@venmo.com>  
Reply-To: Team Venmo <support@venmo.com>  
To: Florence Jessup <florencejessup@gmail.com>

Tue, Aug 9, 2016 at 10:47 AM

##- Please type your reply above this line -##



Venmo Customer Support

Your request ([#436727](#)) has been updated. To add additional comments, reply to this email.

**Courtney S. (Venmo)**  
Aug 9, 9:47 AM CDT

Hi Florence,

Thanks for reaching out. We've had a chance to review your account and it appears your case requires additional attention from another team. I will forward your case to an account specialist now for review. Thank you for your patience.

Courtney S | Venmo Support

**THIS EMAIL IS A SERVICE FROM VENMO.**

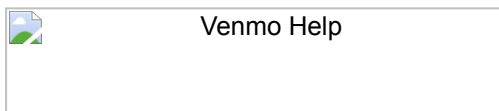
[Venmo Customer Support](#)

[JDQQ7Z-ZE0X]

**Solomon (Team Venmo)** <support@venmo.com>  
Reply-To: Team Venmo <support@venmo.com>  
To: Florence Jessup <florencejessup@gmail.com>

Tue, Aug 9, 2016 at 12:18 PM

##- Please type your reply above this line -##



Venmo Customer Support

Your request ([#436727](#)) has been updated. To add additional comments, reply to this email.

**Solomon (Venmo)**  
Aug 9, 11:18 AM CDT

Hello Florence,

Thank you for contacting Venmo Support regarding the status of your account.

We've detected some unusual activity on your Venmo account. Could you provide some context on the nature of your recent payment(s) with Sara-Cruz-4 and Tyrone-Tibbs and your relationships with these users?

Any information you can provide will help keep Venmo a safe place for users to transact. Thank you for your cooperation.

Best,  
Solomon K.

Venmo Support | [help.venmo.com](http://help.venmo.com)

THIS EMAIL IS A SERVICE FROM VENMO.

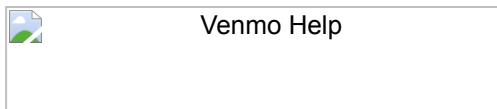
[Venmo Customer Support](#)

[JDQQ7Z-ZE0X]

**Solomon (Team Venmo)** <support@venmo.com>  
Reply-To: Team Venmo <support@venmo.com>  
To: Florence Jessup <florencejessup@gmail.com>

Wed, Aug 10, 2016 at 5:17 PM

##- Please type your reply above this line -##



Venmo Customer Support

Your request ([#436727](#)) has been updated. To add additional comments, reply to this email.

**Solomon (Venmo)**

Aug 10, 4:17 PM CDT

Hello Florence,

There appears to have been an issue processing the payment you received, and therefore **we were unable to credit your account or complete your bank transfers**. We recommend getting in touch with your transactor since **we have no additional information we can provide about this particular transaction**.

Additionally, while we encourage the use of Venmo, we must ensure all users abide by our [User Agreement](#). After reviewing your inquiries and account activity, we have found that your actions and activity have been in violation of this agreement.

**As a result, your account has been permanently deactivated and we regret to inform you that we can no longer offer you the Venmo service.** We do not make these decisions lightly, and when we do, it is because we must ensure that Venmo continues to be a safe way to make payments.

Please be aware that any future contact or inquiries will not be answered and that this matter will be considered closed upon your receipt of this email.

Best,  
Solomon K.

Venmo Support | [help.venmo.com](http://help.venmo.com)



**THIS EMAIL IS A SERVICE FROM VENMO.**

[Venmo Customer Support](#)

[JDQQ7Z-ZE0X]