

----- Forwarded message -----

From: [REDACTED]

To: [REDACTED]

Sent: Tuesday, 23 October 2018, 15:07:05 BST

Subject: Charging me for games that I have never subscribed to [REDACTED]

Dear Sir/Madame,

I have been receiving texts [REDACTED] which I believe belongs to your company, telling me to text STOP or unsubscribe.

Firstly, I have never subscribed to any games company because I don't play them and secondly, you have been charging me money via my mobile provider [REDACTED] without my permission. I haven't clicked any links or agreed to any subscription.

Can you please send me proof of a subscription or anything that I have signed up to?

I have been charged from the 22 August 2018 for something I have NEVER signed up to for a total of £27.00.

I have contacted [REDACTED] and received an [REDACTED] today at 14:30 pm and chatted to them last Friday where I was reassured that any subscription would be cancelled, yet it hasn't been.

If a full refund is not received by me for what will probably be £30 now because [REDACTED] didn't cancel the subscription per my chat with them last week, I will be taking you to the small claims court.

Yours faithfully,

[REDACTED]