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Complaint Details

PayPal, Inc.
2211 N First St
San Jose, CA 95131-2021
Contact: Seader, Kyle
Phone: (402) 935-2050

Rout, Siddharth

Pune, India
Pune, 411001
(091) 800-7778910
routsiddharth@gmail.com

This screen displays the details of a specific complaint, with the colored hint indicating the complaint's current processing status and available actions, if any.

Complaint ID: 16045562

Complaint Classification:

Complaint Description - Posted 4/21/2010 1:03:06 PM

Paypal told me to activate my account using the Credit card or by registering my bank with them. I don't have a credit card and they won't let me register my bank(I tried 3 different International Banks) and they won't tell me why can't I register... Their website says it does... The email from the CSE mentioned that I can.... After that they never replied back to me... I sent them at least 5-6 emails...My Account is not locked... It has transaction restrictions.... i.e I can receive money but cannot buy anything... cannot withdraw it... cannot send it to anyone... I am discussing whether I can sue them or not. Discussing the same on <http://www.vbforums.com/showthread.php?t=611955> This is where i got your reference from....

Complaint Summary

Account Restricted. Cannot withdraw funds.

Resolution Sought

1) Help me activate my account so that I can withdraw my money

| Additional Information | |
|------------------------------|-------------------------|
| Date Problem First Occurred: | 11/17/2009 |
| Product or Service: | I am a freelance coder. |
| Model Name or Number: | |
| Date Purchased: | |
| Order Number: | |
| Amount In Dispute: | \$216.00 |

Company's Response

Company's Initial Response - Posted 04/22/2010

Dear Mr. Siddharth Rout, RE: BBB Complaint # 16045562 I apologize for any difficulty you encountered while using PayPal. The company values your business, and I want to do everything possible to resolve your complaint. I have reviewed your accounts and your inquiry to the Better Business Bureau. Please allow me to offer an explanation. A review of your PayPal account shows it was limited on November 20, 2009, due to suspicious activity. At that time, PayPal requested you link and confirm a Debit or Credit card and add and confirm a bank account to verify your identity. I understand you are stating you do not have a Debit or Credit card and you were unable to add your bank account to your PayPal account after three attempts. I found one attempt to add a bank account, which was not completed on February 27, 2010. Please login to the resolution center of your PayPal and add your bank account to lift the limitation. PayPal requires either a bank account or a Credit card be attached to your Account to use our service. As such, you do not have means to withdraw the \$267.23 USD balance in your PayPal account without having a bank account added. As you state you cannot add a Credit card to your Account, please provide your government issued proof of identification by fax to 1-402-537-5765. Please send it to my attention (Vanessa) and notate Case # PP-000-825-655-068. Once you do this and add a bank account, I can lift the limitation on your PayPal account. We appreciate the feedback and I offer my sincere apology regarding this situation. If you have any further questions, comments, or concerns, please feel free to contact me directly at executiveoffice@paypal.com. Sincerely, Vanessa Executive Escalations PayPal, an eBay Company

Initial Response Summary

I would like to help you lift your Account limitation. I have provided two conditions to do so. Please let me know how I can be of further assistance.

Consumer's Rebuttal

Consumer's Rebuttal - Posted 04/24/2010

Hello Vanessa: Your understanding is incorrect... Please re read the complaint. This is my problem with Paypal. You guys do not read carefully what I have always said... Please re-read the complaint again. Have I mentioned anywhere that I don't have a debit card? I tried registering my account with 3 different international banks. I also tried the debit cards associated with those bank but Paypal refuses to let me register activate my account. I will still go ahead and mail my passport copy at the aforementioned number...

Company's Final Response

Company's Final Response - Posted 04/27/2010

Dear Siddharth Rout, RE: BBB Complaint # 16045562 Thank you for contacting PayPal. We appreciate the opportunity to respond to your concerns. If you do not currently have a bank account with ACH compatibilities that will function in our system, or a credit or debit card, it may be best if you issue refunds for the payments you received until you are able to meet the requirements to lift the limitation on your PayPal account. Please accept my apology for any difficulties you have encountered while using our services. If you have any further questions you can contact us directly at executiveoffice@paypal.com. Sincerely, Andrea Executive Escalations PayPal, an eBay Company

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