

### Consumer complaints against Roblox submitted to the FTC

Hi we would like to speak to your manager on someone that is higher in regards to my 7 year old child's account. We have sent over 200+ emails in the last few weeks and more about the account unable to get help.<br /><br />We have stated possibly 50+ times the specialist does not respond when you forward us at all. My child is also locked out of her account and we help signing back in so we can show you guys what it says on the ban note to prove we aren't lying about this, when we said our account was never reviewed correctly.<br /><br /><br />We even attached a full mp3 in our later emails to provide full proof of our innocence of our account. I am requesting for us to possibly speak to your Manager or someone higher up in the appeals process. Because my child has not violated anything at all. And money has been spent on this account. Actual money. <br /><br /><br />If you could contact someone on your end in regards to our account we would greatly appreciate it because we really don't like how we are being treated as a member for over 8-9 years. And this account is innocent we have provide so much evidence and full on proof and I think it is safe to say that we should have a second chance with our account. Money has been spent on this account for over a decade, and I don't think this is right to do. Considering we have money with you guys on your end. And this account is more than important to my child. So we really need someone to relook into our account or explain why our moderation was not reviewed because we have been making several emails out since Novemeber there was never any response to any of them since we first noticed the ban on my 7 year old child's account.

Hello. We need help with the moderation that had been put on the account. And I sincerely do apologize however, We are not going to lose a 10 years worth of account. With 10 years worth of items memories and more and even things that I have spent in this account for 10 years for my child. This is not going to work with us and I do sincerely apologize since we have always repected your terms. And we abide by you guy's guidelines. And so does my child. And we need a second chance with our account.<br /><br />We have been asking for help and we can provide many screenshots of us asking as well as proof us asking in November to now about the account moderation there was no help.<br /><br /><br />My child has done nothing wrong to violate any terms of service. At all. We want our account restored.<br /><br /><br /><br />The thing that has happening is you guys keep saying our appeal has been forwarded to a nonexistent specialist. We have gotten this message since November. We haven't got any chance to speak with any human in regards to my child's account.<br /><br /><br /><br />It is just the ongoing message of us getting forwarded to someone that doesn't even exist. It is now March and we still haven't got any help. Please restore our account. My child has done nothing wrong support tickets we can stop using forever. We just want a second chance with our account.. Please someone restore the account. Someone over this appeals stuff.B <br /><br /><br /><br />It has been the same message &#39;your appeal has been forwarded&#39;, for weeks now It has now been months with no help. No assistance. Just this bot response. Please reach out.

I was just play then someone sent me a website link to update my account and I clicked on it then it logged me out of my roblox account I also brought 17k 150 robux that day I reported it to Roblox customer support but I still didn't get any response I made a video about it but still no response I'm just tired of waiting

My child has done nothing wrong to violate any terms of service. At all. We want our account restored.<br /><br />The thing that has happening is they keep saying our appeal has been forwarded to a nonexistent specialist. Who is this specialist that we are suppose to see? We can't see it anywhere. We have gotten this message since Novemeber. We haven't got any

chance to speak with any human in regards to my child's account.<br /><br />It is just the ongoing message of us getting forwarded to someone that doesn't even exist. It is now March and we still haven't got any help. Please restore our account. My child has done nothing wrong support tickets we can stop using forever. We just want a second chance with our account b(6). Please someone restore the account. Someone over this appeals stuff. <br /><br />It has been the same message 'your appeal has been forwarded', for weeks now it has now been months with no help. No assistance. Just this bot response. Please reach out.

I opened an account with Roblox back around 2007 - 2009. I used an email account which I had access to at that time to create an account with their service. I have since lost access to said email address's due to due inactivity/not remembering the security questions I placed on those accounts as I was younger. Stated in their terms, if you are unable to recover your original email address that they will work with you to restore access for your account. Great. So, I filled out a ticket, saying my account has been compromised and that I wish to restore access and if needed I will prove anything they need. They inquired about the billing email address, belonging to my father which he no longer has access to anymore either. I correctly gave them the email address, with a response stating that they could no longer help me and to review the information they sent me. I reviewed it, it was simply them telling me they need more information to prove my ownership. No problem. Opened a new ticket, asked them what information besides the billing address they needed me to provide, and I've been left with generic emails stating that they cannot help me with my inquiry. No human response. I asked several times to have my issue forwarded to a supervisor and it doesn't seem that request has been fulfilled as I continue to receive human-less responses from this company. My family put money into my account when I was younger, we paid for this service previously. I feel like I'm at a loss as I just wish to have access to my childhood accounts as they hold dear sentiment to me. Please help me get in contact with someone who can help me resolve my issue. It's ridiculous to have to even go this far.<br /><br />Tickets:b(6)<br />b(6)<br />b(6)<br />b(6)<br />b(6) --- Additional Comments: Contact by the business; I need my issue to be handled as stated in their guidelines. They clearly state in their terms that they will work to restore account access.

My 7 year old child has been threatened by one the support staff members their name goes by b(6). They have threatened my child gave my child a 7 day ban on her account and then changed it to a full account ban. This was uncalled for and trying to do this so we don't contact anymore about my innocent child's account. We don't deserve to be treated like this and treated unfairly. There is favoritism going around in the platform and we need help with our account.<br /><br /><br /><br />Our main account was banned for using support channels. We used them because we were trying to get items restored for our account. We explained all of this is November we have screenshots that date back to November about this. I don't think that this is right.<br /><br /><br />We shouldn't be getting threatened and having our accounts banned that we have spent money on. And being told that we are not welcome to roblox if we continue to write about our affected account. Keep in mind we have documented how we are being treated and we may take this to court if we cannot get this resolved soon or resolved in a better way.<br /><br /><br />My child is 7 years old and she told me she has had this username for a year now. There was never any warning b(6) for the username on this account non at all. Our account was closed without our permission and we have been denied help to get a reset for the account username. I don't think this is fair and we need help with my 7 year old child's account.<br /><br /><br />We reached out in early November as well asking for a reset for the username on the account and not once was their any responses from the staff team. If it was a response it would be botted or automated saying that our appeal is forwarded to a specialist. And the specialist doesn't respond.<br /><br /><br />I don't like how we are being treated and



and memories have been on this account for many years and I don't think this is right. Coming as a concerned parent we would like a second chance with our account we never have been banned before at all on this site. And we haven't been able to get any help as there has just been automated responses that we have been receiving from all of November to all of December and so forth as we have seen. I don't think anyone deserves to be treated like this. Especially if we spend money with you guys on this site. And things that I have paid/bought/purchased for my child. We should be able to at least call someone to explain this situation or to get a better resolution. <br /><br />The account was reviewed for account theft and the ban on the account says something else? Like I don't know if the moderator even looked into our account. I don't think that's fair. Hopefully someone can help. It said for using support channels I don't think that's a reason for you guys to ban the entire account. We even gave valid reasons as to why we used them. And we mentioned earlier in November we could completely stop using them. I am hoping someone can help us as this account is more than important to my child and us. Thank you.

I have recently been a target of harassment on Roblox's platform. A small group of people have been launching DDOS attacks on my game which has resulted in a loss of players and income. Roblox's Customer Service has been extremely poor. I have spoken to 5 different agents. 2 of them have asked me to contact a different department (Developer Relations). I have sent that department 2 emails and I still haven't heard back from them. <br /><br />The Roblox Customer Service agents have ignored my question regarding Roblox's complaint process MULTIPLE times. They have also failed to even look at the evidence or acknowledge the evidence which I have submitted to them multiple times. --- Additional Comments: Contact by the business; I wish for Roblox to actively look into the issue, acknowledge the complaint and stop making excuses. To take action

My son changed his password on March 5th and when signing back in was unable to do so. I have been trying to contact Roblox since March 5th with nothing but automatic replies back and unable to actually speak to someone. We no longer have access to email or phone number we used when signing up and have put thousands of \$ into this game. With being such a huge game you would think you could actually speak to someone via phone. --- Additional Comments: Unable to speak to someone

My daughter's account was hacked and the hacker changed her email and set up a pin so she couldn't get into it. She contacted Roblox several times to get her account back. She supplied proof of her original email address for the account. The account is premium so it has my PayPal linked to it. She also supplied screenshots of the hacker saying she's hacked hundreds of accounts and she's not going to give the account back. On Roblox's help page, it says that Roblox will restore access to the account if she has the original email and/or billing information, even if the email was changed. Yet when she contacted Roblox, they told her there was nothing they could do. She contacted them several times. <br /><br />Her account with Roblox is b(6). Her original email address for the account is b(6). I would like Roblox to restore her account, allowing only her to have access.

I had recently logged into Roblox, to find my account had been suspended due to scamming. The most I do, is tell people my business, and I tell people about what I do. (Cyber security). Roblox has been known to have terrible moderation, but come on guys. They don't tell you anything else other than that, and they tell you to follow community guidelines, without telling you what rule you broke. I don't go on Roblox to scam people, in fact that's part of my job (defending people from scammers). If they are going to accuse me of something, I at least want to know the offending words. I've seen people exploit on Roblox, with no consequence, but I get falsely identified as a scammer. --- Additional Comments: I want the company

to tell me the offending charges they brought to my account.; I want an apology for falsely accusing me of scamming

I have an account at www.roblox.com where I purchased a ton of virtual items. I have spent over \$400 in my account. My account was recently hacked and the hacker change the phone number and email address on the account. I have been in contact with Roblox and they refused to help me. I messaged them weeks before my account got hacked to update my email address because I lost access to my email. So roblox was aware of the issue and did not change the email address on file like I asked. Now I am being told that since I cannot verify my account with the email address on file, they are unable to assist me. They are refusing to talk to me because I do not have access to that email address. I updated the email address initially in December 2021. This is a Roblox error. If they are unable to give my account back to me, I want a refund for everything that I have put into the account. I offered to verify the credit card number that I used to make purchases Into verify the account using the new email address that I had provided. They still say that they cannot help me.

I purchased a virtual in-game product on 12/31/21 and just a month later my access to the product was revoked. I tried to contact the developer, with no response. I tried contacting ROBLOX, and all they told me was they can't do anything about it due to their policies. This is completely absurd, they are letting the developer of the game basically steal peoples money and falsely removing them access of the products they bought. I searched up the issue on twitter and this has been occurring for years now and the developer has been doing nothing but getting their money. I included a screenshot of the ban message and the email from Roblox. The only thing that could've been detected as cheating was working in the game for a long time. I've heard their automatic ban system bans anyone who it thinks is a bot because they got too much money for WORKING on this game WHICH is what you are SUPPOSED to do. (The item I was revoked access to was the in-game currency that I bought in the game.)

My 12-year old child's account was terminated because he said "I am no where negar done," and the word "negar," which was clearly a typo intended to say "near," was considered derogatory. We just paid for him to have new Robux to use during his spring break, and now he not only doesn't get to use them, but he doesn't get to play with his friends because of a typo. I have reached out to the mediation team, and they refuse to accept that this was a typo and have maintained the stance that my child was using derogatory language. --- Additional Comments: I want his account to be reinstated and the money to be refunded with free Robux for the inconvenience and frustration this has caused.

On the Roblox gaming platform, customers purchase Robux with actual money, and Robux are used for in-game purchases. We made an in-game purchase that failed, and ROBlox customer service has done nothing but give me thr run around. Customer service tells me each game has its own developer in charge of its own in game purchases, but there is no way to contact anyone. I followed the Roblox customer service instructions to report the problem including sending my purchase receipt for 599 robux, and they replied they were aware of the issue. When I pressed for answers a few days later, they told me to contact the game developer, which is not possible. Who knows how many people, mainly kids, are being scammed out of small amounts of money via Robux in game purchases that fail, are not delivered, or are flawed. It is a scam, and there is no recourse. Other-Other Update

On the date of 2/19/2022, we were notified by Roblox that my son's account was terminated. It was terminated because he used the word, "Furry" in chat. He is a 13 year old child with Autism. Developmentally he operates on a 8 year old level, that is why he still even plays this game. I did not even realize this could be denoted as a derogatory term and I am a fully functioning adult. However, I have spoken to him, and explained this is a bad word, which he did not fully realize, he just heard others use the word. However, I think that the termination of his account does not fit the crime it is cruel, and excessive. I explained his mental handicaps and even offered proof that he is

Autistic. They will not even consider reinstating the account and making the ban temporary. I have spent hundreds of dollars on this account, which he has had for six years. I think it is a violation of the Americans with Disabilities act for this Company to not even visit an exception to the rule, and leave me with no recourse. I am asking that the account be reinstated. Roblox can see ticket number b(6) and b(6) and b(6) ect... The user name is b(6). I request that Roblox reinstate the account. He is inconsolable. How do I teach him there is fairness in the world. I am beside myself, because I have basically had to double his medication over this. --- Additional Comments: Contact by the business; Reinstatement of the b(6) account in Roblox

I have multiple accounts for multiple children on Roblox. The account I am discussing particularly is titled b(6) with the email address b(6). This account is several years old with over \$10,000 of purchased Roblox virtual items. Never once has a pop up come up while purchasing these virtual items that we will cease to own our virtual purchases if Roblox overlords don't like what you say. Some of these items we purchased were hundreds of dollars such as The Headless Horseman that was apx \$500. My son is often a target for harassment as he has expensive virtual items other children envy. Recently my son was being virtually sexually harassed by players wearing Gay Pride clothing pretending to have virtual sexual intercourse. My 11 years old son said Eww Gay gross and his account was closed for his opinion and he was accused of discrimination when he was being harassed. My son contacted Roblox to contest his closed account and received a generic response stating they will not change their decision. This lack of noticeable disclosure feels unethical and fraudulent. Virtual items cost real money. If Roblox wants to close my sons account for having a non woke opinion while defending himself then I'd like to either transfer his items to another account I own or receive a refund for his past purchases; Roblox engages in this type of virtual item seizure on a regular basis resulting in children having to re-purchase more virtual items under different account names adding to Roblox profits. This is unethical without more pop up disclosure. This would be like a bank closing my account and refusing to give me the cash balance, or Amazon closing my account and refusing my access to the 467 digital movies I have purchased. I request b(6) to be reopened, or an itemized detail of a decade of previous transactions so I can file a legal complaint. --- Additional Comments: Either a reopening/unbanning of b(6), or a transfer of his virtual items to one of my other accounts, or a refund of all purchases.

On February 28, 2022 my son and I were playing a game called FREE HUBERT on the Roblox game platform. I purchased the in-game currency, Robux, from Roblox (totaling \$130) and purchased in-game items in the FREE HUBERT game. I do not have any regret about the in-game purchases because we loved the game. However, within a couple hours of my purchase Roblox deleted the FREE HUBERT game and its creator from the Roblox platform. I requested that they refund my money or return the amount of Robux purchased that were lost in the game they deleted but they keep telling me that items removed by a creator may not be eligible for a refund. I tried to explain that this game was not removed by the creator, it was removed by Roblox and the creator was removed as well. Roblox received my money for the Robux and then immediately removed the game which I had made purchases in. Roblox recently returned Robux to users who had previously purchased clothing items that are no longer available. Since they removed this game and it is no longer available I believe this is the same scenario and the money or the Robux should be refunded or returned. Since they allowed a game on their platform, and allowed me to make purchases in-game, then chose to remove the game immediately after, I believe this is essentially stealing. I would appreciate any help you could provide in obtaining a refund of my money or at least the return of the amount of Robux that were lost from the game they removed. Let me know if there is anything you need from me. Thank you!<br />b(6)

My child was recently banned for reasons that shouldn't even be valid for our entire account to be banned. All we are asking for is a restoration of our account. We have had this account since 2013.

There has been no help from the specialist that we get forwarded to as they ignored our messages. Nobody has time for this as we are just trying to play the game and that's it. Nothing else there is nothing bad at all on the account. And we would like our account restored this has been very frustrating because nobody will tell us what's going on. The account was also reviewed incorrectly for account theft. Why? We have no clue. At all. We have sent constant emails in since Novemeber and it is also automated responses by the staff members. We are demanding a restore for our account or we will have no choice but to sue. And take legal action. I don't think it is right nor fair for our account to be reviewed incorrectly for something unrelated to the ban on the account and we have been reaching out for weeks and weeks and nobody can help us now at the 30 day time. When my child's moderation was never even looked into in the first place. This isn't fair. As a roblox member. And for my 7 year old child. It is hurting innocent people. &lt;br /&gt;&lt;br /&gt;The support channels we can stop using completely and forever. We just want a second chance with our account I think that would be more fair. Because nobody has been able to look at our side of the story. We have also took screenshots and more and showed how we are being treated. Please help. Thank you. Our user is b(6)

on 2\21\2022 my sister cancelled roblox monthly subscription from my daughter's account because she realized that when she purchased roblox back in Dec it started a monthly subscription WELL ON 2/22/22 THIS COMPANY DELETED MY BABY ACCOUNT BREAKING HER HEART I HAVE SPENDT WELL OVER A THOUSAND DOLLAR ON ROBLUX AND MY DAUGHTER WORKED HARD BUILDING HER PROFILE TO GET IT DELETED THIS IS INSANE b(6) DESERVE HER ACCOUNT BACK OR MY MONEY BACK!!!! &lt;br /&gt;. --- Additional Comments: ACCOUNT BACK OR MY MONEY BACK!!!!

My sisters account was banned not to long ago on this site, an account we have had for over 10 years now. And we would like to know why our account hasn't been reviewed at all? We have been asking for help since November and there hasn't been any help at all. The moderators don't respond to you, they don't even listen to your emails. They just send a copy and pasted message back to you. This business practice I have never seen anything like it before. We want our account restored. There has been no help these past few weeks at all. Our account is innocent and we even provided full on evidence and proof of it. Our ticket number is b(6). And we need our account looked into again. The moderation was reviewed incorrectly for account theft, and this was on Oct,28.2021. When we first made a ticket in. We got no help at all, and many innocent peoples accounts are getting affected. And unfortunately this is not going to happen to ours, we need a detailed response as to what she has done. As she is only 7 years old.&lt;br /&gt;&lt;br /&gt;Support tickets, we can stop using them forever. Even though we don't even use them. She is literally 7 years old. No bad mindset or anything at this age. We explained all of this months ago, still no help at all. We want to call, or possibly talk to someone over this, over head of moderation. Someone that will look into this, and restore our account. There has only been automated messages. And this isn't fair. You guys are a company. And we want our account restored.

My child hasn't violated anything. And we would like to know why our account hasn't been reviewed at all? We have been asking for help since November and there hasn't been any help at all. The moderators don't respond to you, they don't even listen to your emails. They just send a copy and pasted message back to you. This business practice I have never seen anything like it before. We want our account restored. There has been no help these past few weeks at all. Our account is innocent and we even provided full on evidence and proof of it. Our ticket number is b(6). And we need our account looked into again. The moderation was reviewed incorrectly for account theft, and this was on Oct,28.2021. When we first made a ticket in. We got no help at all, and many innocent peoples accounts are getting affected. And unfortunately this is not going to happen to ours, we need a detailed response as to what she has done. As she is only 7 years old. Support tickets, we can stop using them forever. Even though we don't even use them. She is literally 7 years old.

No bad mindset or anything at this age. We explained all of this months ago, still no help at all. We want to call, or possibly talk to someone over this, over head of moderation. Someone that will look into this, and restore our account. There has only been automated messages. And this isn't fair. You guys are a company. And we want our account restored.

After 7 years as a member, my b(6) account was unfairly deleted by Roblox on Jan 29, wasting years of effort & hundreds of \$ (for in-app purchases, toys & coding classes). <br /><br /><br />It started on Xmas morning, when the huge Santa paws hatched in the pet simulator lottery vanished. I submitted multiple support tickets to no avail. By mid-January, it was clear someone had hacked the account & added a security pin, so we couldn't get in as they ran up charges over consecutive days. We submitted a new wave of support tickets, and after many days of fraudulent charges & no assistance from Roblox, my mom began rejecting the charges, after which the account was deleted. If customer support had only stepped in earlier, it would have never escalated to that point. We requested moderation/review but were told they wouldn't change their mind. <br /><br /><br />As a RBLX shareholder, we then submitted multiple emails to IR, but they didn't help either. I would like to have my b(6) account reinstated. Even reverting it to before Xmas is fine, as I did not benefit from the \$300 in fraudulent charges in January (they should follow the trail of outgoing items to find the hacker and delete their account instead of mine). <br /><br /><br />If they can't do that, they should refund us for all the legitimate purchases that were made in the game before it was summarily deleted. Sadly, it's not just me that is a victim, as a lot of kid accounts have been hacked (<https://www.vice.com/amp/en/article/93bz35/hackers-are-making-a-fortune-stealing-from-kids-in-roblox>). <br /><br /><br />What makes it worse was not only was I hacked, but then Roblox even deleted my account, despite my trying multiple times to receive support through their channels. (Insult to Injury). <br /><br /><br />Please help & thank you, <br /><br />b(6) --- Additional Comments: Reinstatement of b(6) Roblox Account

On Feb 2/17 we submitted with itunes to get a refund of 19.99 because we were dual charged and we were issued the refund by itunes then itunes went to Roblox and Roblox closed my sons account. On my sons profile Decembings <br /><br />On Feb 24 Roblox closed his account because we had requested a refund and because we requested a refund they said it went against their policy. We tried to explain that we we charged two 19.99 charges and that we would just pay the 19.99 charge if they would leave his account open. They were very rude and refused said they had already reviewed it and would not review it again. I do not understand how a company can close a account that you have spent several thousand dollars on because of a error they made. They tried to say that when you request a refund you are saying the charge is not valid and it was fraud. That was not the cause my husband advised me they had accidently double charged us. --- Additional Comments: we either want the account we opened so he can have access to his stuff or a refund in robux

Hi. We have builded our account up for 10 years now. And we are sorry be we cannot be treated like this. Because other users have gotten their accounts backs for the same reason as my child for spam. And they got their accounts back. Not only that is was never intentional. And we would like some help.<br /><br /><br />We would like to speak to your Manager or call someone on your end because this very serious for us, as money has been spent on this account for over a decade at least. And we deserve to know what went wrong. My child's moderation was incorrectly reviewed for account theft. By one of your specialist staffs named b(6). My child's moderation was never looked into.<br /><br /><br />We have tickets from 11/01/2021 to now. We have been trying to get the moderation correctly reviewed and there has been no responses at all. My child hasn't done anything wrong. And we would like our account reactivated. We can speak to Roblox themselves if needed. Or someone in higher Mangement if needed. We just want help

Hello. Can we please speak to your manager or somebody higher up. That can help us with my 7 year old child's account. We cannot afford to lose this account we have had it for over 10 years. We



have been reaching out to you guys since November and my child's moderation was reviewed incorrectly for account theft. And there was no help at all during the 30 day timeline. My child's account was incorrectly reviewed. On the ban note on the account was never looked into. And we need someone to investigate this.<br /><br />I just really don't think that this is right. I don't think that this is also fair. My child's moderation wasn't even correctly reviewed. I don't know who the specialist was that reviewed our account. But they didn't review my child's account correctly.<br /><br />My child is 7 years old and she mentioned to me that she is sorry for using the support tickets a lot. She explained that she was just to get a rollback for her account. She didn't know she was using them a lot. I hope someone can reconsider this or look into this again. Because my child's moderation was not reviewed correctly in Novemeber when we sent a ticket out. And we would like a second chance with our account. Or a reactivation as a second chance with the account. Because this account is very important to us. And to me because I have spent money a lot of money for my child on this game. And there hasn't been any help with the moderation. Please help us. Thank you.

Hello. Can we please speak to your manager or somebody higher up. That can help us with my 7 year old child's account. We cannot afford to lose this account we have had it for over 10 years. We have been reaching out to you guys since November and my child's moderation was reviewed incorrectly for account theft. And there was no help at all during the 30 day timeline. My child's account was incorrectly reviewed. On the ban note on the account was never looked into. And we need someone to investigate this.<br /><br />I just really don't think that this is right. I don't think that this is also fair. My child's moderation wasn't even correctly reviewed. I don't know who the specialist was that reviewed our account. But they didn't review my child's account correctly.<br /><br />My child is 7 years old and she mentioned to me that she is sorry for using the support tickets a lot. She explained that she was just to get a rollback for her account. She didn't know she was using them a lot. I hope someone can reconsider this or look into this again. Because my child's moderation was not reviewed correctly in Novemeber when we sent a ticket out. And we would like a second chance with our account. Or a reactivation as a second chance with the account. Because this account is very important to us. And to me because I have spent money a lot of money for my child on this game. And there hasn't been any help with the moderation. Please help us. Thank you.

My Account b(6) on Roblox's online gaming site got Hacked. And all my 188 Limited Items, worth over \$1Million got stolen. On January 29,2022 7:30am I checked my Account. All of my property, 188 Limited Items were present.  
1-29-22 12:00pm I attempted to check my Account and noticed that i was Logged Out. I tried to Log In with the password, but it didn't work. I checked my emails and Roblox sent an email stating: Customer Support Disabled 2 Factor Authentication with email and Google Authenticator Codes. To cross reference my Account, I visited Rolimons.com (player database) and noticed missing Avatar items, and missing Limiteds.  
1-29-22 12:09 I sent a Customer Support Request initiating missing items and no Account access.  
1-29-22 12:11 I received and Automatic email reply stating that the request was received.  
1-29-22 12:12 I received and email stating: Account reset to original registration information, access regained. I was instructed to send screenshots of Trades and Sales.  
1-29-22 12:14 I discovered over 40 Trades to alternative fake accounts. Sales of items received from the Trades was also discovered. Therefore I had no Limited Items in my inventory.  
February 5, 2022 9:00am I received and email from Roblox. They replied stating that they cannot restore the items. Their internal tracking tools do not detect any compromisation, as they claim.

I purchased two Roblox cards from a local Dollar General store for \$20 each for my grandchildren. When my granddaughter tried to use hers, it said it went through but it never gave her any credit for

it. When my grandson tried his, it said the card was invalid. I took the cards to Dollar General and they said after the cards leave the store, it is up to Roblox to honor them. I sent three messages to Roblox, but they never responded. They make it as difficult as possible to do anything concerning payments or refunds on their site. --- Additional Comments: Delivery; Store credit

Hi. My 7 year old child was banned in Novemeber and we have been making appeal requests ever since then. It is now February and we still haven't been able to get help. There was also no chance to explain that the account is innocent and my child has done nothing wrong. We have been a long member since 2013. And the account was never banned before like this at all while the account was active. We don't plan to take legal actions and file a lawsuit but we may have to because a lot of money was spent on the account. And I don't that this is fair coming as a parent. And we provided full screenshots and proof to show that the account hasn't violated any terms of service. We even sent the guidelines to you guys via email. And non of those things has my 7 year old child ever violated. &lt;br /&gt;&lt;br /&gt;The only thing happened when we sent appeals in is our ticket getting forwarded to this specialist however they never respond. And this has been going on for weeks to months with no response from the specialist. The account was incorrectly reviewed for something else unrelated to the ban on the account. We were unable to get help with it. And we also documented that. The ban said for using support channels or tickets. We mentioned we can stop using them. We don't even use them really. And the rest of the things mentioned my child never did on this account. Please someone help. As we haven't been able to get any proper help these past few weeks. And we would like our account restored as we have been a long member.

My 10-year old child was suspended from Roblox accused of scamming and using 'scamming language' on 2/22/2022. She did not try to scam anyone. She was trying to warn another player that they were about to be scammed by another player. I appealed and their response clearly showed that they did not even look into the incident and continue to accuse my daughter of using 'scamming language'. After checking the Roblox guidelines located here: <https://en.help.roblox.com/hc/en-us/articles/203313410> I can find NOTHING that states that a player cannot warn another player that they are about to be scammed. &lt;br /&gt;&lt;br /&gt;Her 3-day ban from the site is unjust and arbitrary. She did NOT violate the Roblox guidelines. &lt;br /&gt;&lt;br /&gt;I want management to actually look into why my child's account was incorrectly banned, for the account to be reinstated immediately, and the Roblox representative who stated her ban was correct to be re-trained as it is clear to me that 'b(6)' from Appeals did not properly investigate the reason(s) for my child's suspension at all. &lt;br /&gt;&lt;br /&gt;&lt;br /&gt;&lt;br /&gt;&lt;br /&gt;

Amazon sells Roblox gift cards from Roblox. They cannot be cancelled once ordered and children order them without permission. Later when asked to cancel the order , Amazon says they cannot do it. If they cannot do it, why would they not confirm purchase by verifying via email or asking for password. Many parents hav experienced this.-#BREPredictedPSC

I have emailed (4x) and called (2x) Roblox Corp and just keep getting stuck in an endless loop of emails and phone calls. Absolutely no one is working on an answer to my issue. All I want is for a real live person to call me and give me a straight answer to my question. That question being, how to block certain games within the Roblox app. Seems like a very straight forward question that someone there should be able to answer. This is WAY over the top work to get a simple answer. Unfortunately, I have had to take this step just to get that answer. I would like an answer to my question but more importantly I would like someone from Roblox to call and give me a reason why this process is SO difficult. I assume it's the way they plan this as most people will give up and THAT is not the right answer.

We had a fraudulent charge on our credit card for \$1000 that we recently reported. The card was canceled and a new one issued. My daughter roblox account got suspended and they said we refused

a charge. I can only presume there was one pending when that card got turned off but I have to guess because I can't get in touch with them! They terminated her account that she's spent hundreds and hundreds on over the past few years. I have done every step they ask (write, call and leave a voicemail verifying it's me, write again, etc). It is completely immoral and unethical to turn her account off for an disputed charge and not even tell us the details of it. Clearly if one of their charges got caught up in the replacement card activation, we would gladly clear that up but you can't even get in touch with anyone there. If they refuse to activate her account again, we want all the money she has spent on creating that account since the inception back so she can start over. --- Additional Comments: Please see above in the complaint. We want her account restored or the money back she has spent on it which is hundreds.

tired to get me to click a link that will steal roblox account!

<https://www.roblox.com.sodashboard.php>

<https://roblox.com.scgen>

<https://www.roblox.cx>

<https://www.roblox.com.tcgenindex.php>

<https://www.roblox.comnew-generator>

<https://www.roblox.cx>

<https://www.roblox.com.sodashboard.php>

<https://pastebin.com/ufiredot>

I was looking for someone that sells dhc (Da hood cash) - game on roblox he gave me his discord user on roblox. He discord user is (b(6)) his roblox user is (b(6)) he told me he was legit so i paid him for 250 robux which cost 3.13 USD after I bought it he said can i wait for 3040 minutes i said yes. Minutes later he blocked me. I have proof that he did this. Other-Other Update

I recently learned my 10 year old daughter has been making in-app purchases on Roblox through an Apple device. I knew that she was using Roblox and would from time to time give her permission to buy \$4.99 or \$9.99 purchases, but it looks like the purchase pattern began to change in midlate June 2021 which is when the purchases became more frequent and for higher amounts. For example, the month of July included the following purchases (\$22.94, 1.99, 10.96, 23.92, 36.96, 26.96, and 19.95). I contacted Apple, and they refunded the purchases that were made from January 1, 2022, but none from 2021. I then contacted Roblox, and they told me I needed to contact Apple. When I called Apple again, they told me their policy is only to refund purchases made within the past 60 days. Can you please tell me if there is anything I can do to get a refund or do I just have to accept Apple's policy? If Apple acknowledged the legitimacy of my complaint for the past 60 days, wouldn't it seem they should honor it for the whole period the activity was taking place? The total amount of purchases from July 1 to December 31, 2021 was \$699.64. Thank you for taking the time to answer my question.

I was sold a gift card that was not redeemable for \$20 from Kroger.<br /><br />It was not redeemable because the number behind the scratch off was not legible, depriving me of my paid for product.<br /><br />Roblox Support Ticket b(6)<br /><br />--- Additional Comments: Repair; Refund; Delivery

I've contact Roblox multiple times to recover a password for my daughters account.<br /><br />I'm not seeking any monetary compensation. I only want their customer support to rectify the issue. I have tried using their online password recovery tools and they simply do not work.<br /><br />I have been given to support ticket number of b(6).<br /><br />I was directed to supply screenshots of my purchases and provided multiple screenshots and they have replied that they were not sufficient.<br /><br />All I ask is that Roblox provide a temporary password so that my daughter can log back into her account and update her password.<br />

I purchased three gift cards only one of the \$10 ones was redeemable . I've contacted their support provided all the information and codes and they won't respond with a refund , or the value of the cards added to the game --- Additional Comments: Credits purchased added to my account ; Refund

Son's account on Roblox somehow got locked out. I did not have a verified email address attached to it. But he was a premium robux member with my debit card. When I originally contacted them January 28th. They told me they would need a emailed receipt from my Roblox purchase from b(6) or a screenshot of it. I did multiple times but in the beginning it was my daughter's receipt which I didn't know. So I finally got the receipt from b(6) confirming to be from my son's account and either they didn't see it or just ignored it. I closed out the original complaint and reopened another one coming from my Xbox email which my sons Roblox account was tied to but was told to open with my email that the receipt was sent to so I did again and so far no response. My other complaint is u can not talk to anyone Live or chat live which this issue could have been resolved by now. It takes them 1 to 5 days to get back to you which in my case could last for months before it gets resolved. I just want my son's account back --- Additional Comments: Account reactivated

Hello we really need help with this termination that had been put on my 7 year old child's account &b(6), we have been sending appeal requests since 11/27/21 <br /><br />When my child had first gotten banned. And we have still not known to this day what my child violated. As nobody responded to us, or answered our tickets.<br /><br />And we would like my child's account back, and restored.<br /><br />We read over the terms of service and read the terms of service to you guys as well, and my 7 year old child hasn't broken anything or any of your guidelines. And this is just very unfair, and we keep sending the same thing over and over again. And we don't get any help, or we get an automated response back.<br /><br />We would like to speak with a human being via phone call or email about this moderation, as we cannot lose this account at the moment. Especially if my child hasn't broken any of your terms of service. Support channels my child rarely used. And I don't even think that is an offense to get terminated. And everything else mentioned my 7 year old child has never done. Please someone re-enable my child's account &b(6). As we have been unable to get any proper help. And my child's account I believe is innocent.

This Person on discord says he is quitting pet sim x (roblox) and tells he is giving all his pets away and then i ask can i get them and he says sure and he sends me a link to a website i didnt see the websit link coz it was like roblox alot except in the link it was written roblox.com.af while its just supposed to be roblox.com and i try and login it doesnt work then i realise its a scam and i try to change my password but before tht they hacked my account so i contacting you guys to help me pls. Roblox username: b(6) Other-Other Update

b(6) did not authorize all transactions purchased through Apple via debit card ending in b(6). The unauthorized transactions from ROBLOX Corporation ranging between \$1.99 - \$300.00 within 103021 - 02082022 totaling \$17650.99. b(6) was alerted by an email from Roblox regarding a login from Illinois USA on 020222 months AFTER then contacted Apple as well as the bank Dexsta Federal Credit Union to file dispute for Fraudulent transactions on account. Due to the amount and pattern we are

requesting the FULL AMOUNT to be refunded due to ALL of the transactions being unauthorized. Apple has refunded 121221-020522 totaling \$2,142.46. Documentation can be provided as requested. Thank you for your assistance.-#BREPredictedPSC

my son (8 years old) was targeted in a server for being gay yet roblox banned my son for reporting them. So roblox sided with the gay bashers in discrimination. user b(6) they refuse to resolve the issue. Tried requesting a cancellation of account and a refund as its NOT safe for children.

My daughter had an account on Roblox, and prior to scam she collected on her account multiple items - Robux currency, memberships, pets and other items. Recently, her identity was stolen by Roblox-affiliated hackers, who issued unauthorized charges via Apple iTunes. Despite assurances from Apple and proper set up, I never received notifications requiring my confirmation for charges from my child account on Apple, used by hackers, which means that unauthorized charges were not sent from her device. Moreover, my daughter device (iPad), and my phone was down at the moment unauthorized charges were issued. I followed Roblox recommendations and repiried these unauthorized charges to Apple. After that, Roblox deleted my daughteraccount with all items collected prior to scam. Roblox refused to investigate the origins of scam charges. When I asked Roblox support how my daughter can recover legitimate items and membership collected prior to scam, Roblox refused to reinstate previously collected items justifying it with their Terms of Setvice. However, when I asked Roblox support to point to the terms in in their Terms of Service agreement where Roblox Corporation is no liable to the legitimate items collected prior to scam, they refused and instead stopped responding.

My daughter list significant amount of items and assets in which she invested heavily over the last year, including both her money and her efforts and creativity. By Terms of Setvice agreement, Roblox corporation is liable to provide their customers to the assets they earned legitimately. Yet Roblox corporation effectivrlly robbed consumers of their legitimately earned assets justifying it with unrelated criminal actions by online hackers. My daughter who is the victims of criminals, is being punished for the acts of online criminals by supressing reporting of online scams under the threat of appropriating all legitimate assets held by consumer, Roblox corporate policies are effectively protecting criminals and abetting online crime.

My daughter is a victim here and she is being punished for being a victim, by being robbed of her assets yet online criminals are not investigated, not stopped, and let scot-free with Roblox corporate policies.

Robbing customers of their assets on false pretext is clear case of consumer fraud in my view.

Please investigate. Other-Other Update

We've had an account with Roblox for years under the screenname, &#39;b(6)&#39; - please note that the screenname includes our last name of &#39;b(6)&#39;. Anyways, there was a big security breach in which several accounts were hacked and sold off by some hacker. Our account was obviously one of the victims of the data breach and our ID was sold to some nimrod hacker. We've tried to get resolution from Roblox; however, they are unwilling to restore our account. We don't want money we just want access to our account which we've spent thousands of dollars playing their game. I've submitted a screenshot with an achievement on our &#39;b(6)&#39; xbox account from back in 8/15/2020. Our name is b(6), our xbox screenname is b(6) and we've sent a screenshot of an achievement in 2020. I think that's proof enough of ownership other than some punk kid putting in an email address after they stole the account. This is deplorable business practice and they need to make this right. --- Additional Comments: access to our hacked account

Countless times I have purchased the Roblox membership for my children and for some odd reason they never receive what I paid for or the coins I've reach out to Roblox and they refused to help me they made excuses on why it happened but never a solution this time on January 16th! I

purchased an kit on the app of Roblox and the kit was Called b(6) it cost 9.99 and once again my daughter didn't receive the kit! And its impossible to reach the creator of the game the message bar doesn't work! I had to make a twitter account just to send them a freaking tweet! Roblox you are responsible for this issue period and for you to just blow me off as if I'm going to let you take money from me or my children your crazy! I want money back The issue is I purchased the kit for four of my children and for myself meaning there's five different charges for 9.99 meaning I don't know which one to dispute meaning if I dispute the wrong one then that person will lose the kit! Where is my protection? I've a large family and I have no issues on banning my children from playing on the app because I'm not about to support a company that steals from their customers period! I don't know which transaction it is but the Roblox name is b(6) it would be nice if you could just give her the kit that I paid for like I've been asking for over a week and you need to make it so buyers can actually contact the developer of the game because this is crazy! I should be able to contact someone if I'm missing items or items not received period.

Hello, my child's accounts username is b(6). My child is only 7 years old, and her account was recently terminated in November. My child has not violated any terms of service so we are just confused as to what is happening. My child and I have been a long member since 2013. And we always respect the terms of service and guidelines. We sent in email in about it, and we have not been able to get a proper response or help, as nobody has clearly told us anything. And the account was also reviewed wrong for account theft, something unrelated to my 7 year old child's ban.<br /><br />We checked the account's ban note when we were able to sign into the account and it said for a username creation, we would like to get this username reset or changed if possible for the roblox account so my child can have her account back. The rest of the things that were included the ban note my child has never did before on the account. My child also did use the support channels but it was rarely. I am hoping the termination can possibly be changed to a 14-day ban instead of a complete ban. Because this account has all my child's memories and it was not my child's intention to violate any of the community guidelines, as my child is only 7 years old. I hope someone can please reach out back to us about this, because we haven't been able to get any help. Thank you.

Hello. I am hoping someone can help us with the moderation that had been put on my 7 year old child's account. My child has been crying as this account was really important to her. We sent a ticket in november about the account. And the account got reviewed wrong for account theft which was not related to my 7 year old child's ban. My child was actually moderated for a username creation. My 7 year old mentioned she would like to reset it or change it so my child could have her account back and we got no reply. It was also for using support tickets. My child and I don't use them at all only when my child was hacked. And even then we only sent one to two. We never used them that much. I hope someone can possibly give the account a second chance. The rest of the things that were mentioned in the ban note my child never did. As I monitor the account all the time. I again hope the account can be re opened. My child really wants to play again. As this game really made my child happy. Thank you so much. Have a blessed and great day.??

My son had his roblox account permanently deleted for having adult/sexual content in one of the games he created. This content was hidden inside of a module he acquired from within the game itself, and he was unaware that the explicit content was in there. He called it a virus when he explained it to me. This account had accumulated a lot of items, most of which were bought with actual money. When I asked the roblox representative to show me the proof of their reasoning for termination of the account, they refused and simply stated that the account is deleted and nothing can be done. I feel that because money (including gifts cards given as Christmas gifts) was spent on this account, proof should be provided, otherwise it just feels like we're being ripped off by the

gaming platform. We should have the opportunity to prove he did not intentionally create a game with adult content, and the platform should take responsibility for making that type of content available in the first place.

This site encourages kids to participate in an online stock market using real money assets, (essentially gambling). It also exploits labor laws, fooling young creatives into working for them to develop content, failing to prevent exploitation of young creatives by predatory partners. It also illegally collects and retains information on underage children and does not protect them from predators.

I'm trying to resolve an unjustifiable action taken on the account related to case # b(6) on Roblox support. I have access to all the emails and payment methods associated with the account #b(6).<br /><br />The 11 year old child who plays on the account made games for her friends to play together on, using Roblox Studios, and inserted game models using the built-in model library search to decorate the game. It turned out that one of the models contained a malicious script that caused (without permission) the game to execute AntUTG (Ultimate Trolling GUI) which apparently contains inappropriate content in violation of Roblox rules. Roblox moderation took action on her account by permanently deleting it. <br /><br />If you search AntUTG (Ultimate Trolling GUI) ban on the internet it is easy to find many threads across the internet detailing this same scenario experienced by many other users. It is very clear how unmoderated models from the official Roblox Studios client's own library ended up causing this circumstance.<br /><br />This 11 year old's account (on which her parents spent upwards of \$100 on various in-game purchases) has been permanently banned without any prior warnings or bans, for something that was completely not her fault. Going through the Roblox Appeals process was unhelpful and we received only vague, repetitive responses. No solutions were provided other than to give up the account, which an 11 year-old has spent 3 years progressing and on which her family has spent a significant amount of money throughout birthdays and such. To reiterate, there were ZERO prior incidents of rule breaking in the 3 years the account has been active. <br /><br />Roblox's inability to moderate the library of their own Roblox Studios service has caused this, and it is unacceptable.<br /><br />--- Additional Comments: Restore the account and remove the unjustified ban.

I'm not sure if this is the right place to file this complaint. ROBLOX is a well known gaming platform and the game can be installed locally on users PC's, tablets or played online. Gift cards are available for purchase however the gift card does not inform buyers that the cards can only be used for online game play only. I redeemed one of the \$25 cards online and it does not show on my son's PC application version. The user name is the same on both plates, but the online account looks as if he never played a game, therefore the 2 systems don't update each other.

I contacted Roblox with no resolution and requested the \$25 that i redeemed to either be put back on the gift card or sent to me via another method.

My request here is for the gift card to be updated with bold font on the front of the card indicating REDEEMABLE FOR ONLINE PLAY ONLY with details on the back indicating points can't be redeem for other platforms other than Online Play;

I myself don't play this game and neither do other parents that purchased this cards for children. Children don't understand because they are that, children but if the card itself gave a warning, people wouldn't deposit them on a different platform making the credits unusable or at the time of purchase a person may contact the child's parent for who the gift is for and ask about Online play;. Currently the back of the card indicates to redeem to visit [www.roblox.com/redeem](http://www.roblox.com/redeem) but it doesn't explain that points are non transferable to other

platforms.

On the desktop platform a person can purchase points using a credit card and it does have a gift card redemption entry form but it asks for 25 character pin number but these cards use 18 character pin's. I'm not sure if those cards are something for another service such as Google play store but know that i cannot redeem these cards on the desktop app.

In my case, i received 4 \$25 gift cards for ROBLOX and redeemed one of the cards. I'm trying to get that credit put back on the card, because i contacted Costco and they are allowing me to return the cards as long as all of them still carry the credits. If Roblox can't reverse the redemption, I'm losing out \$75.

On January 11, 2022, the Roblox account of my minor child son was hacked during a 'trade'. Three items, 'Ice Valkyrie', 'Super Super Happy Face', and 'Blizzard Beast Mode', were stolen. Working in tandem, and communicating through voice chat, at least three adults, one of whom claimed to be a former Roblox employee, another one claiming to be an administrator of the Roblox game 'Bad Business' (and thus purported to have access to special codes), gained my son's trust through deception, obtained my son's account password and two-step verification, and initiated and completed a trade, depleting my son's account of the items. After stealing from my son, the predators taunted him by calling him names, telling him Roblox had decided to take his items because of the way he'd treated them, that Roblox would never return his items and only send him automated responses to his complaints, and then told him they (the predators) would restore his items if he payed them money.<br /><br />I purchased the three items for my son previously. They cost at least \$400. Their value, according to my son, is now in the thousands of dollars. I feel that my son deserves to have the items returned to him. If not, I demand at least a refund on my cost. <br /><br />I contacted Roblox and was informed that because of policy they couldn't 'rollback' my son's items. I asked for a refund and they said they were 'unable to provide me with any further information or response regarding this inquiry.' <br /><br />My son's too young to understand when to trust people and when to not. It doesn't matter if Roblox has a limit on account 'rollbacks'. My son is the victim of a crime. His items, paid for by hundreds of dollars in real money, were stolen from him. Roblox failed to protect him. Roblox should do the right thing and return his items. --- Additional Comments: I would like the items stolen from my son's account to be returned to him. Barring that, I'd like a full refund on the items.

Hi,my grandson account was blocked because he said the word gay. Please understand I do not condone him saying that and he was reprimanded. Although the other kid involved was not blocked. I'm upset because my hard earned money I paid for roblox as a Christmas gift of 100.00 was taken and not used.This child invested all his money over years and is still crying about this. I would greatly appreciate if he can be reinstated at where he was on his account with the unused money. I promise he knows that if ANY words comes out of his mouth, he will be band from playing games at home. I'm an old school grandma and disrespect is Not tolerated. Thank you --- Additional Comments: Reinstate

i recognised it Other-Other Update

i recognized it since i knew it was not the real website and i used my scanner Other-Other Update

I received a few gift cards to roblox from friends of mine adding up to \$100 which I redeemed on the website shortly thereafter. Following that the website crashed for several days. This was in early September or late August. after that website crash my giftcard balance was listed as empty which did not seem correct so I contacted their customer service. I ended up dealing with several individuals all



of whom refused to pass me on to their superiors after informing me that I needed pictures of the cards and the numbers on them which I obviously did not have due to the fact that I disposed of them after what I thought was a successful redemption. There were several back and forth emails between various people who all had effectively the same thing to say without even acknowledging what I was saying. there are many other things wrong with roblox as a children's platform, but for now I just want my \$100. I am not even asking for it as money, I am asking for it as in app credit.

I recently opened a Roblox account in December 2021 before Christmas. I added \$200.00 to my account. The account was locked out after i added the 200.00. I have emailed Roblox several times with no help or solution to get my money back. Roblox has both my money and account. I have been defrauded by the Roblox company.

I have contact roblox about my account being hacked. I have sent in a number of complaints and emails. They have claimed there's nothing they can do because the games are owned and made by different people. So then I contacted the game and they basically told me my tone was not tolerated when I didn't use any type of cuss words at all. I lost so many pets that took so long to grow and create. I feel like this is all a scam and I've spent thousands on this game to just have it ripped away from you in seconds with no resolution. So this is my last chance to get something done.

I bought 25\$ gift card for my daughter for Christmas. When we tried to redeem it it said not valid already used! I contacted customer service with gift card number and a copy of receipt. They refused to help. I went on their fb page and there are lots of ppl in my position! Roblox scammed lot of ppl this holiday season.

My 6 years old son account got deleted and allegedly being accused as a creator of adult / sexual themes. Which is totally false. The account got deleted and there is a roblox premium items and purchased other stuff without being refunded. There is also a false instruction that does not allow to stop the subscriptions. <br /><br />Roblox created a roblox creator to help user create their own world. My son is building from a template that is given by roblox and without any explanation they just shut down my son's account and stole all the purchases and without any explanation or screenshot just need to follow the community policy which is vague <br /><br />They do not investigate the matter first before deleted my son's account and my son is only 6 years old and he is very anxious now to see his account get reinstated and he bought so many premium items from the company itself now without refund or he can get his account back. There is no apology letter only one way to the appeal department which are not helpful or care. <br /><br />Roblox account got deleted with no investigation and accused my son for being a creator for adult theme which he has only start to learn how to speak and type in his second language <br /><br />There is no explanation and they refused to explain while this is called the appeal department and not want to investigate further<br /><br /> --- Additional Comments: Refund; Repair

I started a Roblox account a little over two years ago (to play with my family during lockdown). I invested hundreds of dollars into the game via my account. I took a break from playing and decided to start again since we're all home because of the pandemic. When I went to login (I know my username and password), it said I needed to reset my password. I clicked ok. Then it wouldn't let me reset it because I didn't associate my account with a phone number or email. I contacted support, and they said there's nothing they can do but start a new account. Doing this means I've lost everything I purchased with my old account. My issue is if the game/company is the one requiring me to change my password (not my idea), they should at least give me a chance and notify me my account isn't connected to my email or phone to do it. It is unethical to decide an account needs to change their password without notifying them they're going to lose it if they don't add additional information. I'm livid at the

amount of money lost and lack of any solution. It's very simple. I know my username and password. I'm happy to add my email and phone to my account, but give me the chance to do it before taking it away. I feel scammed out of a lot of money. --- Additional Comments: Let me log into my account with my original username and password so I don't lose all I've purchased.

I purchased a Roblox premium subscription through apple and never received the product. Apple reviews my case and refunded me in full. Roblox immediately banned all my accounts even those not associated with such purchase. Apple agreed w me after investigation and refunded me in full. Roblox stole all my account money aka Robux even outside accounts associates w said purchase and threatened me with expulsion and account deletion. They refuse to accept my refund was unauthorized but it was through apple. They lied to me, stole my money, and destroyed my the accounts by stealing the existing Robux even in accounts not associated with the apple refund. I seek a full refund of every penny I ever paid into Roblox as a partial refund doesn't not assist my daughters. This is over \$1,000.00 refund sought. I expect a full refund 100% of every penny I paid to apple to Roblox. --- Additional Comments: Billing adjustment; 1000,00

Good day,&lt;br /&gt;This issue initially started around March 2020. My son and I have made several of purchase to this company throughoutthe life of his account. My son made a mistake and used my card with out my permission. He made an unauthorized purchase to Roblox for \$99. dollars. I requested a refund for this one purchase. The company grunted my refund which is appreciated, however, they deleted my son's account which was unnecessary. He had a lot of items that were purchase in good standing. I reached out to the company support team to see if the items purchased in good standing could be transferred to his new account and they have denied my request. I have the email communications about this. If you can send me an email address were I could forward them to, I will. I understand my son did something that is not tolerate by their company standards. I would like what I previously purchased. If you buy something it belongs to you. Please help. I can forward emails for more accurate, detailed account of everything. Upload is just one email communication.&lt;br /&gt;&lt;br /&gt;With gratitude,&lt;br /&gt;b(6) &lt;br /&gt; --- Additional Comments: Exchange; Refund

This company has one of the worst customer services. The customer service team continuously doesn't read what is being asked and refuses to assist with any issues. This company is well known for having a terrible customer service team. The reports for an account that is punished is supposed to be answered by human responders but each response feels like a bot response or a copy and paste and never helps with the issue at hand. There has been public outcry for how terrible the customer service is but yet the customer service is still one of the worst business customer services. For how bad this company handles customer service its shocking that there hasn't been a lawsuit against them yet. My name on the website was &#39;b(6)&#39; and I was punished for something out of my control and would get nothing but copy and paste or bot responses when they claimed that account inquires were answered by humans. I tried everything and got proof emails with me and this company that shows them blatantly ignoring my issues and pushing me out the door. An investigation needs to be issued towards Roblox's customer service branch so me and the many others affected by the poor customer service can receive the help we desire. They also pointed fingers at things I never did. Roblox also ignores emails after a month so there is a small time frame to try and justify that you're innocent and you never receive a human response.&lt;br /&gt;&lt;br /&gt;(Photo evidence provided were written through the email used for the creation of my Roblox account) --- Additional Comments: Replacement; Modification/discontinuance of an advertised claim; Contact by the business

My 7 year old son has spent hundreds of dollars and countless hours on his account. Unlocking limited time items he can never get again. His favorite game, piggy, was completely unlocked. Every single

limited time skin, trap, and achievement. He was so proud of his accomplishments. He got a laptop for Christmas to make his own roblox games on studio. He created a simple game. But it was his, and he was so proud of the work. And even more proud he figured out roblox studio on his own. He asked me for my help on Sunday 1/23/22. I helped him add the badge achievement for 100 robux. Then he saw he could make his own private server option for the game. We added one for a 10 robux fee. Knowing only family would buy and boost his confidence, I thought this was an okay thing. Within seconds of adding that, we weren't able to save anything and kept getting error messages. My son got his iPod and tried to logon to roblox and saw his account was deleted by roblox, for creating a game to scam people. I filed the appeal form, the only response I got from roblox was his game included a GUI phishing scam. He is seven years old. His game was up for a month with no issues. He doesn't have the mindset or ability to create a phishing scam within a game he barely knows how to create. This has hit him hard, it was literally his life work. Erased for trying to create his own game and trying to learn about new things. You deleted his friends he made through the years, his work, his achievements, and crushed his desire to create. <br/><br/>Username b(6)<br/><br/>Roblox Support Ticket b(6) --- Additional Comments: Contact by the business; I want my sons roblox account reinstated

My daughters Roblox account was hacked and all of her items in Adopt Me were transferred to another account by the hacker. We are trying to work with Roblox (then with Adopt Me) to restore those purchases as many of them were made with real money (purchased robux, the game currency). When communicating with Roblox they are telling me that my daughters account needs a verified email to be able to proceed. My email is verified on the account and they are telling me it is not and are not willing to help. I have sent in screen shots showing my email is verified, along with the email verification they have sent to me. I want my daughters account re-instated and her pets restored to her account. Attached are images of The email verification I received to verify the account, along with a screen shot showing my email has even verified on her account, as well as the hacker who traded all of her pets for nothing in return (which you wouldn't do if you spent actual money on those things).

This website is selling limiteds that are only of use from roblox.com. They do not follow any form of applicable taxes, as far as I see, and they do not have a license to operate this website like this. The limiteds in question, from roblox.com, are only licensed for limited use on site and have no real cash value. As such, they are using copyright images of the items in question, without having the right to do so. Adurite.com should be taken down from the web, as it targets minors as well with its advertising. Also, not with this complain, but ro.place and rbx.flip are similar sites. With rbx.flip being a gambling site targeted at minors.

Www-Roblox.com (first sign)

This is the platform from which information is hacked:

LESIKEY

Best free phishing generation..  
name., so on..

Robot

Website is configured by individual(s).

i send them 160 dollar for 50 robux and everyone said they scam with that but roblox said they are lying and i send them the money and i did not get 50 robux and i got banned from roblox and roblox report that i was scamming with a fake story of me scamming Other-Other Update

Online purchase made . Item was received but later deleted. The respond to the case was that they don't recover deleted products. this has happened before and they keep saying it was the child that deleted the item but why is it always the purchased items that is being deleted? something which they will not answer. I ask for logs but have not received any as of yet.

Purchased Items:

criminality radio

criminality armory

shindo life bloodline bag

I was playing ROBLOX, which has a pretty in-depth asset trading system. These assets can be exchanged for in-game currency, and further exchanged for USD. Someone I met while at a ROBLOX game asked me to play a game with them. I accepted and they sent me a link (provided below) which they sent in an attempt to steal my account. I added them on Discord, their name on Discord being b(6). They have two accounts linked to their Discord, their Microsoft username being b(6) and their Spotify account will be linked at the bottom of this message.

[https://open.spotify.com/user/b\(6\)](https://open.spotify.com/user/b(6))

[https://web-www.roblox.com/games/286090429/Arsenal?privateServerLinkCode=b\(6\)](https://web-www.roblox.com/games/286090429/Arsenal?privateServerLinkCode=b(6))

All right, so I would firstly like to state that I have not been scammed by them nor has anyone I know, but it has been brought to my attention that the company has been providing a market place for children to sell goods as well as enabling gambling behaviours through what amounts to stock speculation on the goods being bought and sold, which is being done with real money. Besides being a corrupting influence, I would say such exploitative practices ought to be against the law if they are not already.

As things currently stand, they are profiting off of the labour of minors by taking a cut of all profits made on their platform, facilitating trade of items for currency bought using U.S. dollars which can then be traded back for dollars at a terrible exchange rate, and they are encouraging spending behaviours through their marketing gimmicks and creating of limited time items which they then sell to children. Unlike a real stock market, there is no warning that you can lose money or make it and the entire process is simply designed to be as easy as possible so that even a five year old could use it.

Here is a video which actually discusses a lot of the issues with the 'game' and company running it.

<https://youtu.be/vTMF6xEiAaY>

<https://www.youtube.com/watch?v=gXlaurB1EQ>

<https://www.youtube.com/watch?v=vTMF6xEiAaY>

I have received a text on my cell phone from a person pretending to be a CEO of my current employer, Roblox.

There is an unregulated trade market on roblox.com in the form of collectible in-game items that minors can purchase and trade for real money often reaching hundreds and thousands of dollars. Roblox has targeted minors and is exploiting them through this market. REF:

<https://www.youtube.com/watch?v=vTMF6xEiAaY>



back. We feel like we are being held hostage by a billion dollar company. &lt;br /&gt;&lt;br /&gt;My sons username is b(6) and his email is b(6)&lt;br /&gt;&lt;br /&gt;Will someone please just help? --- Additional Comments: We would like his account reactivated.

I am trying to get my account back and send literal evidence that proves it was my account and they send the same message over and over even though I give them so much proof.

On Monday, November 29th 2021, my ROBLOX account&#39;b(6)&#39; was logged out and when I logged back in my account was locked due to a &#39;ToS violation&#39;. &lt;br /&gt;&lt;br /&gt;The alleged ToS violation was that my advertisement violated terms of service, however upon contacting Customer Support member b(6), he informed me that my advertisement did NOT violate terms of service and that it would be restored and I would be compensated.&lt;br /&gt;&lt;br /&gt;It was never restored, and I asked for a refund and the next day b(6) replied that my \*video\* that I uploaded was not refundable because it was taken down falsely. However I uploaded advertisements, not a video therefore that is not valid in this situation.&lt;br /&gt;&lt;br /&gt;I spent 100\$ on advertisements, for them to be falsely taken down, and being denied a refund.&lt;br /&gt;&lt;br /&gt;I wish for my 8140 robux to be refunded, and to be compensated for the time this error has caused myself and my company due to my advertisements being cut short after I purchased robux and bid the advertisement.&lt;br /&gt;&lt;br /&gt;Signed, b(6) --- Additional Comments: Store credit; Contact by the business

they not return my account because i appeal later than 30 day. But i didn&#39;t know it was hack cause my email was delete for not using it. also i am event winner. how they can ruin my winning like this? the account was hack and they know that. that is why they ban it. cause someone was stealing my item and account i know it. they must return the account to me ): --- Additional Comments: Delivery

My account was hacked and they won&#39;t return it back to me even though i showed billing receipts from the account. They ask for receipt from 10 years ago which is ridiculous. This is my account it is my right to have it. --- Additional Comments: Return account to me

My 8 year old daughter has an account with username b(6). On November 13th we discovered that her account had been deleted due to breach of terms of service. I appealed the deletion and requested additional information, all Roblox will tell me is that she &#39;created a game with inappropriate content. The game has a UI function (Unleak SS) that enables access to use the sexual/adult commands within the game&#39;. My daughter only plays games and no one in our household had any idea how to make games and use any functions. We believe this is just a big mistake and Roblox will not provide any evidence of any wrongdoing. I have contacted them several times and everytime it is the same thing, this breach happened, we can&#39;t show you what actually happened, take our word for it though, and your account is officially deleted. We have spent approximately \$600 on this account on in game purchases which are now all gone. Unless they can show us what we did wrong in our eyes this is theft. --- Additional Comments: Contact by the business; Reinstatement of account

Hello Roblox. My child was terminated and we have been waiting 3 or more weeks for someone to get back to us. As the moderator b(6) reviewed my child&#39;s account for Account theft. When the account was actually moderated for something else, my 9 year old child&#39;s account was moderated for a username creation, my child has had this username for a whole year theres nothing wrong with it at all, but we would like to know how to change it or possibly get it reset for my child. My child also has no bad content or behavior as we checked the account ourselves.&lt;br /&gt;&lt;br /&gt;My child also rarely uses support channels. We are confused by that as well. I am hoping you guys can possibly send head of moderation to one of our tickets from support. As we really need you

guys help with my child's account, or just send a head of moderation staff to one of our tickets. Thank you.

Hello Support. I am hoping someone can send head of moderation or head of appeals to my ticket. As nobody responded back and my ban note has not been reviewed. My account was moderated for a username and nobody had replied back. I really am in need of assistance. And if there could be a possible second chance given to the account. Because I have asked if the username could get reset however nobody responded back. I am hoping someone can help. Thank you. --- Additional Comments: Contact by the business; Exchange

Hello Roblox. I really hope someone can please just get the head of appeals for my account. My accounts ban note was never correctly reviewed. As I was moderated for a username but the staff b(6) had said I was moderated for account theft. The staff I don't even believe he even reviewed my account or even checked my ban note. So I am just emailing you guys about this. My username is b(6). And I have been asking for someone to review my ban note for 3 weeks, and no help. I really don't know what was wrong with my username as I have had it for a year however I would be more than able to change it or reset it, I explained this to the moderators and all they do is forward me to a specialist and the specialist never responds. I hope someone can just reply and help with this. As this account was very important to me. I hope I can have a second chance with my account as I would be very grateful. Thank you.

Hello. My child's account was not reviewed. Or her ban note was never reviewed regarding her termination. And we really need help. The user of the account is b(6). The account was moderated for a username which we are unsure as to how it was bad as nobody told us about it for a year. However we would be more than able to reset it. And I really just hope someone can help us with this. As this account was very important to my child, and we haven't been able to get a response from anyone because on our first appeal the moderator, moderated the account for something else which was for Account theft. And I hope someone can help us. Thank you.

Hello Roblox. I really hope someone can please get back to us regarding my child's termination. Our appeal hasn't been able to get reviewed at all for 3 weeks. My child really misses her account, the account was not moderated for Account theft when we had checked the ban note, that is what the staff b(6) said. When we checked the ban note the account was banned for a username creation, and tickets to support, and content and behavior. My child doesn't even make any content on Roblox, and she doesn't have any inappropriate behavior or any bad behavior on the account. And my child has had this username for a whole year now, so nobody told us anything about the username however we are more than able to change it for Roblox. And we only send a few tickets to support whenever we need help and assistance with something. I am hoping someone from head of moderation or head of appeals can please help us with this. I have purchased a lot of Robux for my child on this account and a lot of premium, and I still do because we really support Roblox. I hope someone can please just get back to us as our tickets are being ignored. Thank you.

My son purchased a \$25.00 gift card at Walmart. We followed all the instructions on the card and the credit for Robux was not credited to my son's account. His account is b(6). I have reached out to customer service and have gone back and forth with them. I have provided proof of purchase. Photo of the front and back of card. My son's last 30 day account summary proving that the credit was not received on his account. I have jumped through every hoop customer service he asked and for them to respond and call me a liar I will not accept. The customer service rep was very condescending and dismissed me. He provided no evidence that my son received credit on his account as he claims. Yet I have provided physical evidence that no credit has been received. I need to be reimbursed for this money. I already attempted the retailer and was advised there are no refunds issued on gift cards. It is up to Roblox to make this issue right. Secondly they need to talk their customer service rep and take

disciplinary action. Teach them how to treat customers. --- Additional Comments: Billing adjustment; Refund

My child made an in game purchase and the item wasn't received. I attempted to contact every party involved (game developer & customer service depts) as suggested by the individual that handled my situation. It failed. You do not get a human only email and it seems nobody comprehends a thing you try to convey. <br/>Bottom line a purchase was made the item wasn't delivered as promised. He got nothing for the money spent. So after two days of a huge runaround I contacted PayPal about the situation. PayPal opens a case to have my money returned however they give the merchant ample time to dispute and reply. I'm thinking since I can't get anyone at all to help me a response might result in further investigation on Roblox end as to what happened. It did not. They deactivated my child's account and I've spent 1000's of dollars on items they. The kid has used his weekly allowances and birthday money there etc - ridiculous <br/>Nobody will address the issue that the child was scammed out of his money on the platform. I've emailed the CEO himself about the issue and nothing because the game it happened in is extremely popular and makes bank for the platform. I'm absolutely disgusted by how this has been handled since day one. The amount of money spent on that platform wasted because the little guy doesn't matter. I've provided proof of the issue to every rep I've had the displeasure of emailing with and Mr b(6) himself. Still the account is deactivated and shouldn't be. Im seeking re-activation of this boys account or every penny ever spent on that platform to be returned period.

My 12-year-old daughters account was hacked that she has been growing animals and playing and building for six years now. I have begged the company to reinstall her roblox and All the stuff that was stolen from her including legendary neon animals and rare animals from adopt me and multiple faces and other things from other games in this whole big Roblox game. For over a week now I have been going back-and-forth with this company about reinstalling her a digital items that cost them absolutely nothing to reinstall. And they absolutely refused to help me in anyway and want screenshots of the animals that she used to have which is impossible to do. They know this and like I said before it cost them nothing. This is terrible customer service do not allow your child to play this game. They take advantage of small children my daughter has spent all of her money on this game over the last six Years! I am absolutely disgusted with this company and shamefully we have spent thousands of dollars over the last 6 years on rewards and such for her doing good on her report cards, Christmas and birthday presents. I only tolerate the game because she likes to build things and I think it is good for her future to be able to master some skills for an engineering career that she wants to have when she grows up. <br/>I don't understand why they won't help me; like I said before it does not cost them anything to replace her digital animals and digital stuff that we paid real money for. This company is a scam this game is a scam do not allow your kids to play it or you will regret it. I have never had this kind of customer service. You can't even call the company they just constantly send you emails and it's not even a real person. When you finally do talk to a real person and they just tell you to reference a whole bunch of crap that they copied and pasted,Which isn't even helpful. Worst company ever do not use! My 12-year-old is heartbroken over her digital loss,They are predators ! --- Additional Comments: I want them to give my 12 year old her digital items stolen from her!

My 10 year old son admitted he used my amazon account to make 8 separate purchases to buy 11 separate \$100 gift cards for Robux in less than 13 minutes on the evening of 111521. My son has never used my Amazon account before and he was not authorized to make the purchases. He told me he made the purchases that night. I contacted Amazon immediately that night, who put a hold on the charges as a dispute and it sounded like i would not be charged for the unauthorized purchases. After a week went by, i still had not heard from Amazon, so i followed up with a letter and a phone call to



their disputes department. The second contact i made to amazon, i spoke with a customer rep who was rude and said i owed the money - too bad. I received an email next day as a followup to the phone inquiry from amazon stating my amazon account was closed because i refused to pay the unauthorized charges. Subsequently, my account has been reopened. I contacted my credit card company, Capital One a few days after the charges posted to my account and reported the issue as unauthorized charges on my account. They temporarily credited my account and said they would begin an investigation. I never heard back from them and now see the charges as owing on my account. I reviewed the Roblox website which said they usually work with parents of children that made unauthorized purchases, but not when the purchases are made through Amazon. Their website said to contact Amazon to get the refunds. It appears Amazon is not doing anything to get the refund from Roblox. I read online that the next step is to file a complaint with the FTC if the vendor and credit card company fail to resolve. I am hoping you can facilitate a refund from Roblox to Amazon so that i do not owe anything for the unauthorized charges. I never imagined my son would be using any of my accounts without my knowledge or authorization, i have since locked down all electronic equipment, iPad, iPhone, desktop, laptop. I have changed passwords on various accounts. I have learned my lesson and my son has definitely learned his lesson.

My daughters Roblox account was hacked. She couldn't get into her account (which she has paid for a ton of items on) and when I went to try and recover her password, I realized she never set the account up with an email. I have tried and tried to ask them to reset her password, and have given them every single piece of information they have asked for, multiple times. Every time they write back, it's a different person telling me the same thing. I'm not providing them with the correct receipt. I resend them ALL of the information they have asked for. I'm getting VERY frustrated. The money comes out of my bank account when she purchases something. I have proven over and over to them that I am the owner. I would like to have her password reset and placed under my email.

I forgot the password to the b(6) account, I tried to change it but Roblox doesn't sent me the message code to my phone number which is b(6). Need help to be able to change the password so I can have access to the account again. --- Additional Comments: Hep to change the password to b(6) account.

There is literally no music in the game. On this iPad. And roblox doesn't seem to do anything about it. Can you guys fix this already.

My account b(6) was banned for 1 day for harassment. I believe this was an unfair ban as my brother went on my computer and did those messages, an agent has replied but said they won't be unbanning the account as it was correctly banned. This is why i'd like a senior manager to respond and unban my account quickly! I was a Roblox developer for 4 years and I get banned, what the heck?! Roblox, please unban my account, it was an unfair ban, if you still not unban me, I will be forced but with no choice to lawsuit you!  
Thank you! --- Additional Comments: Finish the job; Unban my ROBLOX account!

They are making the gift cards they sell in stores unusable. They ask for information that has nothing to do with being able to verify your account. They say the only way they can honor the gift card is to provide a receipt showing ownership of a xbox, so they are demanding a receipt from 4 years ago. Showing i bought a xbox in no way proves that the account my child plays on is his. They only came up with that request after numerous pictures were given to them to show proof that the gift card was purchased and that the account was his. They are a scam corporation and their the gift cards should no longer be sold in stores because they are misleading.

On about September 2nd, I lost access to one of my Roblox accounts, the password was reset, and the email was taken off, turns out that this is a common glitch that happens to a ton of people where it



breaking content, leading to the automoderator detecting said content and flagging my account for deletion. &lt;br /&gt;&lt;br /&gt;Upon submitting a support ticket (b(6)) to appeals, the staff member changed my account deletion to a 7-day suspension and stated that the game I was editing was correctly suspended. I followed up by expressing my concern over how an account be easily deleted for unknowingly inserting a public model into the game, and that further investigation should be made to prevent this from happening to anyone else. The staff member responded by turning my 7-day account suspension into an account termination again with little explanation and said that the penalty was correct for &#39;creating a game with inappropriate content.&#39; However, I had no intentions of doing this in the first place. &lt;br /&gt;&lt;br /&gt;When I reached out to a previous DevEx ticket that I had open (b(6)), I was redirected to appeals, who immediately denied to help me because I had already submitted a previous support ticket. The &#39;once a decision has been made, it will not be reviewed again&#39; rule prevents further communications.&lt;br /&gt;&lt;br /&gt;By no means should a billion-dollar company be auto-terminating accounts because they inserted publicly available content that is hosted on that service, that they had no part in creating. &lt;br /&gt;&lt;br /&gt;As a customer and developer of this platform for over eight years, to have my account suddenly deleted and to receive little to no support, no empathy, and what seems like automated bot responses to my pleas for help has been very frustrating. I am very disappointed that I have had to deal with this sort of support.&lt;br /&gt;&lt;br /&gt;&lt;br /&gt;I hope that my complaint is followed up on properly and that my account can be restored. Thank you in advance.

My granddaughter Roblox account was removed without any warnings or notice. She has over \$400 dollars invested in to her account as well as she still had \$40-\$50USD or 4000-5000Robux that was still available currency on her account at the time Roblox platform removed her account. I have been attempting to reach out to the support center and I&#39;m unable to reach a live person just automated responses. Here name is Kealoha and her account username is b(6) email address b(6) ticket number 38575739. The only thing she was told was the account was terminated due to unauthorized charges. This has never happened before on her account. I would deeply appreciate it if I could receive some help with this issue. Because this account has had a lot of real money put it to it and still had a available spending currency. There was no ability opportunity to correct any possible issues or intentional violations regarding her account. She should have the ability to correct any possible problems with her account before the drastic decision to terminate her account with out notice is made. --- Additional Comments: I&#39;m hoping to have the account restored to active ; Or have the money invested and the current unspent money refunded.

En las 11:00 pm de 9 de noviembre hicieron varios compras en lineas en la pagina de ROBLOX que fueron 5 compras de 0.99 centavos  
Me comuniqué a mi banco y lo reporte  
Se supone que bloquearon la cuenta y que me enviar&#225;n otra tarjeta con otra cuenta  
Pero desde que bloquearon no hice compras durante estos días y me viene otra notificación que el día 11 y el 12 hicieron otra compra en la misma página de ROBLOX que fueron 0.99 centavos

About a month ago my wife bought my son robux from her apple id. Accidently she purchased a monthly subscription. When the subscription renewed the new month she was confused and had apple flag and cancel the payment not knowing she accidently started a membership. Roblox terminated my sons account with a hundred dollars or more of content and progress. Their support system is next to impossible to get incontact with a live or meaningful conversation to get the account reactivated. i told them when the charge occurred and the mix up of us errantly flagged a payment that we cancelled. i even offered to pay the subscription fee to reactivate the account. It feels as if their goal is to sandbag and drag their feet forcing the user to start a new account and repurchase all of the content lost. It almost seems like they are completely overwhelmed, being unable to properly review accounts and just terminate the accounts or are purposely trying to get people to spend

money making new accounts. Their support system is terrible and frustrating and leaves a person feel helpless that they can not explain their situation. My kids are upset and I and out a decent amount of money all because they terminated an account over a 4.99 charge that my wife accidentally disputed. I just wish internet based businesses were held to a higher standard of customer service and were policed more on how easy it is for them to basically steal purchased internet items and accounts forcing you to re buy them. --- Additional Comments: i just want them to restore the account and the items we spent time and money on

We are monthly subscribers to Roblox on a Premium Plan costing \$20/mth. My six year old son's account was suspended, and according to the message on the screen it was because he - who is in first grade and still learning how to spell - typed 'kcum' into the chat window. Not a sentence that used that word (which isn't even a word) but just that word. Period. The suspension states he used 'sexual language'. My child doesn't even know what sex is. Regardless - I filed an 'appeal' and asked them to review his chat log to see if there was there was any additional context. They replied only that he used the word 'kcum'. I appealed that 'kcum' isn't even an English word, and that their appeal didn't appear to have any true review, or any sign of intelligent research or customer service. They are sticking to their guns. I can appreciate moderation given this is a platform that children use, however, some level of review should be necessary as well. My children type nonsense words accidentally all of the time, and clearly - this was one of those times. Additionally, the service pretends to have additional safeguards where parents are promised insight into their children's behaviors - should they truly misbehave on the platform, however when asked (several times) for additional context behind their suspension decision, they could not articulate one. Each of their emails clearly state that he only used the word 'kcum', which, again, is not a word in the English language. Denying us access to a service we pay for without a valid reason is, essentially, fraud. We are asking for a refund of the money that we've spent with their service, or a generous credit for loss of access. We would hate to ban Roblox in our home from the two other children that also use it, but there are many other games out there we can spend our money on. We will certainly be sharing our negative experiences with others if we cannot get a quick resolution.

Hello roblox. I apologize for any inconvenience but I am sincerely hoping someone can help us with our situation. My child had been terminated on the site for no reason at all. My child always abides by the terms of service as well. And we always make sure to follow the guidelines. We recently submitted in an appeal however the agent never got back with us and back with our ticket about our situation and how my child had been falsely terminated. I hope you guys can send an senior agent or senior support agent to our appeal because we know that there's only a limited amount of time to appeal for our situation. And the agents are not responding back to us, I sincerely hope someone can help as this account really mattered a lot to my child. And we have done nothing wrong to not abide by the terms of use. Thank you, I hope someone can get back with us. --- Additional Comments: Refund; Untermination for account; Exchange

Hello support. I hope someone can please send someone to help me with my issue. My account has been deleted for account theft however there was no evidence or proof given that I stole anything or anyone's items. I believe this was a mistake or a possible error. I hope you guys can send someone to our ticket as the account hasn't violated any community guidelines in any way. Thank you so much and have a great day.

Hello Roblox. I am a concerned parent writing regarding my child's account. My child had been terminated and this was for no reason. There was no evidence or proof given that my child did anything wrong and I am hoping someone can help us with this and with the recovery of the account. Or for the head of appeals to be reached to our ticket because we sincerely need help with our issue. --- Additional Comments: Refund; Exchange; Billing adjustment

Hello Support. My child was hacked on the site in June and we contacted you guys immediately about the issue. And we still haven't been able to receive a restore for my child's compromised account. I am hoping you guys can send a senior staff to our ticket to help us as the hacker stole my child's items with a site called trade docs and my child has never used a restore or rollback before. Hopefully you guys can help. Thank you so much. --- Additional Comments: Refund; Restore for account; Exchange

Hello Roblox. My account has been falsely terminated for account theft. I am hoping this can be resolved soon as I own a clothing group and I am also a developer and I make games..I have never been accused or suspected of account theft before. I hope someone can please bring the head of appeals or a senior agent to explain what is the issue with my account and why I have been suspected. There was also no proof or full evidence given that I stole anything. I am hoping that can be provided as well. I again have my own group and I never do anything to violate terms of service. Please help.

Hello, about a week ago I have submitted a problem with my account mentioning that I have forgot the password. I mentioned in my ticket that I tried using the same email I use for every account to reset the accounts password. They replied back with a robotic message saying I should just reset the password with my email. So I replied to the message with proof and evidence of my ownership towards the account since they would not listen. It has been 1 week and I have not gotten NO reply to my evidence whatsoever. I have owned this account for a long time and even have purchased products on it. I am really hoping to get my account back but the customer service is lacking in the proper aid to help me. The ticket number of the request would be [b(6)]

Hello Roblox. We sincerely need help regarding our issue. I have also got a lawyer to partake in this situation. My child has been falsely terminated for account theft or profiting from account theft or participating in it. We have not been given any evidence that anything was stolen nor have we gotten any proof anything was stolen. This has happened many times to innocent people and now it has happened to my child's account falsely. We tried explaining this to the staff b(6) and he did not reply further regarding this on our ticket. We really need someone to help us maybe the head of appeals or head of moderation to be sent to our ticket as soon as possible. We also gave proof that my child did not steal anyone's account or items and that proof was also ignored and not responded to. We need help urgently and as soon as possible or we may have to take legal action and file a lawsuit against this. Because this account has never violated terms of service before. And there was no evidence given. Thank you so much. --- Additional Comments: Contact by the business; Refund

ROBLOX is an online gaming platform geared towards children. It's also very addictive and predatory in nature. You may want to take a closer look at it.

My specific complaint is regarding my daughter's account. Due to some credit card investigations around improper charges, some involving Roblox, my daughter's account was cancelled. All Roblox currency, designs, rewards, contacts, etc. were deleted apparently per their terms and conditions (which no minor would read and they try to sign up minors without parental review consent). I have contacted Roblox several times to see if her account can be restored or the contents of the old account transferred to a new account which sounds fair. Roblox has denied this request which I find unfair and the platform itself to be deceptive. In short, Roblox is engaging in practices that could be construed as being UDAAP.

We are looking for, at a minimum, is better disclosure of terms and conditions (vs. being buried now), the restoration of my daughter's account (by reactivation or transfer) and to Roblox to be on the FTC's radar screen due to their manipulation of minors. Other-Other Update

Hi there I downloaded Roblox on my phone then a couple of hours later I had a friend quest I press accept and after that I've had my bank account tried hacking and media accounts tried hacking into Other-Other Update

Dear Roblox. I hope you guys can get a staff to help us with this false termination. My child has been falsely terminated for account theft or stealing accounts or items. There was no proof given to us for this or no further explanation on it. And the staffs didn't help to explain what happened. My child has been playing for several years now and we always follow the community guidelines. This had been the first time my child was ever terminated. I believe this again could be a possible mistake. We have also not been told what had been stolen or anything my child was just randomly termed for this accusation. Hopefully someone can help as my child is really hurt by this and misses her account truly. Thank you so much.

Hello Roblox. I hope someone can help us with our situation. And possibly send the head of appeals to our ticket. My child was falsely terminated for account theft however my child hasn't stolen anyone's account before or anyone's items and we are sincerely confused as to what triggered the deletion of the account. My child has never been terminated before after years of playing the game. I believe that this could have been an error or a mistake. The staff that was handling our ticket I believe didn't understand so he instantly denied our appeal. I hope someone can review us again and give us a final chance with the account. As there was no evidence or proof anything had been stolen or any account had been stolen from theft. My child also does sometimes sign in and out of her account on different devices I don't know if this is correlated to the termination. I am just hoping you guys can send someone to our ticket to explain in further detail and to see if this was an mistake. Thank you so much.

I purchased a Roblox \$25 Gift Card and the pin was already gone, I went to the store and they said contact ROBLOX but ROBLOX only gave me really bad advice and never gave in to my refund, what a scam --- Additional Comments: Replacement; Store credit; Repair

Hello Roblox. I really hope someone can get our issue resolved. My child has been falsely terminated for stealing accounts or stealing items. We talked to the staff b(6). And we asked what was stolen and he won't tell us anything he won't give us any explanation as to what my child did wrong or what my child stole. I am just hoping you guys can get a supervisor to help us with this issue. As this account has all my childs memories and she has never violated any terms or any guidelines. My child is also very hurt by this. Hopefully you guys can get this resolved as my child hasn't done anything wrong. Participated in no account theft or item theft. Thank you. The staff b(6) hasn't reviewed the case thoroughly as well to check to see if it could've been an error or a mistake. Hopefully you guys can help. I have also provided screenshots of what he said.

Hello support. My child has been signed out of her account and the hacker had also changed my childs email address and stole my childs items. We have been unable to get the items restored and I may have to file a lawsuit because the hacker stolen a lot from the account. He stole my child's items with a site called trade docs and made my child paste a 6 digit code in. And later hacked into my child's account. I hope someone can help us. As we really need help and assistance with my childs account. And a restore because this was the first time that my child was hacked on the site. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

Hello Roblox. I hope someone can help us. My child had been falsely termed for account theft. My child has not stolen any items before or any accounts. We always abide by the terms of service. There was also no proof given of what had been stolen or any evidence that we had stole something. And this has really confused us. My child does sign into her roblox account on her computer or phone sometimes I don't know if that could have been correlated to the reason why she was terminated. We always follow the community guidelines and terms of service. My child has never

been terminated before. I am just hoping someone can help as we are really hurt and my child really misses her account. I believe that the termination has to have been a possible mistake as we are not giving any information as to what was stolen or what account was stolen. Thank you and I hope you guys can get a staff to assist us further with this via our appeal ticket. Thank you and have a great day.&lt;br /&gt; --- Additional Comments: Contact by the business; Restore of account

Hello Support. I hope someone can help. My child was randomly terminated from the site for account theft but my child has never stolen any account items. We tried asking a support staff what was stolen and nobody replied back to us. This is the first time my child had gotten terminated. I am hoping you guys can send out a customer support agent to help us with this as my child never violates the guidelines at all. And has never stolen anything from any accounts before.

Hello support. I may have to file a lawsuit because alot of money was stolen from my childs account in June. And we havent been able to receive a restore. My child had been hacked with a site calles trade docs and it stole my childs items and we haven't been able to get help with a restore. And we need the items refunded because they were unauthorized trades. And this was the first time my child was ever hacked on the site. I hope someone can help as alot was stolen from my childs inventory. And we have been contacting you guys ever since June. And notifying you guys. --- Additional Comments: Refund; Exchange; Contact by the business

Hello Roblox. I am hoping someone can help. My child has been falsely terminated for account theft. And I may have to take legal action because my child has not stolen any items or participated in any account theft. We have not been given clear evidence or proof as to what had been stolen if anything was stolen, and not any evidence. I am hoping the head of appeals can please be directed to one of our tickets that have made to please further explain what is going on with my childs account as it would be truly appreciated. My child has been playing roblox for many years now and we always follow the community guidelines and terms of service. Hopefully a second chance can be given to my childs account as a one time courtesy since my child has never had any issues with roblox before at all. We again tried explaining our issue to the staffs but they never responded back to our appeal. Hopefully someone can help us soon.

Hello Roblox. I am hoping you guys can get the head of appeals to help us with our ticket. My child has been falsely terminated for account theft. Or participating in account theft. Usually when it isn't by mistake they will say 'correctly terminated'. I am hoping you guys can send someone to help us as my child doesn't want to lose her account. There was no proof or evidence given that my child had stolen anything. As well as evidence that my child participated in account theft or profited from any account theft. And we tried explaining this to the staff 'b(6)', however he never responded back to our ticket and denied our appeal. My child has been playing roblox for over a decade now and we understand the rules completely and terms of service fully. This is the first time my child has ever been terminated by an mistake or an error. I really hope someone can just help as my child is really saddened by this as we haven't been given any further information about this and the staffs stop responding to our ticket. Please someone help as it would be appreciated,thank you so much.

The incident occurred Friday, October 22, 2021. I had my account compromised by another user who stole over \$1000 worth of site-wide virtual items from me. I contacted Roblox support to request to recover my items. I was met with refusal from a person named 'Morgan' stating that my account 'had not been compromised' and that I gave my items away 'willingly'. This is simply not true and Roblox support made false claims directly to me. I don't understand why Roblox support decided to lie to me about what I had gone through, they did not listen to me at all. When I requested for them to listen to me they refused and began sending me emails that they would not provide me any more information. They did not give me back my items, or provide me with any sort of refund. I would like for Roblox to give back my items, which

are rightfully mine and they have the complete capability to do. --- Additional Comments: Contact by the business; Refund; Replacement

My ROBLOX account, &#39;IndexRequiem&#39; was recently terminated with no evidence provided. I immediately sent an appeal form and was told that I had posted images containing sexual content on the site.&lt;br /&gt;&lt;br /&gt;Either my account was compromised, or the image was completely fine. I tried to get evidence from them, but they refused to speak. I have sent several appeals and always get faced with the same bottled message that doesn&#39;t answer my question or solve my problem in any way&lt;br /&gt;

My childs account has been terminated. She didn&#39;t violate any terms of service. And we really need help. This is the first time this has ever happened as well. Hopefully someone can help us. My child was randomly terminated on the site. --- Additional Comments: Contact by the business; Help with the restore of my childs account.

Hello support. I hope someone can help. My childs account was randomly signed out of her account and then terminated. I am hoping someone can help us with the recovery of my childs account as I believe the deactivation could be a mistake. We always abide by the terms of service. I really hope someone can help as my child really misses her account and we don&#39;t know why the account had gotten terminated. Thank you so much roblox. --- Additional Comments: Contact by the business; Help with the termination of account

Hello support. My child had been locked and signed out of her account. My child was also compromised by a hacker and we haven&#39;t been able to recieve a restore yet. The hacker had stolen my child&#39;s items with a site called trade docs. And signed my child out of her account and she cannot log back in as the email address had been changed. We contacted you guys as soon as my child was hacked within the 30 days and we haven&#39;t been able to recover the items that the hacker had stolen. Hopefully someone can assist us or get someone to help us with our issue. As a concerned parent I am very worried because I spent a lot of money to get these items for my child. And we need help regaining access back to my childs account. Thank you so much. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

Hello Roblox. I am contacting you guys about my childs account. My child had been hacked in June by a site called trade docs. We havent been able to receive help with the restore yet. I am hoping you guys can send someone to help or I may have to file a lawsuit because alot of money was stolen by this hacker. The site again the user stole my childs items was with a site called trade docs. Making my child paste a 6 or 8 digit code into the site. She didnt accept or authorize any of the trades. The hacker later then harassed my child after stealing her items and I am just really concerned. We contacted you guys as well within the 30 days and notified you guys and we still havent been able to get help with the recovery of my childs items. My child never had a restore before as well. Hopefully the policy restore can be extended for a final time because I have also seen roblox users receiving second rollbacks. Thank you so much and have a great day. Hopefully someone can look further into this issue or I may have to file a lawsuit because I have seen users on the site receiving second restores. --- Additional Comments: Refund; Contact by the business; Rollback/Restore

Hello Support. I may have to file a lawsuit because alot was stolen from my childs account. My child was compromised in June and we have yet to recieve help for my childs restore. My child was hacked by a site called trade docs. The hacker made my child paste a 6 digit code into the website trade docs. They mentioned to my child her account would get deleted by a mass report script? If she didn&#39;t paste the said code into the website, <https://trades.roblox.com/docs>. After that all my child&#39;s items were stolen. &lt;br /&gt;&lt;br /&gt;Hopefully someone can help us with this as we have been notifying you guys ever since June when my child had first gotten hacked. And we haven&#39;t been able to get help with any of the staffs from the support team. And a lot was stolen. The trades were



also unauthorized and my child didn't accept any of the trades, it appears the site, <https://trades.roblox.com/docs> stole my child's items after she pasted the code in. This is the first time my child was hacked as well, and I am just very concerned after my child brought the concern to me. Money has been stolen from my child's account and I may have to take legal action if we cannot get this resolved soon with a support agent. Thank you so much again. --- Additional Comments: Contact by the business; Refund; Exchange

Hello Support. My child had got hacked in early June and we contacted you guys immediately within the 30 days about the situation. And the hacker had stolen my child's items with a website called trade docs. My child never used a restore before and the staffs have said she did use one. I believe there could be a possible error on my child's record of restorations because she has never had a single one on her account before. We mentioned this to the staff but they couldn't help us. I am hoping you guys can send someone to our ticket to assist us with this issue. As this was the first time my child had been hacked on the site since June. The account is always secure as well. I hope the policy can be extended for a final time because of the error that is on my child's record. Thank you so much roblox. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

Hello Support. I hope someone can assist us with a restore. My child had gotten hacked in June and we had contacted you guys immediately as soon as my child had gotten hacked. We haven't been able to get assistance with the restore since June. I am hoping someone can restore these items as a lot had been stolen. The hacker used a site called trade docs to compromise my child's limiteds. And these trades were unauthorized. We notified you guys within the 30 days as well and the staffs didn't help us. My child has also never had a restore before. So hopefully you guys can resend a senior agent to help us with the restore. I may have to take legal action if this cant get resolved. Thank you so much roblox. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

My child's roblox account had been hacked in June. And we have been trying to receive a restore by the staffs ever since my child had gotten hacked. My child had got hacked with a site called trade docs and this site stole my child's items after she had pasted a code into this site. We have been notifying the support team ever since June and we have never gotten a restore because apparently my child used one when she never had. However if this is a case we need the policy extended for a final time to my child's account as I am now seeing that users on this site have received second rollbacks and second and third restores. I may have to file a lawsuit because a lot of money had been stolen from my child's account by this hacker and she always keeps her account secure. So I am hoping you guys can help us. As my child really misses her items and we have been trying to get them restored ever since June. --- Additional Comments: Contact by the business; Refund; Second Rollback/Restore

Hello Roblox. We really need help with the restore for my child's account. My child had been hacked in June and we had notified you guys as soon as my child had gotten hacked on the site and we haven't been able to recover my child's items since June the 2nd. The hacker stole my child's items with a website called trade docs making my child paste a 6 digit code into the website. And it stole my child's items that I have spent money on. My child never used a restore before either throughout her time having her account. I have also seen users on the site receiving second and third rollbacks even though the policy limit is one per account. I may have to file a lawsuit if we cannot get the items restored. We again have been waiting since June and we really need help with the restore. Thank you so much. As I am writing as a concerned parent. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

Hello roblox. I hope you guys can get an agent to help us. My child was hacked by the site of trade docs on the date of June 1st 2021. My child hasn't been able to receive her restore because she apparently used one when she never had used one before. I am asking if you guys can please get a

staff to extend the policy for a final time to my child's account as my daughter really misses her items. And my child has never even had a restore before. The hacker had threatened my child which is how she lost her items in June. And we had contacted you guys as soon as it happened and we were denied help and a restore because they thought my child had one when she never had. So I am asking if the policy could be extended for a final and last time to my child's account as the way she had gotten hacked wasn't her fault at all. And we always keep my child's account secure. Thank you Roblox and I apologize for any inconvenience. --- Additional Comments: Contact by the business; Refund; Rollback/Restore

Hello Roblox. I am really hoping someone can help with my child's restore or get someone to help us. My child had been hacked in June and we had contacted you guys as soon as it happened however my child had been denied a restore even though she never used one before. I am asking if the policy can be extended for a final time to my child's account as my child was very sad after she had brought the attention to me that her items had been stolen. I really spent a lot of money to get these items for my child so this really hurts. The hacker had stolen my child's items with a site called Trade Docs. Again we had notified you guys within the 30 days and we didn't receive help ever since then. I hope the policy can just be extended for a final and last time to my child's account as this wasn't her fault. And my child had been threatened into pasting a code into that site. Thank you so much Roblox. I have also shown images of the site he hacked my child with. --- Additional Comments: Contact by the business; Refund; Final Restore/Rollback

I was trying to buy something on Roblox Official Sales, which is a Discord server. They promised to deliver the items I needed. Scammed me and blocked me after I sent the money via Bitcoin. Find this person and shut down the service. They need to be dealt with in person, calling people the N word with a hard R. Please find them and take care of them.

Their website, roblox.com.so, literally has an extremely obvious phishing link on it.

RE Ticket b(6) and b(6)<br /><br />My son's account was suspended due to gore content. My son then went to Appeal it. <br />I got the email so I queried it with the Appeals team and asked what game it was and when. They responded with a game created back in 2020 (a year and 9 months ago) I then asked how it came about suspending an account for 3 days of a game created almost 2 years ago? I keep getting the same automated response, no one is actually answering my questions. I asked several times for the Complaints Department and Ombudsman details and still same auto response. Not one person is willing to help me or provide any details. I want to know why it took so long, what led them to suspend an account? What game it was so that I can educate my child and he too can understand what he did wrong. I still have all the emails from them, happy to forward them all on. I am so disappointed in the service, I just want an answer to my query. P

Dear Roblox. Please help. My child had gotten hacked for a second time and she has been crying ever since because we didn't get any help through support. We contacted you guys as soon as my child had gotten hacked in June and we haven't received a restore since. I have also seen users on the site receiving second rollbacks on the site and it just really hurts. I hope you guys can help us with my child's restore as she never expected to get hacked for a second time. The hacker had stolen my child's items with a website called Trade Docs. He then mentioned to my child her account would get deleted if she didn't paste a code into the website. This really hurt because I had spent a lot of money to get these items for my child. I just hope someone can resolve this issue as we have been notifying you guys ever since my child was hacked. Thank you Roblox and I sincerely apologize for any inconvenience. --- Additional Comments: Contact by the business; Rollback/Restore; Refund

Dear Roblox. I really hope someone can help resolve our issue. My child was compromised for a second time in June and we had notified you guys immediately as soon as my child had gotten hacked within the 30 days however my child has still not received her restore yet and I am just worried about

what will happen to my child's items. My child always keeps her account secure until one day a hacker had told my child to paste a code into a website called trade docs and after that my child had lost all of her items and she has been crying ever since the incident occurred because this was the second time she had been hacked. I am hoping if you guys can help us and get a staff to extend the policy for a final and last time to my child's account as she had been threatened by a hacker which is how my child had lost her items in June. And it really hurts because I spent a lot of money to get these items for my child. I am just hoping someone can take consideration and help us with this. Thank you. --- Additional Comments: Contact by the business; Second restore/rollback; Refund

I am contacting in regard to an account that Roblox refuses to help me regain access to. It is a very important account to me with many years of memories, but apparently due to Roblox's OWN incompetence (data leak), my account's password was reset. This would be no issue if the account wasn't created 12 years ago and the emails I used are either no longer in existence or forgotten. After contacting Roblox Support for OVER A YEAR from 3 different emails (hoping one would be associated with the account), I never received more than the same exact automated reply from support, telling me that ownership could not be verified. Keep in mind, this is after correctly typing my password and supplying information nobody nefarious would know, such as the original password on the account upon creation, each specific purchase ever made, the billing address, full name of cardholders, and purchase method of these purchases. I provide sufficient information but receive no assistance whatsoever --- Additional Comments: To work with me to prove ownership of my account

Dear Roblox. I am hoping you guys can get someone to help us. My child has been crying ever since she had gotten hacked and all we have been asking for is for help since the day my child had first gotten hacked. We contact and notified you guys as soon as my daughter had gotten hacked however we were denied a restore because apparently my child used one before. I am hoping if the policy can get be extended for a final time to my child's account as she has been very sad. And she mentioned the problem to me and I am very concerned. The hacker stole my child's items with a website called <https://tradedocs.com>. The hacker had told my child to paste a code into the website or her account would be deleted, he threatened my child. I am just hoping if the policy can be extended because of the situation that had happened and how my child has been very sad after she lost her items by the hacker and it wasn't her fault. We again notified you guys within the 30 days. Thank you again Roblox. --- Additional Comments: Second Rollback/Restore; Contact by the business; Exchange

Purchased a \$25 Roblox gift card from Dollar General on 9-30-21. Tried to activate gift card and keeps saying invalid. Dollar General stated they are not supposed to exchange them because they are not responsible for any cards that don't work, but the manager was kind enough to replace it. The new gift card also keeps saying invalid. I am redeeming this at the correct site under Roblox. I emailed Roblox 9-30-21 and stated on the form I am a parent. They sent a reply stating I needed to reply back stating I am a parent. I did reply and not hearing back from them. There is no phone number to contact Fast Card who the gift cards are powered by. Roblox also does not offer any kind of phone support. My ticket # with Roblox is b(6)

Hello Roblox. My child had been hacked for a second time on your site. We had contacted you guys immediately as soon as my child had gotten hacked. She hasn't received a restore yet however. I am hoping that the policy can be extended for a final time for my child's account because the hacker had stolen more than a lot of money from my child's account, and my child always keeps her account secure. She had been threatened into a pasting a code into a website called trade docs. After my child did that she lost everything. She told me about it and I got worried. We have been contacting you guys about my child's account since June and notifying you guys. I am just hoping my child can get a second and final restore offered to her account as she wasn't expecting to get

hacked again. Thank you so much. --- Additional Comments: Refund; Contact by the business; Second Restore

Roughly 2 days ago, I lost access to my main account. I've provided customer support with my billing information, a bank receipt when I bought robux on my account, but they've continuously suggested another way of verifying my account. I am tired of this. Multiple people have been able to get their stolen accounts back with the use of bank receipts. How come they can't do the same for me???

<br /><br />I want to speak to an ACTUAL human and resolve the matter. We can discuss the conversation over call. But if you decide email, let me speak to a HUMAN who can actually read my messages instead of ignoring me. <br /><br />Thank you, <br />

My child had been hacked on your site. And we contacted and notified you guys immediately when my child had gotten hacked in June. However we haven't been able to receive assistance with a restore at all since June of when my child had gotten compromised. The hacker had stolen a lot from my child's inventory and I have spent a lot to get these items for my child on this site. I am hoping someone can assist us with a restore or I may have to take possible legal action and file a lawsuit because of how much that had been stolen from my child's inventory. We notified and contacted you guys as soon as my child had been hacked again. And we haven't been able to receive a restore at all these past months. So I am hoping again if someone can help us. Thank you so much. --- Additional Comments: Refund; Contact by the business; Restore for my child's compromised account.

Roblox promises on their website reach millions and earn serious cash developing video games on their platform. Then they charge you money to advertise those game that the vast majority of make no money at all. And that advertising is bought at an auction that might not even work. This service is advertised mainly to very young minors in the age group of 9 to 13 and is one giant scam. And if somehow you manage to be one of the games out of millions that make money roblox takes more than three times industry standard for video game development. And if you do make any money their ecosystem is set up to scam the consumer so that they do not get the majority of their money. This is beyond the deceptive advertisement on their websites this is one huge scam where this company is forcing consumers to use any money they earn within their own company because of their insane exchange rates. This is a throwback to company scripts used in the 1930s that were banned in this country. This is something the FTC must investigate. This company is abusing their consumers and workers and must be investigated by the FTC before an entire generation of minors is continued to be abused by this massive company.

Hello Support. We really need help with my child's restore and her rollback. We have been contacting you guys ever since my child had gotten hacked on the site within the 30 days however nobody had helped us. The staff Charlie would continue responding to our tickets and wouldn't assist us. The staff Watson had closed our ticket and told us to stop responding to customer support about the issue. And we would get ignored. We contacted you guys as soon as my child had gotten hacked. My child has never used a restore before either so it really hurts because the hacker had stolen more than a lot from my child's account. We are in sincere need of a restore or I may have to file a lawsuit if we cannot get this resolved. We have been asking for help and notifying you guys only to be ignored and to not receive a restore for my child's account. Hopefully someone can help as it has been very stressing. Thank you again. --- Additional Comments: Refund; Rollback/Restore; Contact by the business

Hello. I am writing as a concerned parent regarding my child's compromised account. She had been hacked and we notified you guys as soon as it happened within the 30 day time limit. However my child has still not received a restore at all. We have been asking for help for a long time now to not receive a restore since June when we first submitted a ticket. I may have to file a lawsuit complaint and sue if we are unable to get the issue resolved. Since a lot had been stolen by this hacker. <br

/&gt;&lt;br /&gt;We have sent tickets out to support to not receive any response and if it was a response they never helped us or resolved our issue. I am just hoping someone can assist us with our restore/rollback for my child's account as it would be greatly appreciated because she has never used one before on this site or I may have to file a lawsuit because the hacker has stolen a lot of money from my child's account. Thank you so much. --- Additional Comments: Contact by the business; Rollback; Refund

I changed my account age trying to compare the &lt;13 to 13+ versions of Roblox unaware that it would forever lock me into &lt;13 account age, now I am stuck with chat filters and all other unpleasanties and Roblox Support is ABSOLUTELY without any exception refusing to help me revert my age of the account back to 13+ I have been constantly sending emails to support only for the bastard calling himself Rick, to be sending me cookie cutter responses and refusing to help me resort the issue. ticket b(6)&lt;br /&gt;&lt;br /&gt;The lack of actual support from Roblox to fix issues is shameful. --- Additional Comments: Finish the job; Reform the support team and get a phone support line.

My daughter received a gift card for \$25 for Roblox from our neighbor at her birthday party. The gift card does not work in the app & will not load the gift card to her account for her to use. We have followed all of the proper channels within the Roblox app, have called, etc. Their system records your information & says they will call you back. My daughter's birthday party was early in August. It's almost October & no one has reached out to resolve this issue or acknowledge us in any way. I would like for Roblox to fix this issue so that my daughter can use her gift card. Thanks.

Hello Roblox. I am hoping you guys can help resolve our issue or I may have to file a lawsuit. My child had been compromised and we had immediately notified you guys when my child had got hacked. We haven't received a restore since that day. My child always keeps her account secure and this was the first time my child had ever been hacked. Now I am seeing that users on this platform are being given second and third rollbacks. We have again been contacting you guys ever since my child was hacked. And the staffs do not assist nor help us and close our tickets. I am hoping you guys can resolve our issue with the restore because money had been stolen. And it is very unfair that users are now able to get second and third restores. I may file a lawsuit if our issue is unresolved. --- Additional Comments: Refund; Contact by the business; Restore for my child's account

My 11 year old had his account hacked (this has happened previously and I reached out to Roblox at the time as money was taken and they refused to help then as well) when the account was hacked it was out into moderation. I reached out to explain what happened and received automated messages stating they would not unlock the account and would not assist in refunding the money stolen or spent. They additionally will not allow access to the account to get information about purchase to send to the credit and gift card companies. &lt;br /&gt;In emailing to ask for a supervisor I was told they said it's locked and to stop messaging. There is no phone support and we have spent hundreds of dollars. They don't read the messages or consider the situation. So now an 11 year old who was being bullied is locked out of his account and we are out all of the money spent on it.

Hello. I am hoping Roblox can help resolve our issue with a restore or a refund for my child's account. My child had been hacked and we have been notifying you guys about the situation ever since June within the 30 days. However we still haven't been able to receive help with our restore. The staffs b(6) and b(6) would never help us and they would close our tickets. My child had lost a serve amount of money from this hacker and we are in need of a restore because of this. We have again been contacting you guys ever since my child had been hacked we have requests all the way from June and we haven't received any help yet. I am hoping however you guys can get a staff or agent to assist us with my child's restore as she never even used one before at all on this site. We have

been waiting since June to receive help with a restore and nobody has helped us since. I may have to take legal action if we are unable to receive help. Thank you so much again. --- Additional Comments: Contact by the business; Refund; Rollback/Restore

Hello Roblox. We are in need of assistance with my child's restore. We have been contacting you guys ever since my child had been hacked. And the staffs b(6) and b(6) did not help us. And they were extremely rude to us. And the staff b(6) would not help us and he told us to stop writing back to you guys about my child's restore. The hacker had stolen more than a lot of money from my child's account and we haven't been able to receive a restore yet. My child never used a restore at all before so I am hoping you guys can help us and resolve our issue. I may have to file a lawsuit because of the way the staffs had treated me as a customer and because of how long we have been waiting for a restore. We have been contacting you guys ever since my child had been hacked. And it really hurts because I have spent a lot of money to get these items for my child's account. I am hoping someone can help. Thank you. --- Additional Comments: Contact by the business; Refund; Rollback/Restore

I have been an active Roblox player for years, since I was under 13 years old. Nowadays, there are more hackers on Roblox. I unfortunately got hacked once. Roblox resolved my issue by refunding my Robux spent. However, a few months later on September 20, I was hacked again. I had changed my password, enabled two-step verification, etc. I did everything they told me to do and I got hacked again. This hacker spent 143 Robux on a vip server. This was an unauthorized charge. I contacted Roblox twice and they told me it was not an unauthorized charge twice even though I told them I was hacked. I know this is the same hacker because they bought a vip server to one of the same users last time I was hacked. I want my 143 Robux that I spent money on and they won't give it to me. Please fix this.

On September 6 2021 I ordered a Roblox Gift Card for \$30. Your Roblox Gift Card Order #b(6) has been confirmed! The gift card was a fraud/already used number and did not work. I have tried for weeks to contact merchant. They give you an online form to fill out and then a phone number to call that the number is not in service. When you call the number it says no one answers the number and no one responds to the form or emails. I want a refund \$30 on the card on file. Attached all communications and the card statement.

My daughter opened an account with Roblox about 5 or 6 years ago. We have spent close to \$2,000 on upgrades, pets, etc. Recently, we had disputed a \$10 charge we didn't recognize and her entire account was shut down because of it. No care or concern regarding the years and years of time she had spent building houses, acquiring assets, and apparently you are not allowed to question any charges for fear the entire account will be completely erased from existence. What a waste of time and money. Horrible customer service and a horrible company! --- Additional Comments: restore her account. I agreed to pay the \$10. I had no idea her entire account would be deleted!!

Note: The Consumer Sentinel Network cannot presently categorize this data contributor's Product Service Code. The comments field may have a description of the good or service offered to the consumer. --- Unauthorized transaction of 4,191.48 by Roblox, which is an interactive game. My son, who is nine years old, did so unknowingly. When I informed my bank, Mcu, they were unwilling to assist. I then tried to contact Roblox, I got no answer. I am unemployed and can not afford to lose any money due to the negligence of my financial institution to inform me of suspicious activity occurring in my account.

I have belonged to MCU for thirteen years and am disappointed in their unwillingness to assist. Please advise.

Pay me back \$4,191.48 --- Consumer's Requested Relief: refund of \$4191.48 --- Other Payment Method: DEBIT --- Product manufacturing company: Roblox --- Product manufacturer address: 970 Park Place suite 100, San Mateo, CA, 94403 --- Consumer County: NEWY --- Consumer3 County: WEST

On Aug 20th 2021 my Roblox account was hacked while I was sleeping. As soon as I realised I contacted Roblox support. I was shocked and stunned to receive a reply accusing me of hacking myself. I disputed this. My friend told me that some of my items were being sold on an off site website, I informed Roblox and to my surprise they then accused me of selling the items, again I disputed. After this they accused me of buying robux cards from 3rd party sites advising this is a violation of the terms of service (TOS). I checked the TOS and it quite clearly states that 3rd party sites sell robux cards and can be used for robux and other in game items. I was totally shocked at this as I lost 3 million in value. I have been playing Roblox for quite a few years now and accumulated my inventory through hard work. To me now Roblox is a corrupt company that doesn't care for its players at all. It is a joke, all they care about is the revenue they gain from idiots like me that spend a lot on it. --- Additional Comments: I wish for my account to be restored.

I have experienced disappointing and unprofessional customer service regarding an account/technical issue.<br /><br />The issue is about a technical error/(hack) that caused my account & personal information to be altered, specifically my age and location.<br /><br />I attempted to contact the business via both phones and email (Roblox support) multiple times in order to resolve my problem, however, my messages and concerns were disregarded and my issue was not resolved as the responding party was robot/automated. <br /><br />The responses I received in the email did not even relate to my concerns. <br /><br />As attached are screenshot images that may relate to my issue. This image may allow you to understand my frustration as I am constantly bombarded by automated messages.<br /><br />If anything else is needed please contact me via email. --- Additional Comments: I wish for a genuine human being from Roblox customer service to contact me and resolve my issue by correcting my altered personal information.; Contact by the business

I made one purchase for \$19.99 from Roblox on Sept. 9th 2021 using a CitiBank credit card. There were system problems which produced a message saying "error" when I tried to make the purchase. After three attempts, the purchase was completed. My credit card was charged three times which I reported to Citi as duplicate charges. However, Roblox canceled my account saying there were fraudulent charges. I lost access to the original \$19.99 purchase made on Sept. 9th as well as all past purchases. I am asking that the account be reinstated or that I am refunded all past purchases since I no longer have access. My preference is simply to reinstate my account.<br /><br />Roblox Corporation<br />970 Park Place Suite 100<br />San Mateo, California 94402<br />Phone Number: (888) 858-2569<br />Website: <https://www.roblox.com/><br />email: support-en@roblox.com --- Additional Comments: I am asking that the account be reinstated or that I am refunded all past purchases since I no longer have access. My preference is reinstatement

On 20th August 2 am (GMT) my account was hacked for 3 million in limited items. I contacted Roblox support as soon as I realised. My first real contact was with b(6) and I sent all the proof of the hack and asked for my account to be restored. b(6) pretty much said no right from the start, he first accused me of being the hacker and then of selling my items on an off site platform (this was after I informed them my friend saw my items being sold). He then came back and told me he can't restore my account as I had violated the terms of service (TOS) by purchasing robux cards from 3rd party sites. I informed b(6) that this wasn't a violation as it states in the TOS that you can purchase from 3rd party sites but he was insistent that it was a violation and refused to get me my items back. I have reported this numerous times to Roblox support (with not many human replies) as what they are doing is wrong and immoral and now they don't reply to me anymore, the last one from b(6) stated to stop sending in multiple tickets for the same concern as once it is denied it will not be reviewed a second time. There is no way to appeal against these decisions either which for a billion dollar company I think is wrong. I have been with Roblox since 2017 and spent thousands as I also pay

for my son, we both had full premium and bought additional robux from 3rd party sites, stores and the Roblox platform. I used to script and help others with games that are now being played by the other users. I feel as if I have been victimised a second time, first from the hack and again from Roblox. I feel I was told no as there was numerous pages (12) full of items that were taken against my knowledge and possibly this was a monumental task to restore, I dont know, but I dont feel I was given a chance to have my claim restored. Other-Other Update

While I was at college and working my items were stolen off of my account. &lt;br /&gt;&lt;br /&gt;I lost items worth 20,064 robux which is equal to \$250.80 USD. &lt;br /&gt;&lt;br /&gt;This happened on the date of 5/13/20. &lt;br /&gt;&lt;br /&gt;I have 2-Step Verification set up on my account and it was active prior to this happening. &lt;br /&gt;&lt;br /&gt;I did not receive a text message to my phone and or an email notification for verification to sign in. &lt;br /&gt;&lt;br /&gt;So whoever took the items bypassed roblox's 2-Step Verification security system and got into my account. Roblox is at fault.&lt;br /&gt;&lt;br /&gt;I would appreciate receiving these items back to my inventory please. If the items are not retrievable I am fine with receiving the robux back to my account.&lt;br /&gt;&lt;br /&gt;My account is secure, nobody accessed my gmail during the time of this happening and there are no sign in attempts.&lt;br /&gt;&lt;br /&gt;&lt;br /&gt;Images of items stolen from account are in this document&lt;br /&gt;&lt;br /&gt;[https://docs.google.com/document/d/11E1Z\\_aRIw\\_b\(6\)/edit](https://docs.google.com/document/d/11E1Z_aRIw_b(6)/edit) &lt;br /&gt;&lt;br /&gt;Prefer a refund for these items in usd or for the entire accounts history

I tried to purchase an item through their game and did not receive the item(robux) so I disputed the charges with Apple and now the Roblox corporation banned my account. Which is ethically wrong. I play their game with my daughter so I can watch over what she is being in contact too and now I can't because they banned me for no reason. I had every right to dispute a charge on my Apple account if I didn't receive the credits/items. Please resolve this issue --- Additional Comments: Contact by the business; No settlement requested - for BBB information only

There where properly hacking my iPad by the website Other-Other Update

My account was terminated for a 20 dollar refund and y&#39;??all said y&#39;??all came to help y&#39;??all never did I told I was the adult card holder and gave my last four digits days of the transactions on the account devfinnaflyoff i have been playing for more than 3 years and have spent well over 100 dollars to be terminated for a 20 dollar refund and y&#39;??all customer support was no help and I find this wrong I left many voicemails explaining this and y&#39;??all seem to not listen I am really thinking about sueing because this is wrong

Hello. I am writing as a concerned parent. My child has been hacked on your site. And she has been really sad after this incident had ocured. We have been trying to receive help with getting my daughters items restored for weeks however still no success. My child always keeps her account secure. However my child got hacked for the first time of her whole time playing roblox. We sent a ticket to the support to try to get my daughters items restored, they are however saying my child used a restore in the past when she never had one before. This was the first time my daughter had been hacked. I believe that there could be an error on my child's record due to this. I am hoping someone can help us with our issue as I have spent a lot of money to get these items for my child. I may have to take legal action and file a lawsuit because a lot was stolen, and this hacker had stolen a lot. I am again requesting if someone can possibly help us with getting my child's items restored. Thank you. --- Additional Comments: Exchange; Refund; Contact by the business

My son purchased two \$25 Roblox gift cards from Target. We tried unsuccessfully for an hour to activate the cards to no Avail. The verification process will not verify the 14 point rolling dice process. Ive contacted roblox for a full refund to no avail.



Hello. I apologize for any inconvenience however my child had been hacked on your site. And my child has still not recieved her restore. She has never had any rollbacks before on her account so we are unsure as to why we haven't gotten a restore for my child. We have been waiting for a response from the support team however nobody has helped us regarding our issue. The hacker has stolen more than a lot from my child's account and I may possibly have to take legal action and file a lawsuit because money has been stolen from this roblox user. He is now terminated however we haven't been able to recieve a restore so I am writing to you guys today. I hope someone can assist us soon with the restore as it would be truly appreciated. Thank you so much. --- Additional Comments: Contact by the business; Exchange; Refund

I've been an active member of Roblox since 2014. I've always had the same account with a good password and the right email. Since Roblox is becoming more mainstream nowadays, it is easier to get hacked. I have never had a problem with getting hacked because I don't give anyone my password and I don't bother anyone. However, someone hacked me Roblox and used my robux and did a lot of other things. ]<br /><br />I contacted Roblox Support and did everything they told me to do and sent screenshots like they asked and they said they were able to restore everything else that was stolen from my account except for Robux! I paid money for the robux in July 2021. I paid \$5 and now it's gone.

I am an avid item trader on the ROBLOX platform. I spend a lot of my time into sending and receiving trades and deciding whether or not they're good deals that will raise my account value. For the second time, my ROBLOX account has been breached. This occurred on 9/16/21 around 10-11 AM CST whilst I was at work. And now for the SECOND TIME, ROBLOX Corporation will not comply with my requests to restore my items lost. The value of the items I lost the first time added up to around \$12,000 at the time if I were to buy ROBLOX currency to purchase it off of the user catalog. This second time, the amount was much lower at around \$4,000. Regardless, both times, ROBLOX declined my email request even after complying with their requests, sending all proof that would be necessary for a restore and being very desperate for my items back. I already had to waste months of time to get back not even close to where I was. I am interested in making legal claims on this matter. --- Additional Comments: A rollback granted for my b(6) on the ROBLOX Platform.

On August 31, 2021 I purchased 2 Roblox gift cards for my sons. They attempted to redeem the gift cards appx 1 week later and only 1 was successful. When the 2nd went to redeem the card he got a message that the card had already been redeemed. However, when he goes to his account, the value was never added. I provided Roblox Customer Service a copy of the receipt and gift cards and explained to them what happened. They told me that the gift card was redeemed and that was it. I asked if they could tell me what account the value was placed on and what date, and they refused to provide me with any additional information.<br /><br />Username(s):b(6)<br /><br />Date and amount of gift card purchase(s):Aug 31, 2021 \$25<br /><br />Store and city of purchase: Walmart / Stockbridge, GA<br /><br />PIN numbers of all cards purchased (including cards redeemed successfully):<br /><br />b(6) - Unable to redeem<br /><br />b(6) - Redeemed successfully

Hello, I am writing as a concerned parent regarding my child's account. My child had been hacked, and my child still has not recieved her restore. I may take legal action and file a lawsuit because a lot had been stolen from my child's account. We have sent tickets regarding our issue however nobody has helped us at all for weeks. My child never had a restore before on her prior account. And staffs are saying she has had one when she never had one before, because this had been the first time my daughter had been hacked on this site. I hope someone can help with this. I may have to take legal action because a lot had been stolen by the hacker, and im now seeing that, there are also users on the platform receiving more than just one restore. Thank you again.

I have been hacked and after few emails here and there they have come to the decision that they didn't want to rollback the items to my account when i lost Valkyrie Helm, Blizzard Beast Mode,

Silver King of The Knights, Supa Dupa Fly Cap. My account username was b(6). Still is. But I've been crying and tearing up that I couldn't receive the items I got hacked off which I received for beating cancer. Sadly it's back on my doorstep however what's worse is that the community and platform I hang around with the most and the community and platform I supported the most doesn't support me. In this case I find it as discrimination even after reporting people for making fun of my sexual orientation they still haven't done anything to the users that have discriminated me. I believe they aren't giving back my items because of my sexual orientation too for being a He/They/Them. Main thing I want at the moment is a rollback of the items. Thank you. They haven't given me a valid reason why.

I am giving y'all a heads up that I will be suing y'all for the termination of my account b(6) cause of a refund --- Additional Comments: Explanation of charges; Contact by the business

The issue began on September 6th of this year, I was banned for life. They had deleted my account for breaking one of their policies, I agreed with the fact that I had broken a rule, but the fact that it had been for life was ridiculous. I understand that I can't force them to appeal and reopen my account. But this account has been open for about 7 years and I have spend around 500 dollars on this game. For it to all be taken away from me as if it were a scam is unacceptable and is a bad business practice. The solution that I am looking for is for them to give me my money back. If not reopen my account.

Hello Roblox. My child had been hacked on your site and she brought the attention to me and I am very concerned. I have spent a lot to get these items for my child. We recently submitted a ticket to receive help however the staffs are saying my child has had a restore before when she never had one before on her account. We really need assistance and help with this issue or I will have to take legal action and file a lawsuit because I have also seen users on this site receiving more than one restore to their accounts. For example second restores/rollbacks. I really hope someone can assist us with this issue with getting my child's items restored, as it would be greatly appreciated. Thank you so much. --- Additional Comments: Refund; Contact by the business; A restore for my child's account

My child has been hacked on your site. And she still hasn't received her items because a one time restore that she never used before. This had been the first time my child had been hacked on your site. And my child had also shown me users on this site receiving second and third restores. I may take legal action and file a lawsuit due to the unfair treatment per certain users and because this hacker had stolen a lot from my child's inventory. We have sent multiple emails about our concern however support staffs b(6), b(6), do not assist us and close our ticket. We really need assistance regarding my child's items being restored. Or I may take legal action because there are users on the platform receiving more than just one restore/rollback. Thank you again. I will also provide an image of a user receiving a second restore.

Roblox banned my daughter's account alleging that she used the word 'balky,' which is not a real word, much less an offensive one. I appealed the ban and Roblox never replied substantively or removed the ban from the account. Because Roblox did not comply with its own stated policies and procedures, I disputed in-app payments made via Apple to the platform for 'not working as expected.' <br /><br />Within hours of requesting the dispute, b(6), the 'Appeals Lead' acknowledged that my daughter did not violate any policy and removed the ban. I contacted Apple to rescind the dispute only to be immediately informed by Roblox that they banned her again because of the disputed charge. <br /><br />The way this platform treats children and consumers is abysmal. Correct your moderation, your appeals process, and respond to inquiries from parents. Also, Roblox fraudulently states on its blog that the platform is BBB-accredited, with a perfect rating, even though this BBB profile clearly states that it is not. --- Additional Comments: Maintain my daughter's account and stop improperly harassing her. End false moderation policies. Respond to appeals. Stop false advertisement.

Hello, I am writing as a concerned parent regarding my child's account. My child had been hacked, and my child still has not received her restore. I may take legal action and file a lawsuit because a lot had been stolen from my child's account. We have sent tickets regarding our issue however nobody has helped us at all for weeks. My child never had a restore before on her prior account. And staffs are saying she has had one when she never had one before, because this had been the first time my daughter had been hacked on this site. I hope someone can help with this. I may have to take legal action because a lot had been stolen by the hacker, and im now seeing that, there are also users on the platform receiving more than just one restore. Thank you again.

CFPB Issue Type: Closing your account | Can't close your account --- What Happened: I contacted Roblox Corporation and told them to close my minor child's account (b(6) and b(6)) as I did not give my child permission to open a Roblox account. My card was charged \$24.95 total for a Roblox package under my son's b(6) account. Roblox leaves children vulnerable to online predators, viruses have popped up on their computers and I simply do not want my children to see something that is not appropriate at their age on Roblox many platforms. My concern is that I told Roblox several times to close my minor children's account yet they refuse to do so. Roblox does not provide an automated way to delete a Roblox account. So I emailed Roblox support staff at info@roblox.com and request that account deletion. I had my children use the Roblox online support form in the web browser and ask support to delete the accounts. Names, email were provided and I cc'd in my children's email addresses so support could confirm users and delete the accounts. --- Have contacted: CC Issuer --- Fair Resolution: I want my children's accounts b(6) and b(6) deleted.

Hi my Roblox account was hacked on September 3rd, 2021. <br /><br />My roblox username is b(6) and my email address is b(6)<br /><br />I was hacked inside the game Adopt Me.<br /><br />The hacker made 8 individual transactions from my account to their own. In total 68 items were taken. Their roblox username is b(6) (it's in all caps)<br /><br />I have attached screen shots as proof which show both my roblox user and the hacker, along with the individual items that were stolen. He took many items and high tier pets.<br /><br />Time and dates are also attached.<br /><br />The hacker has been reported through Adopt Me and Roblox channels, however no correspondence has been received, and the user is still very much active and possibly hacking other people. I would like to receive most if not all of my items back that include the high tier pets please and have that hacker's account banned.<br /><br />My password has been reset along with refreshing my two step verification.<br /><br />Thank you for the assistance

On 09/12/21 my child and i purchased robux for roblox on her account. when she hit confirm something glitched on their system and it signed her up for a membership and it charged my credit card immediately. we did not want a monthly membership she only wanted to add a couple robux on her account. when the we hit the payment option it said there was an error and payment was not processed but my credit card and microsoft account clearly states i was billed for a monthly membership that i did not want. i tried to email there cokmplaint compartment on the issue on three separate occassions and each time i write an huge response to the company and go to hit send and error occurs and it will not send . There is no live agents to contact they claim to the current events in the world. i was fraudulantly charged for a service and to top it off nothing was added to my daughters account reflecting what they charged me for. i have attempted to contact them from my b(6) email. --- Additional Comments: full refund and cancellation of membership

My child has not received a restore for her roblox account yet. And she has never had any assets restored to her account before. And the support is saying my child has had a restore when she never has had one. We haven't been able to get assistance with this issue yet at all. So I am writing to you guys about this.

My child was hacked on your site. And my daughter has still not recieved her items and her restore for her roblox account. My child has never had any assets restored to her account before, and support is saying my child has had a restore in the past. We haven't been able to recieve any help. So I am writing a complaint about this situation. I hope someone can help us with this issue.

My account was terminated for a refund of at most 20 dollars and I tell them I'm the card holder but they don't seem to listen I tell them my card number name to the account which is devfinnafly off I sent pics of receipts

I made one purchase for \$19.99 on Sept. 9th 2021 using a CitiBank credit card. There were system problems which produced a message saying error when I tried to make the purchase. After three attempts, the purchase was completed. My credit card was charged threetimes which I reported to Citi as duplicatecharges. However, Roblox canceled my accountsaying there were fraudulentcharges. I lost accessto the original \$19.99 purchase made on Sept. 9th as well as all past purchases. I am asking that the account be reinstated or that i am refunded all pas purchasessince I no longer have access. My preference is simply to reinstate my account