

**FTC consumer complaints re Roblox**

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 repeted 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 /><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 /><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 /><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 /><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.<br /><br /><br /><br /><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 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 /><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) --- 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 bottled 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

we need help with our account. There has to be a more better resolution to this. And we need to speak to a manager or someone over this. We have been threatened for no reason for standing up for our account.

Hi. We need help with our accounts. We have been asking for someone to look in our situation. Another one of my innocent child's accounts has just been banned as well and that account didn't violate anything. We need help with our innocent account and the other account that had been recently banned.<br /><br /><br />We have not been treated very kindly and I just don't understand why we are like very other user on the platform. And we deserve some help. The staff said something was wrong with the username on our account and we asked if they could take it off or reset it for my 7 year old child. And there hasn't been any response. We have had this account for 10 years and we bought items and more and we would really like help. We want to reset the username on the account. And the support channels we won't use anymore if needed.<br /><br />I just don't know why other accounts of ours have been banned. Please help us and restore our accounts as a second chance. Thank you.

Hi there, my Roblox account b(6) was banned for card spending, I have spoken with 2 agents and they refuse to give me asnwers --- Additional Comments: Finish the job; Explanation of charges

After 7 years as a member, my son's b(6) account was unfairly deleted by Roblox on Jan 29, wasting years of effort & hundreds of \$ (for in-app purchases, toys & coding classes).  
On Xmas morning the huge Santa paws he hatched in the pet simulator lottery purchase vanished, and after a lot of his tears, multiple support tickets were submitted to no avail. (We asked that either the item be reinstated, or the \$20 for the purchase be refunded, but neither occurred.) By mid-January, it was clear someone had hacked the account & added a security pin, so we couldn't get in to turn off in-app purchases as they ran up charges of \$20-80 a day. We submitted a new wave of support tickets, and after many days of fraudulent charges & no assistance from Roblox, I 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 was told they wouldn't change their mind. As a RBLX shareholder, we then submitted multiple emails to IR, but they didn't help either.  
I would like to have his b(6) account reinstated. Even reverting it to before Xmas is fine, as he wasn't the one that benefited from the \$300 in fraudulent charges in January. 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.

I have emailed this gaming company twice today asking for someone to return my call someone has use or stolen my debit card info and is using it to purchase items on this game i have never use my debit card for online gaming i have 40 dollars missing from my card and instead of someone calling me back so i can talk to someone to figure this out instead im getting a respond of i dont know what the issue is or basically given the run around i want my money back that was stolen from my card

Basically someone scammed me for 2 \$1k+ limiteds on Roblox and they arent rolling the trade back. It happened March 12th, my username is &#39;b(6)&#39; The scammer purged our discord messages, though.

My child's account username is b(6) we have been making appeal requests when we first found out the account was wrongfully banned for reasons that my child has never did before on this account at all. The account moderation was incorrectly reviewed for something else unrelated to the ban on the account. Meaning my child's moderation or the actual moderation was never looked into. This has turned into weeks with no response or help and we would like my child's account back or we may have to take legal action in regards to this. Money has been spent on this account things

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 have receiving from all of Novemeber to all of Decemeber 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 atleast 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 that's fair. Hopefully someone can help. It said for using support channels I don't thats 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 Novemeber 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 />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](http://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 particularrly 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 siezure 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!

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 November 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. <br /><br />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 ROBLOX 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!!!! <br />. --- Additional Comments: ACCOUNT BACK OR MY MONEY BACK!!!!

My sister's account was banned not too 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 people's 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.<br /><br />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 people's 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 />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 />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 />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/en/article/93bz35/hackers-are-making-a-fortune-stealing-from-kids-in-roblox>). <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 />Please help & thank you, <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 b(6) <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 accidentally 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 />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 />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 /><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.

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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. <br /><br />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. <br /><br />Her 3-day ban from the site is unjust and arbitrary. She did NOT violate the Roblox guidelines. <br /><br />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. <br /><br /><br /><br />

Amazon sells Roblux 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 effectivly 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&#39;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&#39;ve tried to get resolution from Roblox; however, they are unwilling to restore our account. We don&#39;t want money we just want access to our account which we&#39;ve spent thousands of dollars playing their game. I&#39;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&#39;ve sent a screenshot of an achievement in 2020. I think that&#39;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&#39;??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 &#39;b(6)&#39;. &lt;br /&gt;&lt;br /&gt;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 &#39;AntUTG (Ultimate Trolling GUI)&#39; which apparently contains inappropriate content in violation of Roblox rules. Roblox moderation took action on her account by permanently deleting it. &lt;br /&gt;&lt;br /&gt;If you search &#39;AntUTG (Ultimate Trolling GUI) ban&#39; 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&#39;s own library ended up causing this circumstance.&lt;br /&gt;&lt;br /&gt;This 11 year old&#39;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. &lt;br /&gt;&lt;br /&gt;Roblox&#39;??s inability to moderate the library of their own Roblox Studios service has caused this, and it is unacceptable.&lt;br /&gt; --- 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&#39;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&#39;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&#39;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&#39;t be redeem for other platforms other than &#39;Online Play&#39;

I myself don&#39;t play this game and neither do other parents that purchased this cards for children. Children don&#39;t understand because they are that, children but if the card itself gave a warning, people wouldn&#39;t deposit them on a different platform making the credits unusable or at the time of purchase a person may contact the child&#39;s parent for who the gift is for and ask about &#39;Online play&#39;. Currently the back of the card indicates to redeem to visit [www.roblox.com/redeem](http://www.roblox.com/redeem) but it doesn&#39;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&#39;s. I&#39;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&#39;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&#39;t reverse the redemption, I&#39;m losing out \$75.

On January 11, 2022, the Roblox account of my minor child son was hacked during a &#39;trade&#39;. Three items, &#39;Ice Valkyrie&#39;, &#39;Super Super Happy Face&#39;, and &#39;Blizzard Beast Mode&#39;, 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 &#39;Bad Business&#39; (and thus purported to have access to special codes), gained my son&#39;s trust through deception, obtained my son&#39;s account password and two-step verification, and initiated and completed a trade, depleting my son&#39;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&#39;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.&lt;br /&gt;&lt;br /&gt;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. &lt;br /&gt;&lt;br /&gt;I contacted Roblox and was informed that because of policy they couldn&#39;t &#39;rollback&#39; my son&#39;s items. I asked for a refund and they said they were &#39;unable to provide me with any further information or response regarding this inquiry.&#39; &lt;br /&gt;&lt;br /&gt;My son&#39;s too young to understand when to trust people and when to not. It doesn&#39;t matter if Roblox has a limit on account &#39;rollbacks&#39;. 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&#39;s account to be returned to him. Barring that, I&#39;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&#39;??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&#39;??m an old school grandma and disrepect 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. &lt;br />&lt;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 &lt;br />&lt;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. &lt;br />&lt;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 &lt;br />&lt;br />There is no explanation and they refused to explain while this is called the appeal department and not want to investigate further&lt;br />&lt;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,<br />This issue initially started around March 2020. My son and I have made several of purchase to this company throughout the 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.<br /><br />With gratitude,<br />b(6) <br /> --- 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 b(6) 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.<br /><br />(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/>Username b(6)<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 profitting 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=XLauRB1EQ>

<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. <br /> <br /> 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. <br />

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 thru 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 &#39;harassment&#39;. 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 &#39;correctly banned&#39;. 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!&lt;br /&gt;&lt;br /&gt;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. <br /><br />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. <br /><br />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.<br /><br />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. <br /><br />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.<br /><br /><br />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 comunique 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 dias y me viene otra notificacion que el dia 11 y el 12 hicieron otra compra en la misma pagina de ROBLOX que fueron 0.99 centavos

About a month ago my wife bought my son robux from her apple id. Accidentally 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 accidentally 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 invontact with a live or meaningful conversation to get the account reactivated. i told them when the charge occoured 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; Undermination 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.<br /> --- 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, <a href="https://trades.roblox.com/docs">https://trades.roblox.com/docs</a> . 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 can't 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 childs 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 childs account as the way she had gotten hacked wasnt her fault at all. And we always keep my childs 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 childs 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 childs 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 stole my childs items with a site called trade docs. Again we had notified you guys within the 30 days and we didnt receive help ever since then. I hope the policy can just be extended for a final and last time to my childs 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 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 a 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 didnt get any help through support. We contacted you guys as soon as my child had gotten hacked in June and we havent recieved 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 childs restore as she never expected to get hacked for a second time. The hacker had stolen my childs items with a website called trade docs. He then mentioned to my child her account would get deleted if she didnt 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 recieved 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???
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. Thank you,
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 games 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.

/&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 unpleasantness 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. &#39;Your Roblox Gift Card Order #b(6) has been confirmed!&#39;. 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 />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.B 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 threeB times which I reported to Citi as duplicateB charges. However, Roblox canceled my accountB saying there were fraudulentB charges. I lost accessB 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 purchasesB 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 purchasesB 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 cant 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 dont 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. I lost items worth 20,064 robux which is equal to \$250.80 USD. This happened on the date of 5/13/20. I have 2-Step Verification set up on my account and it was active prior to this happening. I did not receive a text message to my phone and or an email notification for verification to sign in. So whoever took the items bypassed roblox's 2-Step Verification security system and got into my account. Roblox is at fault. 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. My account is secure, nobody accessed my gmail during the time of this happening and there are no sign in attempts. Images of items stolen from account are in this document  
[https://docs.google.com/document/d/11E1Z\\_aRIw\\_b\(6\)/edit](https://docs.google.com/document/d/11E1Z_aRIw_b(6)/edit) Prefer a refund for these items in use 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 occurred. 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 I'm 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 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 complaint compartment on the issue on three separate occasions 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 devfinnaflly 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 duplicate charges. However, Roblox canceled my account saying there were fraudulent charges. 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 purchases since I no longer have access. My preference is simply to reinstate my account

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- compre en su momento a 4.99€ unas monedas para el juego roblox y luego me han cobrado cerca de 95€ de mas y quisiera el reembolso de ese dinero que me han cobrado sin mi autorizaci#243;n --- Method of Contact: Otro -- - Fraudulent Company Contact Method: COMPRA POR INTERNET --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Access Computer Remotely: false

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 duplicate charges. However, Roblox canceled my account saying there were fraudulent charges. 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 purchases since I no longer have access. My preference is simply to reinstate my account

Hi, my account was falsely terminated and that I was not part of any scam. I take the term of use serious and that I obey them whiles playing roblox. However this is wrong as I have followed the rules and that someone has accessed my account to do there doing. I would you to reopen this as I can prove that it was not me. I was on holiday while this happened so I don't understand why my account got terminated. I can proved the evidence to back up this. If you do reopen my account I will protect my data as best that I can as it is my fault for leaving my phone at home.<br />Regard<br />They still denyed it after I told them what my reason is and the proof they needed.<br />They didn't even bother to check if it was a mistake.<br />I spent soo much time and money into the game and then they false terminated my account.<br />And the ticket number is in the screenshot.<br />Please resolve this I spent bare time on this platform and I love it but when I get false terminated it get me really sad. --- Additional Comments: Get my account reopened

I have messaged ROBLOX multiple times because I had very valuable items stolen from my account by way of scam. The ROBLOX user that stole my items's username is b(6) while my ROBLOX username is b(6). I have emailed ROBLOX support dozens of times since the incident last week and have not gotten a single response that hasn't been from a bot. I've been supporting and

buying from this company since 2014, spent my entire childhood on the site and they won't even bother to attempt restoring my items that come to a total of around 1K USD if you use the DevEx robux to USD transaction method. This is completely unacceptable and I refuse to accept this treatment from them. Everything I want from them is within the rules on the website and they refuse to respond or accommodate me. I want the scam trade rolled back ASAP. --- Additional Comments: I want them to roll back the scam trade and send the items back to my account immediately.

I started an account for my niece to play the game. (We also have Microsoft family safety enabled.) I have sent money for Robux (in game money) on several occasions to this account: b(6) . This is for my niece. I have also started a subscription for this account recently. ( It is still active). My niece was scammed for her password in the game somehow and now cannot access the game anymore under her account.<br /><br />I have emailed roblox support several times about this and they constantly respond with generic replies. In this whole process they have never done nor understood anything being asked. They reset my roblox account... No clue why they did that. They keep responding about their need to speak to the parent. I am her uncle I understand but I created the account for my niece. I play the game with her at times. Her mother does not play Roblox. I have sent them screenshots of purchases made by me to this account. Also gave them her mother's information to no avail..... --- Additional Comments: We want this fixed so my niece can play on her account. We can add her email to the account and secure it with 2FA if needed.

My son was told by someone on the video game he plays that if he gives them \$25 gift card numbers that they would sell him something in the game. Of course my son lied to me about everything and I got on his game and phone and found out that he lied to me. The person told my son that the code was no good but it was. I just bought the card. I confronted the person and they blocked my son.  
Other-Other Update

Like apparently many others, my minor son has been locked out of his Roblox account after spending large amounts of money with them. Trying to recover access to the account, customer service responded with requests to submit screenshots etc. to verify identity. We sent it, but it was rejected without giving a reason., after trying a few more times, the customer service person sent a rude final email and refused responding further.<br /><br />For a business dealing mostly with children, the customer service of Roblox completely lacks understanding, and even a minimal amount of patience. Taking our money was a lot smoother!<br /><br />Ticket b(6) --- Additional Comments: Access to the account and restoring all prior credit, if necessary.

I purchased a \$25 Roblox gift card on August 11th from Staples in Watchung New Jersey, when I went to redeem the gift card it said the pin number was invalid. I emailed Roblox supports for assistance I uploaded a picture of the front and back of the gift card as proof of purchase. I have yet to be reimbursed or able to redeem the \$25 I purchased on this gift card. There's been no adequate contact from the support team at ROBLOX. --- Additional Comments: Refund; To be able to redeem the gift card.

My daughter's Roblox account has been banned. This is the 3rd or 4th time in less than a year. Each time it happens, they say it's due to unauthorized charges being reported by the card holder. Being that my daughter is 12 years old, I'm the card holder. Problem with this is that nothing was ever submitted as an unauthorized charge. Each time I'm asked to call a number to leave a message with dates & purchases that are in question. Since there is never any unauthorized charges, I just list the most recent made. This time an agent also said they need 20 individual charges made over the last 6 months. I'm already frustrated that there isn't even one charge in question so saying they need 20 is insane! After going back & forth with this billing department agent named b(6) I finally asked to be connected with a manager. b(6) replies that sending multiple messages will not overturn the appeal decision when I didn't mention anything

regarding that; I asked for a manager. --- Additional Comments: An explanation of the account closure.; Since said accusation; never occurred, access to her account once again.
On the 21st of August 2021 at 1706, my Roblox account was compromised and many of my expensive assets were stolen from my account without my knowledge or consent. My account was breached by JavaScript from a website trades.roblox.com. The customer service from Roblox support team has been unsatisfactory. The replies are very impersonal, unclear and confusing with cut and paste replies. There has been lack of investigation in the attack on my account where I have provided absolute proof (see uploaded) of the attack on my account and that I did not willingly make the trade. Due the lack of investigation, Roblox will not fulfil their policy of a one roll for lost items. As I have provided proof of a deliberate scam by other Roblox user, I believe there has been no punishment handed out for the theft of my items.
On Thursday the 26h My Roblox account was compromised and they stole my limiteds that cost millions. I sent an application requesting a rollback to get my items back after being compromised and they refused to return them after I have worked hard for these items. How their rollback system work is I file a support ticket showing proof that I have been compromised out of my limiteds but in this case they did not do so. I would like to file a complaint because that is not very business ethical to do so as customer service should be your number one priority when running a company. The account that my items that were stolen from me were traded to another account and got banned and yet to receive my items back. The items that I lost are called Blackvalk and Sparkle Time Fedora which have a total of 2,788,932 rap. --- Additional Comments: I would like a full rollback of my 2,788,932 rap which consists of: Sparkle Time Fedora and Blackvalk. This would make up for what I lost (I spent a
Well I have a job which is renting game accounts and I've once rented one my most expensive accounts to a 13 year old and he unfortunately said the n word while playing on the account and that got me terminated account deleted and I asked him if he can pay me back because this accounts costs more than 1000\$ and he is 13 he doesn't own a credit card or paypal so I asked his mom and she said to she doesn't wanna pay so I'm taking the hard way and contacting the FTC in case you can help get my money back Other-Other Update
Roblox terminated my account for saying I need a snack; second text I'll be right back; They deemed my words inappropriate and with no warning terminated my account.   I emailed the moderators and requested my account be reactivated or for all the money I have spent with them to be refunded.
Our child purchased a large amount of in app games via roblox. We are being denied refunds and cannot get any answers for denied refund. I have called apple tunes many times and they have no answer. They suggested I ask roblox and have only received automated text with no answer for denied refunds from them. I cannot get a live person to help with problems from Roblox. Other-Other Update
I have an account with them. My granddaughters plays their games. I added money to her account on two different days. And this company charged me twice on each day, when I only placed one order on the two separate days. Then when I filed a complaint to apple that I was over charged and that the credits were not loaded to my granddaughters account, Roblox cancelled the account so she could not play any games nor did they refund me for the credits that she still had. If they had of just loaded the credits when they overcharged me, I never would have had to file for the refund. I want then to reinstate the account
Spent a lot of money and banned my account for no reason
(Converted from original document. See file.)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 dissatisfied in their unwillingness to assist. --- Additional Comments: Pay me back \$4,191.48.

On 8/1/21, I purchased a \$25 Roblox gift card from the Freehold NJ Walmark store. It was activated at the store and when my 7 year old grandson tried to use it there was no balance. It clearly was a scam that reportedly utilized a corrupt employee who has access to activated gift cards for their financial gain. When I attempted to report it with their customer service number it was impossible to speak to a live person. All they do is refer you to their website. It appears that this is intentional act not to have access to any Roblox official or executive officer to file a consumer complaint. On 8/7/21, I sent them an email without any response --- Additional Comments: Refund; Replacement; Billing adjustment

Multiple fraudulent charges have been appearing on all of my credit cards over the course of the last 3 months for amounts between \$1.07 up to \$107.99. I've removed all of my card from all of my online accounts, but the charges are still coming through. The charges come through as Google Roblox or some other online gaming site, but always through Google. I've contacted google regarding the charges to my account, but since they are fraudulent charges, they do not show on my google account and therefore there are no receipts of the transactions and google can't help me. I've disputed all charges with my banks and credit card companies as fraud and have had my cards replaced at least a dozen times, but they are still showing up on my cards, even the new ones I haven't used online. I don't know what else to do! My credit card companies can't automatically deny charges from google or install security system that asks for approval before charging my card. I don't see any way to track these people down to make this stop. Other-  
Other Update

My son's account was accessed by a hacker of some kind and appears to have uploaded what Roblox deemed inappropriate and has deleted my son's account. I reached out within one day to inform them that my son's account was hacked and was told that, despite this, his account will stay deleted. I would like a refund of all monies that have been added to the account. <br /><br />I tried to call but they do not offer phone support to review. Was leaving a voicemail and it hung up after 1 minute. <br /><br />Roblox Support Ticket b(6)<br /><br />Username - b(6)<br /><br />My email address - b(6)<br /><br />For a site that is aimed at kids, they do a very poor job of supporting their platform. To me, it appears that they are alright with adults scamming the kids for Roblox cash and offer little if any way to get support for your issues. <br /><br />I have attached a copy of the complaint and a screenshot of the email I received as to why they could not assist me. Thank you. --- Additional Comments: Refund; Contact by the business; Restore the account.

my roblox account &#39;??babyzyzay&#39;?? was terminated due to unauthorized purchases without warning. I have sent support tickets and they all do not help me. I have tried to leave a message. I made a not so smart mistake by refunding purchases and it cost me big time. if they could unban my account. And take all the refunded robux out. Take all that is there. I just want my account back to play my favorite games. I don't want to recreate a new account and start all over. This is the first time this type of situation is occurring. I would love a second chance and I would like them to see that I'm sorry. I will not do it again. I understand it was under the guidelines but I did not do it intentionally to hurt the game. I just don't have money like that and thought I could get around it. Please unban my account &#39;??b(6)&#39;??. I have all proof of ownership. --- Additional Comments: Unban of roblox user account

My complaint is against Roblox. My son has had an account with them for years, user is b(6). Yesterday, 8/16 everything on his account was gone. A message on his profile: Account Deleted<br /><br />Our content monitors have determined that your behavior at Roblox has been in violation of our

Terms of Use.<br />Reviewed: 8/16/2021 8:18:29 PM (CT)<br />Moderator Note: Account has been suspended for unauthorized/disputed charges.<br />Your account has been terminated.<br />You currently have a Roblox membership that is set to renew on 8/30/2021. Please see the Cancel Recurring Membership help article or contact our Customer Service team here for information on how to cancel this membership.<br />If you wish to appeal, please contact us via the Support Form.<br /><br />I sent an email via the support forum to dispute. Recently my bank card was hacked. We also believe the roblox account was too. We did NOT request any refunds. They won't activate acct. All money spent, gone. They didn't even contact us. LIVID! --- Additional Comments: Account reactivated with everything back on it.

Roblox username: b(6)<br />Roblox Support Ticket: b(6)<br /><br />I am filing this complaint as my account was terminated for an unauthorized charge that was made when I had no access to my account and other issues. I was entirely unaware of this termination as I never recieved any email from Roblox about a termination. or alert of purchases, I had no emails except a password change soon before my termination. If I had recieved an email about my account I would have responded immediately, but as I did not get an email I was not able to know my account was terminated. The unauthorized purchases were in no way made by me, and Roblox support has stated that I should have not made unauthorized purchases (Which I did not, restating that I did not have access to my account, and infact did not use Roblox for a long time before this incident.This was their determination of my appeal.) --- Additional Comments: I would like my account to be reinstated.

Roblox is an application that allows people to play different games within the application. Users create their own avatar which is customizable within the application. The company also sells 'gear' that users can purchase using Robux, a fake in-game currency purchased with real money. I purchased an animation package in their in-game store that does not function in their games. I have been in contact with their support team for months requesting a refund and they refuse to refund me for a product that does not function as described. The company continues to reply to my emails but only to tell me to troubleshoot the issue myself. I was told to take screenshots, then create a video showing the issue, and finally they want me to go into a developer console within their application to diagnose the problem. I attached screenshots that show the package cost, Robux cost, and the description of the package. It does not state that the package only works within certain games.

I have purchased a Robux gift card online but when I try to redeem it, I get a message that the PIN is invalid. <br />When I contact roblox, their support tram says it's been redeemed by another account that I've never heard of before, even though I have the receipt and proof that I purchased it. I paid for the product and I'm not able to use it. It's a fraud.

On July 7 for my daughters birthday we gave her an extra \$10 on her allowance card to purchase 880 robux for \$9.99. When she spends money on her card it sends text to my phone. I received a message instantly that she spent \$29.97. I checked her account and she was credited 880 robux. I checked her Apple account and there were three simultaneous transactions to roblox for \$9.99 each. I reached out to tell them she was charged three times and we don't want more robux, we want her money back she had on her allowance card. They have continually blew me off, asking for more and more information including 90 days of transaction history from the Apple account which seems completely irrelevant to this one transaction. Even after doing that they still find reasons they were not wrong even with me sending proof from her card, proof from our Apple account and her robux account. Completely unacceptable business practices. We are now almost 20 emails back and forth with no resolution.

My son's Roblox account was hacked even though he was following all Roblox-suggested security steps. Activity logs show the exact user that hacked his account, the user of which his Robux (~\$200 USD) were transferred, and the user that the items were transferred. We have screenshots



(receipts) that support this activity. Roblox support would not take any actions since this was the second time my son was hacked. No action was taken against the user that hacked the account OR the individual that my son's Robux were transferred. In essence, we caught the criminal but Roblox has chosen not to do anything. Ethically, this is truly appalling behavior from a publically traded company. There should be some accountability when having full control of the Roblox platform and wrecks of valuing profits over a fair play environment. Roblox customer service requested a great deal of evidence, which was provided, and then stopped responding to our inquiries stating that ticket was closed.

So i tried to get my Roblox account back with Roblox support but they dint help me at all and I cant get my account back my email got hacked so please help me with this and get this resolved thanks.

My son lost all his items and we have no idea what happened and roblox took his items, he/s been working for them for over 4 month, and now my son has been hacked and roblox is refusing to give him his items back.<br /> --- Additional Comments: Refund; Refund

My son's roblox account has been banned/locked out because of an error made by the google play store. Google refunded the account as they discovered the error however they reported the change as unauthorized and as such roblox closed his account. We have spent lots of money on this account and the closure was due to no fault of our own. Roblox support has refused to restore the account or refund the money that was spent with approval. They will not allow us to discuss the account beyond a random support email. Both my wife (who's google account had the money accidentally removed) and my son have attempted to contact support and no resolution has been achieved. The roblox account name is b(6) --- Additional Comments: Restore my son's account or refund all of the money spent on the game. Either option is acceptable.

Date of Ticket Made: 6/25/2021<br />&Date of BBB Report: 7/13/2021<br />&&<br />&I made a ticket basically 2 weeks ago. The automated response says, 'Please allow 2-5 business days to receive a response regarding your inquiry.' I've waited a week longer and with me waiting this long it has caused me to VERY close to not be able to pay my bills.<br />&&<br />&I made the ticket with this info.<br />&&<br />&'Roblox Support Ticket b(6)&<br />&<br />&Roblox Username: b(6)<br />&<br />&Hello, I recently submitted a DevEx request that was declined with the message 'Not Eligible.' I was wondering how am I not Eligible? I've Devexed before, all my submitted Robux was earned in a group and was paid out to me, and I have no moderation history, and I have Roblox Premium. <br />&&<br />&I've tried multiple times to DevEx and I've had no success and no reasoning. I would like to know why I cannot DevEx. Like said before, I've has a successful DeEx previously. But the staff members reviewing my DevEx won't allow me to anymore and I don't know why.

My 9 yr old daughter was banned from Roblox for the accusation that she used a discriminatory language in the chat. However, my daughter claims she was only an observer of this conversation, and the other person who used a discriminatory language reported her as guilty instead. As a parent, I only have to trust my daughter's words. But if the situation is otherwise, I need to know that as well, by seeing the evidence and the actual conversation that took place, so I know who said what, or at least, what my daughter said and didn't say. <br />&&<br />&I have appealed this case to Roblox, however, the response I received from Roblox was unsatisfactory. If my daughter's claim is honest and correct, Roblox could be putting penalty on innocent users, and taking wrong actions based on false claims by guilty users. That should not be allowed. <br />&&If Roblox can't provide me with an evidence , I consider Roblox to be an unsafe place for my daughter.<br />&&I would like to demand they provide me with an evidence. --- Additional Comments: Provide a chat log of the conversation in question

Months ago, I learned that my autistic child had been using my credit card on a Roblox account he opened in his name. I contacted Roblox in an attempt to remove my card from his account. However, they refused stating that they needed my son's permission. I explained that my son had communication and an explosive anger disorder which made it impractical for him to engage. <br /><br />Further, my credit card company stated that it would not remedy the situation by canceling the card because future charges would be transferred to the new card. Since May 20, 2021, my son continued to make charges in the amount of \$513. My son is obsessed with Roblox in an extreme degree as only an autistic child could be. What do you recommend?

Note: C is for consumer and R is for merchant. --- Today my daughter used my iPad. She does not have any usernames\passwords, a fingerprint stored, or access to credit card information. She was playing Roblox a child's game, and racked up \$90 worth of charges. The first few charges were for about a dollar and then they became five dollars, and then they became \$20 and then the last couple of charges were \$40-\$50. I would not have known about this if Bank of America had not shut down my account. I got a call, text, and an email from Bank of America telling me to contact them about fraudulent activity. I checked my email and I saw a deluge of emails from Apple throughout the day with receipts ranging from one dollar to about 40 or \$50. I then called Apple customer support and they said that this is a common problem that they receive a lot of calls about. The children's game Roblox allows children to rack up Progressive charges without their parents knowing about it. Apple told me that this is a common problem, they hear about it all the time, and supposedly they might not be able to reimburse me if my daughter had spent the virtual. I need to be refunded and these exploitative business practices. What a waste of human energy. --- Complaint Status: Open

This is a scam generating website targeting predominantly children into thinking they can get Robux, a type of currency used to buy things on the gaming platform Roblox. Instead of getting Robux it is likely they will lose their Roblox account or have personal information obtained through the website. The site is used to create new scams for people to fall for. The website is: <https://www.roblox.com/sodashboard.php> Other-Other Update

This site creates fake roblox website pages to steal accounts from users

I used PayPal to do a onetime payment through Roblox and they did store my payment information without authorization.<br /><br />I want them to change their program to avoid such practice of hidden charges or hiding information for customers not to remove payment options when there is not need.<br /> --- Additional Comments: Change business practices

My account got deleted for 'Unauthorized charges' when I just wanted money for something i bought by accident. I was on your platform for 4 years and this is how you respect your old players?! I may sue you for this. Please unban my account. --- Additional Comments: Finish the job; Contact by the business

Consumer called to report that she obtained a charge of 4191 dollars from Roblox when she never made a purchase or authorize this charge. Consumer states that her sons do use Roblox but she doesn't believe that they made the charge. Consumer just wants her money back.

Roblox- My minor daughter lost her login credentials or her account was hacked. I emailed Roblox support (because nobody answers the phone & directs you to email contact only) to rectify her account. <br /><br />A week has gone by with multiple emails, phone calls to iTunes & screenshots to prove the account & proof of ownership through iTunes. Roblox still requests info that is unattainable. I requested any & all other ways to prove the account holder but they keep asking for the same thing. Everytime I get a new response from Roblox it is from a different person...like it is a new request everytime. They sure want your money(robux) & ratings, but

when you need help resolving an issue, they are very limited. Probably purposeful. --- Additional Comments: Retrieve login/password for account

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Hello I have no other way to contact you for the Incident happening inside the XBOX . I am scammed inside XBOX bu Roblox . Many Unauthorized Purchase took place . Also the suspicious matter is that all the Robux that Purchased some one used it . So I wish to stop this incident happen again & again . As I am loosing money unnecessary . I have to keep my card attached with the xbox as I am playing Fotnite and other games . How I can block Roblox from charging money from my Microsoft account ? Please help me ASAP . I need to some how Block the Roblox account in xbox . Is there anyway to do that ? --- Method of Contact: Other --- Fraudulent Company Contact Method: Purchases --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26 - 49

Roblox banned my nine year old daughter over alleged &#39;harassment&#39; on the platform. Roblox alleges that she wrote &#39;who&#39;s this balky.&#39; Without warning, or chance to appeal, Roblox banned my daughter from the platform, after spending hundreds of dollars on Roblox in-app currency (&#39;Robux&#39;). There was no merit to the ban, which violates Section 230 of the Communications Decency Act. &lt;br /&gt;&lt;br /&gt; First, she never made this statement. The allegation may be from a member who has bullied her and filed bogus complaints. Roblox did not provide support to evidence the supposed statement.&lt;br /&gt;&lt;br /&gt; Second, even if she wrote this (which she did not), there is no offensive or harassing component of the words &#39;who&#39;s this balky.&#39; She does not use the word &#39;balky&#39; and has never seen the show Perfect Strangers.&lt;br /&gt;&lt;br /&gt; Third, despite their claims, Roblox does not respond to appeals and the appeal process is a sham.&lt;br /&gt;&lt;br /&gt; Roblox has denied the benefit of hundreds of dollars of Robux that she is now unable to enjoy.&lt;br /&gt;&lt;br /&gt; --- Additional Comments: Delivery; Refund; Contact by the business

ROBLOX Corporation locked my group from a game I was developing on their platform with no reason provided. My business does NOT violate Roblox ToS, yet they have locked us out of our group, our community, and game development. Game development costs a fortune and lots of time especially the game we are developing. We want roblox moderation action undone. This has cost us lots of money from the community and the development team.&lt;br /&gt;&lt;br /&gt; Roblox Group Name: Project Lightbringer&lt;br /&gt;&lt;br /&gt; Game Name: Lightbringer&#39;?&#39;&lt;br /&gt;&lt;br /&gt; Game Link: <https://www.roblox.com/games/6784205437/Lightbringer?&lt;br /&gt;>&lt;br /&gt; Group Link: <https://www.roblox.com/groups/10670970/Project-Lightbringer#!/about&lt;br /&gt;>&lt;br /&gt; Group Owner: ProjectLBHOLD&lt;br /&gt;&lt;br /&gt; Owner&#39;s Profile: <https://www.roblox.com/users/2561197323/profile> --- Additional Comments: Repair; Contact by the business

On July 31st my daughter&#39;??s account was logged out of by the company system, and her password no longer works although we have it written down and know what it is. We have contacted customer service many times since, and receive the same email from each representative asking for us to submit copies of receipts showing proof that this is my daughter&#39;??s account. We have both responded sending the receipts each time, only to receive a new &#39;??response&#39;?? asking for the same proof. I have paid for a membership for a long time and will be billed for another month tomorrow, but she isn&#39;??t being given access to the account that I&#39;??m paying for. I received a new email this morning saying that the company has done all that they can and they can&#39;??t help us with this. That is completely unacceptable as they actually haven&#39;??t

provided us with any assistance. I have provided the receipts tied to her account as they asked for, but if they won't accept those they need to let me know the next step to help. --- Additional Comments: Assist with getting into the account
You did not resolve my earlier complaint. You did not attempt to resolve my earlier complaint. I'm sure you can find it yourselves, but I'll repeat myself here I guess. You wrongfully banned my account. You were extremely rude when I asked why I couldn't access it and if I could recover it. I don't even want the account. I just want you to recycle the username. I don't want to appeal a ban. I just want you to recycle the username. You completely ignored any and all requests I made and kept responding with prewritten excuses. I will never let this go. --- Additional Comments: Recycle the username. I'm not asking to appeal a ban. I was wrongfully banned, but whatever. I just want the username. I will make a new account.
Roblox has refused to let off on an improper 7 day ban, which their reasoning for has been debunked already. They appear to be waiting out the ban to respond. This complaint is filed in response. In no circumstance, should ANY company delay or purposely ignore customers when they file a customer support ticket or call the company. --- Additional Comments: Unban of account, and the false ban removed from record.
Hello i am filling a complaint against Roblox because i cannot get into my account and i have contacted them about this and have done nothing to help me
Hi my daughters account was hacked and whoever hacked it spammed on the roblox site. It got my daughter's account banned, I would like to have her account reinstated, or all the money that has been spent on this account reimbursed which is about \$1,000.00 , I wrote to roblox numerous times concerning this issue with no response from a human ... the ticket number I was given is b(6), her user name is &lt;br />estrellafiana Thank you --- Additional Comments: Refund or have the account reinstated
My son has been compromised, roblox just stole his items and he can't get them. He worked for them for 3 months and now he can't get it back, please help him. --- Additional Comments: Refund; Refund
My Roblox account was compromised and I lost a little over \$5000.00 in virtual currency due to lack of account security. I tried to explain my case to the Roblox staff/support but they did not take my complaint seriously and put down my claim of there being an account breach. I showed photos of the trades recently completed that were against my will and my knowledge and they refused to give me a roll-back of the items I lost despite the fact they can easily return these stolen items back into my account. Roblox shut down my claim of their being an account hacking yet the photos are shown and they items I had were taken from me and put into the market under someone else name which is not mine. I want a replacement for the items stolen from my account and Roblox has the tools to provide this and they choose not to do so despite they don't lose any money from it. Their virtual currency means nothing of value to them but means the world to the consumers like me who make money from them. --- Additional Comments: Replacement for the virtual items traded from my Roblox account. (Account Restoration).
I enabled the site's two factor authentication and changed my password since my younger brother was hacked and was worried about people on his friends list suffering similarly. Since then I've been locked out of my account and roblox hasn't sent any of the emails it's supposed to to allow me access. I've done all that I could to make sure it wasn't an issue on Microsoft's end and roblox's atrocious customer service hasn't even given me a number to call or a real solution. I use this site for commission work / graphic design and being locked out puts a genuine strain on what I can actually do along with all the money I've spent on items etc.

Hello COPPA, I have an account on the online game company ROBLOX.

I have made an accidental mistake in setting the wrong birthdate on the account, at of which i want to change because of ROBLOX's system they have in place for accounts under 13 years of age. I meant to set my actual birthdate on the account on ROBLOX and i would like to request to you to allow ROBLOX to let me change the date of birth since need to change it cause it's not the proper birthdate i accidently set without noticing it

Of course you can see my age and email that is provided for you.

If ROBLOX has any questions for me about the situation, feel free to give them my email Other-Other Update

My 11 year old son's account was wrongfully suspended by Roblox Corporation over a comment he made to another user which was clearly innocuous. While playing on Roblox, my son was repeatedly harassed by said user (who repeatedly killed my son while playing). This other user (presumably an adult) has a black colored avatar. In response to this other user's continued harassment, my son made the comment 'that black person is stupid.' My son referred to said other user as such because of the other user's black colored avatar. If said other user had a pink colored avatar, my son would have said 'that pink person is stupid.' Said other user, knowing full well that my son has no idea as to his personal profile, apparently complained incessantly about this to Roblox, with Roblox issuing a one week suspension of my son's account as a result. This is outrageous-how can my son be treated like this? I have attempted to contact Roblox about this but have thus far received no response.

Spent over 100 dollars on this game just for stuff to disappear very frustrating my son is upset this is robbery

My account on Roblox was hacked on 6/22/19 and I reached out them during and after the time that it has occurred. The hacking of my account was not at my fault as I did not download any 3rd party websites, nor did I have any google chrome extension browsers. When I reached out to them about this event, they have told me multiple times no matter how much I contact them, that they have a 1 time reimbursement policy for being scammed. However, you would be at fault if you were involved in a scam, but not a hack. I see it as failure to secure player's accounts. I have spent hundreds of dollars on this game and it is a shame to see it all go to waste because of an unhelpful service. I have asked them on multiple occasions if they could review my case to a higher part in the company, but they choose to not respond to me. At one point, they hung up with me over the phone even when my care was not finished and unsatisfactory. I see this as a last resort and I would appreciate any help.

Another Roblox account of mines got banned. My last account, 'da bad wolf' was terminated and I gave all the proof I can, from the original verified email to passwords, and etc, it took them a week to respond for that one and it got rejected shortly after someone looked at my appeal. This time, another account of mines got terminated for the same reason despite me giving them the same as above, some purchase receipts, and also the last four digits of my credit card along with it. They responded in a couple of days but this time, my appeal was clearly looked at and disregarded even quicker this time. They gave the same scripted and vague response, 'since ownership can't be proven...'. I know from experience from myself and other users that they'll not and refuse to help the player any further beyond this point so I am making another complaint. I want a better explanation and also things I can do to prove ownership which I know they're able to for us but is refusing to. --- Additional Comments: I at least want an actual non-vague explanation if not an accepted appeal to have my account unbanned on Roblox.

Background  
Roblox is an online game that is targeted to minors and my son who is 14 have had an account with Roblox for 4 years. What is a bit special with Roblox is that you can invest using an own currency Robucks and then you can trade, buy and sell virtual items, much like buying and selling stocks or some other financial instrument. During the years that my son had the account he

spent a lot of money and traded so that the value was around 5000 USD. Then all of a sudden he was banned from the account for some made up excuse so he has lost all this value. <br /><br /><br />I don't know how consumer rights work in US, but in Sweden this type of account would first of all be under supervision by the FSA and it would probably be impossible to cancel this type of account and not paying out the full value to the consumer. Probably FSA would not accept that minors handles this type of account at all. <br /><br /><br />Roblox support does not answer so this is why I'm trying this way. --- Additional Comments: I would like that my son either get his account back or that the full value of it 5000USD is paid out.

29th July 2021<br /><br /><br />I paid B\$12.96 accidentally for robux. I had asked for a refund, they gave me a partial refund and asked for more information so they can give me the rest. They also shutdown the account that was worth B\$200+ without discussion. <br /><br /><br />They've since refused to communicate with me to either carry out the rest of the refund or reinstate that account.<br /><br /><br />The account was b(6). My email is b(6) --- Additional Comments: My account reinstated as well as the refund. If the account can't be reinstated I'm willing to give back money from the refund.

On March 28, 2021, my children purchased a game on the Roblox.com platform. Roughly 1 month later, that game was deleted without notification, and without refund.<br /><br />We reached out to Roblox Support, and they said we should reach out to the game developer to reach a solution.<br /><br />However, the game developer had used the features of the Roblox platform to disable the ability to contact him/her. So by design of Roblox, it was impossible to comply with their recommendation.<br /><br />When we let Roblox know, they said there is nothing they can do. When we rejected this 'outcome' and pointed out that Roblox caters to young kids, they stopped all communication. The following Roblox Customer Support Ticket numbers were filed: b(6), b(6), b(6).<br /><br />Roblox has >150m monthly active users, most of which are 12 years and younger, and in 2020, developers earned ~\$250m, while the Roblox revenue was reported to be close to 1 billion. The internet suggests, Roblox tolerates defrauding kids for financial gain. --- Additional Comments: 1. Refund, 2. Actively implement efficient measures to combat defrauding young children on Roblox.com

I last played Roblox sometime in middle school, which ended for me in 2014. I tried to log in to the account just a few days ago, but found out that 2-step authentication had been enabled. I know I never enabled it, because it didn't exist back when I last played. So I contacted customer support, and they told me that my account had been deleted because 'a purchase had been declined by the payment holder'. I never made any purchases on Roblox. Therefore, my account was indeed hacked. They refuse to even recycle the username (b(6)), so I can never make an account with that username again. They've been rude and unhelpful the entire time. --- Additional Comments: First, I want an apology. Second, I want my account back. I don't care about anything that was on the account. I just want the account, or the username so that I can make a new account.

Business refuses to return over \$13,000 of virtual items stolen from me due to their lack of security on their website. <br /><br /><br />Business customer support has ignored all evidence and proof I have provided and have acted like nothing happened. <br /><br /><br />Business now ignores any requests I make to them and refuse to return the items which I own. <br /><br /><br />Business also refuses to disclose the information they checked to back up their decision.<br /><br /><br />Support team ignores every single message I say, or replies with a robot response which is never the correct reply.<br /><br /><br />This is possibly the worst customer support team of any business ever.<br /><br /><br />I'd like my items returned as this has gone on for 3 weeks, and I know Roblox will not return my stuff after 30 days which I'm pretty sure they

are trying to do to avoid returning my things to me.<br /><br />Thank you for reading.<br /><br />

There is no response from any of the gaming companies in the app. There needs to be a way to contact them about a game issue that has lost me money. There needs to be a private way to contact them. I am tired of these people in the form based helps, bashing me beyond belief over a simple question. I hate being forced to have to publicly ask my question and be mentally bullied, and tormented. If I can sue over no easy direct way to contact a company, then so be it. I also want a mandatory private way to get help. Someone please help. --- Additional Comments: Make the companies add private ways to get help.; Have Red Manta developer directly contact me for a game problem they caused.; Make Red Manta take their gambling Aura aspect out of their game. Or full refunds of everything.

Hello, I made four purchase of Robux from Roblox. 3 on my daughter's account b(6) and 1 on b(6). All the receipts and screenshots from their acts and my visa card show they Never put my daughter b(6) ROBUXs which was a one time charge of \$54.11 on her account. They only put my daughters b(6) Robux on hers. I sent them all documentation and even Filed for a refund with Google Play. They even have on their own site on her account under transactions that the 4000+ Robux wasn't applied.

My daughter was scammed in Roblox adopt me game. Someone took her pet away. She is devastated and keeps crying. The developers do not care on the ways to prevent scams from happening. The game should be banned, the developers should be penalized for not protecting our children from mental issues of losing their pets to strangers. Shame on those who designed it in such a way.

I PURCHASED \$9.99 FOR 800 AND \$4.99 FOR 400 ROBUX (FOR EACH OF MY GRANDDAUGHTERS'S ROBLOX ACCOUNTS) THROUGH ITUNES/ROBLOX. I NOTICED I WAS CHARGED THREE TIMES. I CANCELED ONE CHARGE AND ROBLOX REMOVED THE ROBUX FOR MY GRANDDAUGHTERS ACCOUNT. I CANCELED THE SECOND CHARGE AND THEY REMOVED ALL ROBUX FROM BOTH ACCOUNTS. IN ORDER TO CLEAR THIS OUT I CANCELED ALL CHARGES. I PURCHASED ROBUX THROUGH AMAZON (A SEPARATE ENTITY) FOR BOTH GRANDDAUGHTERS - PAID \$25.00 FOR 2500 ROBUX FOR ONE GRANDDAUGHTER'S ACCOUNT AND \$25.00 FOR 2500 ROBUX FOR MY OTHER GRANDDAUGHTER'S ACCOUNT. ROBLOX REMOVED ALL ROBUX PURCHASED FROM AMAZON AND CLOSED ONE ACCOUNT ENTIRELY. AFTER, AT A MINIMUM OF 10 EMAILS BACK AND FORTH - THEY REFUSE TO REPLACE THE 2500 ROBUX. I AM NOW OUT \$50.00 FROM AMAZON (NOT ABLE TO BE REFUNDED THROUGH AMAZON) AND 5000 ROBUX. THEY INFORMED ME THAT THEY REMOVED THEM SINCE I CANCELED THROUGH ROBLOX - NO MATTER WHERE I PURCHASED THEM - ASSUMING THE ACCOUNTS WERE HACKED. ACCOUNTS WERE NOT HACK --- Additional Comments: EITHER REFUND OF MY AMAZON PURCHASED ROBUX OR REPLACE OUR 2500 (PER ACCOUNT) ROBUX

Hello,<br /><br />Roblox is not allowing users to say 'gay' in the way that they want to say they're gay. It would be fine if someone was using gay as an insult, but you say just 'gay' for any reason, without context, you get banned.<br /><br />Proof:<br /><br /><a href="https://mobile.twitter.com/Roblox\_RTC/status/1414588533709361157">https://mobile.twitter.com/Roblox\_RTC/status/1414588533709361157</a><br /><br /><a href="https://mobile.twitter.com/Patrici71479863/status/1415427085749870597">https://mobile.twitter.com/Patrici71479863/status/1415427085749870597</a><br /><br /><a href="https://mobile.twitter.com/stanyukika/status/1378609379377745928">https://mobile.twitter.com/stanyukika/status/1378609379377745928</a><br /><br /><a href="https://youtu.be/jUecpLuptlg">https://youtu.be/jUecpLuptlg</a><br /><br /><a href="https://youtu.be/efTUFETES4g">https://youtu.be/efTUFETES4g</a><br /><br /><br />Now you may understand that this is discrimination against the gay community.<br /><br /><br />Now this isn't the only time Roblox moderation has been trash, here is videos of users being banned for fake & idiotic reasons (these are actually true):<br /><br /><br /><a href="https://youtu.be/ejS\_P1RE3Sw">https://youtu.be/ejS\_P1RE3Sw</a><br /><br /><a href="https://youtu.be/E6HNUilO5z4">https://youtu.be/E6HNUilO5z4</a><br /><br /><a href="https://youtu.be/lwDDApz-yV4">https://youtu.be/lwDDApz-yV4</a><br /><br /><a href="https://youtu.be/xoJzXE-VRis">https://youtu.be/xoJzXE-VRis</a><br /><br /><br />& Many more, just search up Roblox

moderation on YouTube, or Twitter. --- Additional Comments: The gay community now wants Roblox to publicly apologize to the gay community on there Twitter, and for Roblox to fix there poor moderation

A week ago my daughter who is 11 tried to log into her Roblox account and it wouldn't allow her to sign on. Me the guardian (mother) on the account tried to reset her password thinking maybe she forgot it. This didn't seem to be the case. I contacted Roblox customer service three times and they kept relying with a generic response saying the account is being moderated. I replied back saying I wanted to know why this was happening and when will it be resolved. They did not give me answer to my question. I have put a lot of money into this game for my daughter to not be able to log into her account with no explanations as to why is unacceptable. Like I stated I have tried to reach out to the company and even told them if I can't get an answer to why this is happening I would contact the BBB. They responded sorry we can not help you. When you pay for a game and invest money into it this is not the response a company should be giving to customers. --- Additional Comments: Explanation

Consumer states that Google Play Store-Roblox has given him reoccurring charges. He believes they are deceiving children on google play and they are unaware purchases are being made. His debit card on file is being charged and overdrafts fees are occurring with his bank. His bank told him they are "Slamming" the account when no available funds are in the account. The charges from the company are amounting to \$500. He isn't able to contact the company about the charges and has contacted his bank. I referred him to ftc.gov

I have been charged on all my credit cards and bank accounts for over a year now and I am unable to get in contact with playstation. I have followed their directions but when I call I am placed on instant hold for more than 2 hrs. To there is no answer and I have to hang up. I need help, the charges  
Other-Other Update

On Tuesday, July 20th, 2021, via our Apple iPad, I purchased the Roblox Premium Subscription of 450 Robux for my Daughter. Her Roblox I.D. is b(6) and she NEVER received the 450 Robux to her Roblox Account. I e-mailed Roblox Support then, explaining this situation and asking for their help in getting the Robux credited to her Roblox Account. They responded to e-mail back all her information and mine pertaining to the purchase and I did and I included a screenshot of the e-mail I received from Apple for the Subscription purchase. I did not get a response back until the next day and was told that they required the Apple iTunes Receipt showing specific information, so I screenshot that and e-mailed IT to them as well. I did not get a response back until the next day again, until today, and now they want my "90-Day Transaction History" from my Apple iTunes Account and using the link they provided for this, it didn't work, so I found it myself and screenshot it and e-mailed it to --- Additional Comments: I want my Daughter's 450 Robux credited to her Account, which I paid \$5.44 for and have NOT received nor resolved with Roblox in 3 days now.; If they refuse still to credit her Account the 450 Robux I paid for, I want to be refunded then, \$5.44...

I created a google account for my 9 years old daughter. I'm fairly concerned with this age group of children who starting to do search and watch contents by her own on the Chromebook I purchased partially for school used. I setup to have her google account under my supervisions so I can see what kind of activities she does and what contents she watches. This can be done in Google Family Link app. I have a setup that whenever she would like to installdownload an app or purchase any apps to be required my approval.

I'm aware that she plays games since there's a notification to me about gameapp installation on her Chromebook. However, I'm unaware that she made a lot of purchases, a total of 8 transactions in last couple months. I had a long conversation with her to get to know more information. She said that she doesn't know that the coins she collected and used to exchange



game activities is real money. The time I learned about this incident was Jul13. On Jul14, I contacted Google support (chat) and filed refund for all transactions under her account. Google support agent took my request but mentioned that the refund is subject to review. On Jul25, Google responded through email that there was no fraudulent activities, so they will not refund.

I understand that this is not fraudulent purchase, however, my complaint is I should have known that she purchased something in the game and have been asked to approve all purchases. I expected the approval process from Google Family Link app where they promote that I have all supervision over my child's account. Those in-app purchases were not approved and a 9-year old child is not mature enough to know whether it's part of a game or actual money.

I have filed disputed with the credit card company and they're under investigation. Other-Other Update

Every Roblox card I've purchased for my daughter doesn't work it displays that the card is invalid.<br />

a hacker was SOLD ACCESS to the roblox ADMIN PANEL... - YouTube Other-Other Update

My daughter had a roblox account, username b(6) which was hacked with all her robux I'd purchased and no way to recover it as everything she tried did work. So she just made a totally different account username: b(6) which was fine. I bought her new robux on that account. Well about two weeks ago again, something happened and her robux on her new account: Jeefica were taken. This time I contacted customer service. I told them everything, provided the screenshots of my purchase of the robux and everything else they've asked me for. NOTHING HAS BEEN DONE! They keep giving me the run around asking me for the the same screenshots over and over again. Finally after two weeks of back and forth emails, they tell me they can't help me because I emailed them about The b(6) account and not the b(6), which isn't true. I only reached out to them after her robux were stolen off her Jeefica account. They are stealing my money.

I got scammed. In the game Roblox i gave the Roblox Player b(6) 4 legendarie items: Light bone set and 3rd anniversary set (of the game Flee the Facility in Roblox). He said that he will give me a darkbringer chroma (a gun in the game Murder Mystery 2 in Roblox). He said that I shall do the trade at first. I did, then he unfriended me and took all my stuff. Pls do anything, thanks :( My roblox username is b(6) Other-Other Update

<https://www.reddit.com/search?q=roblox20false20bansortnew>

<https://www.reddit.com/search?q=roblox20false20bansortnew>

I asked Roblox if they can reset my password or reset my account so I can play games and they did not email me back yet

My child has a Roblox account, he's under 12 years old.<br />He shared his password with a friend on July 4. The friend went ahead and placed a couple purchases with Robux without my son's knowledge. He only realized when we checked his balance last night.<br />I immediately increased safeguards on the Roblox account. I reached out to Roblox to get the orders canceled. They refused.<br />Basically saying that's not their policy and my child should know not to share his password.<br />My issue is that these are children who are not allowed to cancel an order. I can cancel any order I make online. This seems fraudulent to me that children are tasked with knowing that items are non refundable, I don't see that notice anywhere on the site.<br />I asked them to at least allow parents to ok their child's purchases before its final. They refused, quoting the same purchase is final policy. Yet they allow two step verification for login.<br />How hard would it be to extend the service to purchases? They refused my request.

--- Additional Comments: Refund; Contact by the business; Roblox needs to implement a refund policy. Illegal to say all sales are final.

PURCHASED A \$200 ELECTRONIC GIFT CARD FOR DAUGHTER YESTERDAY. ROBLOX STOLE MY MONEY, DID NOT GIVE MY DAUGHTER THE PURCHASED GIFT CARD AND THEY ARE NOW GIVING ME A RUNAROUND FOR AN EXPLANATION OF WHERE MY FUNDS HAVE DISAPPEARED TO. MY EMAILS ARE GETTING IGNORED. I SPOKE WITH MY BANK TWICE (YESTERDAY AND THIS MORNING). THE MONEY WAS IN FACT DEDUCTED OUT OF MY ACCOUNT AND ROBLOX TOOK IT. I HAVE PROOF AND ROBLOX NEEDS TO GIVE ME MONEY BACK. I WILL NEVER DO BUSINESS WITH THEM AGAIN, ESPECIALLY IN SUCH HIGH DENOMINATIONS. IT'S SAD, BECAUSE THIS GIFT WAS FOR MY CHILD, WHO NEVER RECEIVED HER CARD. SHE WAS SO EXCITED TO PLAY WITH HER FRIENDS. NOW, SHE IS LITERALLY CRYING TEARS OF DISAPPOINTMENT. MEANWHILE, I DON'T HAVE \$200 TO JUST THROW AWAY. THEY ARE THIEVES!

I created a google account for my 9 years old daughter. I'm fairly concerned with this age group of children who starting to do search and watch contents by her own on the Chromebook I purchased partially for school used. So after the day I created her account, I setup to have this account under my supervisions so I can see what kind of activities she does and what contents she watches. This can be done in Google Family Link. I have a setup that whenever she would like to install an app or purchase anything to required my approval.

I'm aware that she plays games since there's a notification to me about gameapp installation on her Chromebook. However, I'm unaware that she made a lot of purchases, total of 133 transactions in last couple months. I had a long conversation with her to get to know more information. She said that she doesn't know that the coins she collected and used to exchange game activities is real money.

The time I learned about this incident was Jul13.

On Jul14, I contacted Google support (chat) and filed refund for all transactions under her account. Google support person took my request but mentioned that the refund is subject to approval. So far, I have seen 2 transactions refunded back to my account. Other-Other Update

Business refuses to return over \$13,000 of virtual items stolen from me due to their lack of security on their website.<br />Business customer support has ignored all evidence and proof I have provided and have acted like nothing happened.<br />Business now ignores any requests i make to them and refuse to return the items which i own.<br />Business also refuses to disclose the information they checked to back up their decision.<br />I will attach images of the situation between customer support and the lack of care they give to complaints.<br />Aswell as images showing that I had my products stolen from me.<br />I'd like the business to actually listen to what I'm telling them instead if being ignored constantly with copy and paste replys.

This company markets games to children and allows them to buy in app coins. My seven year old racked up \$90 in charges today while I was cleaning the house. Roblox and Apple need to be helped accountable. The representative with whom I spoke today from Apple said that this happens all of the time and they get many phone calls a day from parents who had the same thing happen. I had no idea this happened except for the fact that Bank of America put a stop on my debit card due to fraudulent suspicious activity. Apple and Roblox should be ashamed of themselves for these practices. It's one thing to do this to grown, consenting adults, But it's a crime to have an app that allows children to do this. My daughter racked up \$90 worth of charges without even knowing my credit card information, my username, my password, or any of that. Apple is telling me that they might not be able to reimburse me \$90 for fake virtual coins. That is absolutely ridiculous. I

am infuriated and I need help. --- Additional Comments: Refund; Billing adjustment; Apple in Roblox need to stop selling fraudulent products to children and blaming parents

My daughter can't get into her Roblox account even though she has a password and username. I can't get an actual human on the phone. I get emails stating that they can't help me because of the information I provided. My email hasn't changed. My daughters email hasn't changed. This is not the first time I've had issues with this. I know it may seem a little ridiculous, however, it's very frustrating. You don't get the same person every time you receive an email. I feel they need to be held accountable.

On 06\22\2021 my daughter's Roblox account was hacked and the person spend 512 robux in two different roblox games. I contacted support and informed them of the issue. They requested a screen shot of the purchases, even though they absolutely have the ability to see transaction history, I complied and gave them the information they requested. They claimed that their internal tracking tools do not show that the account was compromised at the time. I tried explaining that we were on vacation at a lake in California (We are from Pennsylvania) when the purchases were done and that the purchases were made back to back within minutes by someone clearly not actually playing, but just wanting to spend her in game currency. They closed the case and said they could not help further. I believe they have the ability to see where the user logged in from and know that it was my daughter who logged in and spent her money.

My Roblox account: b(6) has been terminated due to unauthorized charges. They were not unauthorized, and they were wrongly disputed by my bank. The bank has apologized as this was an accident on their part, and I have called them and they have cancelled/withdrawn the dispute on these purchases. <br />Because of this my account was terminated on 6/22/2021 10:44:04 AM. I have sent many appealed all that have been denied. I don't understand why they cannot reactive my account. To keep it terminated over a mistake caused my bank is extremely unfair. To have spent tons of money and all of it gone over something that was not in my control is extremely wrong. <br />The email associated with my account is: b(6)--- Additional Comments: I would like my account reactivated.

My 13 year old daughter spent hundreds of dollars that I funded since 2017 in the Roblox platform. She used the word 'gay' when having a casual conversation with a friend in a Roblox game and had her account banned permanently. She never used any rude language nor did she direct this toward anybody. It was a non- derogatory statement. Apparently, (Roblox) they are homophobic and have a filter that will ban you if you use select words. We invested hundreds of dollars and I've sent at least a dozen messages concerning this. I have been given the 'run around' and had no outcome. We only were served with avoidance and vague scripted responses.

On June 23, 2021 I received an email from Roblox in my personal email account through Worcester State University that my password was changed. I have never set up any accounts with gaming, social media or other sites (with exception of Pintrest a few years ago). The user name the email referred to was 'b(6)'. When I attempted to access the account to see exactly what it was, a picture icon of a smiley face bag showed up, but I couldn't get into the program any further as I did not have a password. I believe this is part of an issue I have been slowly becoming aware of that an ex has created false social media accounts under my name and is attempting to ruin my reputation. I work in healthcare as a therapist and provide treatment at many sites in my community and surrounding communities. I have a history of issues with this man, dating back 10 years, and currently am in contact with a victim witness advocate as well as an attorney with VRLC's Western MA office as he had attempted to take my life 3 years ago in a car accident, for which he was found responsible but I did not press charges. At this time the only other indication I have are texts that have gone to my work cell phone, which I have not opened as I believe they are sex web sites. This man had also told

me about a meme of me that was going around; in April of 2019 however, I was in the midst of the legal battle with him and he only said he told me because he didn't want me to think it was him who made it, if I saw it, which I never did. This man has also reached out to my grown children via Facebook years ago, but both of them blocked him as neither of them liked him and he has done other things to me that they were witness to in the beginning of the relationship. I don't know what else to do as I cannot find what might be out there, but he has a long history of hurting people through gossip, slander and libel and I know the Roblox email to my personal account is one indication of the possible identify theft/falsified online impersonation that I believe has been in existence for many months now. Other things have been occurring within my small healthcare world, with some comments coming at me from colleagues that I had only expressed to him, so I believe he has used my very words within the platforms created to further isolate, humiliate and demean me, believing I would not find out. This impacts my professional integrity and it is just downright wrong, so going on my attorney's advice I am reaching out to the FTC for assistance. Other-Other Update

My granddaughter took my charge card without my permission and bought \$706.00 in Roblox game points I emailed them about a refund said I did Not meet the criteria for a refund. Then I got one saying they are doing an investigation and will get back to me in 5 business days have not heard from them try calling and nothing.

My daughter has a Roblox account and she has made purchases of items in the shop. There have been 7 purchased items of hers that have been deleted/removed by the creator of the items and Roblox will not refund the money paid for those 7 items. This is a SCAM. They are cheating children out of their money. I'm sure parents don't even realize this. I am sure my daughter is not the first one this has happened to. I want my daughters account to be refunded the 141 Robux that were stolen from her by Roblox. <br />This issue is not in any way the purchasers fault that the items were deleted. <br />These items were not accidentally purchased or an item my daughter no longer wants. These are items she purchased and wants but the creator deleted them. Roblox should have something in place to prevent this from happening. <br />I will attach the screen shots of the 7 deleted items.

In Nov of 2020 my granddaughter joined the game and you buy Robux coins to buy things in the game supplies etc.

well we have never received the coins since joining in Nov.

They have taken 5.40 out of my account researching this they say subscription was cancelled in Dec of 2020 but they have taken 5.40 put every month and then sent a renew subscription in July but had already taken the money.

after emailing 3 days being told no account shows for me Other-Other Update

Well, a few weeks ago my limiteds were taken away from me by another Roblox player. I explained what method they used in my and how it is pretty much undetectable because it doesn't require them to log in to my account. It's known as the API method, I explained it in my email. They contacted me and told me they weren't able to restore my items which that I could understand, however, what bothered me the most was that they didn't even do anything to the Roblox user. I'm sure they have countless suspicious trades but Roblox support doesn't bother checking, I even put that in my email to do a check on them and other Roblox accounts linked to them. Another thing is their username had been beamed; in it which is actually another word for hacking so it is obvious they do this stuff. I hate to be the one to complain, however it is disappointing to see Roblox support letting hackers/scammers continue to do what they do without punishment and without returning users their deserved items.

i had a Roblox account and i got logged out and it won't let me back in because the email was removed and so was the phone number too.

On 6/6/2021 my computer was compromised and someone traded off all of my high value limited items away to a single account. I promptly reported the theft to Roblox and my request for a rollback was denied. After numerous emails back and forth, I was accused of illegally obtaining the items to begin with. One item was won in a drawing from a YouTuber, and the other 2 were gifted to me by a cousin. My son uses my account and was devastated about the loss, but I assured him that I'm SURE that Roblox, a company that targets children, will do the right thing and roll back the account and ban the user who stole the items. Boy was I wrong. Instead of doing the right thing, they have chosen to not return my items, accuse me of obtaining them through illegal means, and then customer service sent me an email saying not to contact them anymore about the issue and there will be no further response. <br /> --- Additional Comments: I would like my high value items returned to me.

Hi, my daughter's Roblox account (b(6) is the username) purchased an item from the Roblox Avatar Store from Roblox (an important distinction as players can also sell items).<br /><br />The primary purpose of purchasing items from this store is to dress up your character for when you're in various Roblox games. Unfortunately the item my daughter purchased, the Orbital Violin Deep Freeze (<https://web.roblox.com/catalog/583159170/Orbital-Violin-Deep-Freeze>), does NOT function in any game we were able to find (at least not in any of the most frequently played games).<br /><br />After discussing with support (ticket b(6)), they stated they would be willing to refund but ONLY if the item did not work. Considering the item DOES NOT WORK, I asked for a refund. Instead, support has repeatedly told me that as a customer I need to contact each Roblox Game developer and ask them to support Roblox Items.<br /><br />There isn't even any warning / info text stating that this could be an issue at purchase.

My son has had a Roblox account for a long time. He has been given Robux through cards and such and spent real money on the game. Last week, he got a message when logging in that his account password had been reset (by Roblox, see ROBLOX ISSUE attachment) and it needed unlocked. We tried, but he has no email associated with his account (something you have to dig deep into your account to do AFTER creating the account, he is 10, opened the account when he was 6 or 7 and didn't have an email address).<br /><br />Several contacts to Roblox and they REFUSE to assist in giving the account back due to no associated email address. I even told them what the original password was BEFORE they changed it, and they still refuse.<br /><br />Had he locked the account due to too many password attempts, or something, I would say fine and move on. BUT ROBLOX locked the account. They also DO NOT require an email address to sign up (see <br />Image1<br /> attached to see required sign up info). We just want the account back. ---<br />Additional Comments: I would like my sons Roblox Account to be given back to him (at which point I will associate an email address with it). Since we spent money on it.

CFPB Issue Type: Unauthorized transactions or other transaction problem | --- What Happened: In December my wife purchased something for my then 8 year old daughter on Google Roblox with our credit card. After that point apparently she was able to purchase items in this game. She didn't know she was buying anything and we never received any emails/receipts that these transactions were happening. Finally in March we noticed them on our credit card statement and cancelled the card with Chase Bank and reported fraud because my wife had no transactions on her account and we could not see any transaction history on my daughters game. I have tried to contact Google Roblox multiple times but they do not have anyone to talk to. Emailed them and they kept requesting an RMA# which we had no idea what that was or any records of any transactions. Chase took the fraud claim twice and then would send a letter saying they were legit charges but we still had no idea what they were for or where they came from. Finally after more calls to chase they finally sent what I attached that shows the purchases my daughter apparently made without any consent or knowledge she was making a purchase. So now we are past a point where Google Roblox will even consider a

refund and Chase considers it closed and we must pay. At no point did we authorize our daughter to spend this money. My wife's email was a secondary email on the Roblox account and she was never made aware of these transactions by email. If a company can let a kid charge this much on a video game then emails for each transaction should be sent to the parents to notify them. We want our money back because I think they are trying to trick kids into doing this without parents knowledge after one single time purchase. Thanks, b(6) --- Have contacted: CC Issuer --- Fair Resolution: We would like Roblox Corporation to refund us the money spent on our daughter's account from October 2020 on account b(6) because she was not authorized to make these purchases and we were never notified these purchases were being made.

I have been hacked by an internet predator for &#39;??coud567&#39;??. I have devoted all my efforts into contacting customer support, but the two people whom I contacted (b(6)) and (b(6)) have refused to offer me valid assistance. I originally created my email using b(6) for b(6), and it states specifically within their help form &#39;??Even if your account is compromised and the email is changed, we can still see the original owner or billing email on the account&#39;??, yet they refuse to help me. Also, I have stated that I used b(6) to contact them in the past on a separate issue, and included the ticket number for b(6). The support team fails to recognize that I am the legitimate owner. I have tried all my power to fully let them know that this is the case, but the two people whom I contacted, (b(6)) and (b(6)) ignore my plight, and do not invoke any kind of reassurance that I will be recovered from my account, b(6) from the predator. --- Additional Comments: Full recovery of my account (b(6) ), and a full refund of all items lost through the predator if possible.

They banned my sons account just because my son received pets that they claimed was a hacker... but how my son know that theyre hacker...

But my sons got punish the hardest... they banned and claimed the other pets too...

This is a scam done by big company towards me in Indonesia that cant do nothing about it... if only im an american, i will hire a lawyer and sue adoptme...

Please help me... Other-Other Update

I am experiencing Cyber Stalking (a criminal act in Ontario). I have contacted Roblox repeatedly over the course of several days and with significant evidence that an individual is stalking my account. They have done next to nothing to address this. This issue affects the safety of myself and my child (under 12 years) and I am beyond angry about this.&lt;br /&gt;&lt;br /&gt;The player in question follows my account to various servers. The player posted a diatribe on his public profile about me. This stalking is the result of a ban on his original account due to his own actions. This player created a 2nd account just to follow and harass me in Roblox, and they have done nothing to ensure my safety (or that of my family).&lt;br /&gt;&lt;br /&gt;This individual is clearly dangerous and also lives within my country (I do not know where exactly) so the threat of real-life escalation is greatly increased. Roblox has done nothing to resolve my issue. --- Additional Comments: I want the original and subsequent account(s) of this player banned permanently.

Hello&lt;br /&gt;&lt;br /&gt;Over the past almost 2 years, my daughter has played this game Roblox and we have had a monthly subscription as well made in app purchase totaling several hundred dollars. Recently I had suspicious activity and reported the credit card linked to the account as comprised.this result in sone of charges being reported suspicious related to the game. \$33 were d eke four of probably over 50 purchases in the last 2 weeks alone. The vendor closed my daughters account. When I realized what happened I reached four Roblox to see about having my daughters game account reinstated and was told no. They won&#39;??t reopen the account or transfer credits, etc. I believe this vendor&#39;??s practices should be looked at.

My entire family has several accounts on this website and has supported them for many many years. Recently my son's account (username: b(6)), was recently permanently banned for supposedly using a derogatory term. The word he said in chat was 'gay' because one of his friends asked him a question. Now, my son is gay, and Roblox first claimed he used it as a slur, then stated it's hard to determine it's meaning, but assumed it was used as a slur. My son would not discriminate or say anything derogatory towards or about his 'group'. So he now has no access to his hundreds of dollars worth of purchased items on the site because of an assumption when he in fact did not violate any terms of service. They will not justify this with proof of chat transcript. Just recently, I noticed charges that I did not authorize, because of ban, we do not have access to any purchases in account info and they will not provide them claiming it's a security issue, but they are necessary to resolve --- Additional Comments: Dates/amounts of purchases made on account and ban lifted or money spent on account refunded as no terms were violated and access is currently denied.

My sons account from Roblox has been banned for 'unauthorized charges' when me nor he has bought the virtual money on this app. This is the second time this has happened and the first time the problem was solved, but I still won't ignore the fact that they banned the account for no reason the second time.

I had my user account on the ROBLOX platform hacked/compromised. I lost around 1,500,000 of in-game value in items from it. ROBLOX has a section in the site where you can request a 'rollback' which allows you to get your items back. I requested a rollback, showed proof I had been compromised and simply requested my items back. ROBLOX responded to my first email with their usual copy-paste messages just saying that they'd review the situation. After they reviewed it, they emailed me again stating they couldn't reinstate the items due to them finding proof that I hadn't been compromised. I replied to the email requesting for the proof and they did not reply. It has been a few months now. I opened a second support ticket a few days later and had received no response on that email. ROBLOX will not provide me with my items back or proof that reasons for them to not be reinstated. This has left me in trouble financially. I seek to get the items I requested for back. --- Additional Comments: I would like a rollback on the platform for my white sparkle time fedora and dual Darkhearts.

Phishing website targeting kids

URL : <https://1www-roblox.com/users/769369632/profile>

Please take down their website hosting asap

So the total of loss that I get is like 80 \$ in total but the purchase is 5\$.

I also have more virtual currencies that worth more than hundreds dollars in total within their games. Within a months I generate over 80\$ worth of their virtual currencies.

When suddenly I got an info from them that my account is getting deactivated by their support for no any reason or within even my consent. They making a scheme that changed my email and change my password by deactivating the 2nd authentication. So now I cannot get any access to my account and asked to one of the support. The first one support was named Kendall so heshe asked.

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We'd like to assist you further, but will first need to verify ownership in order to move forward.

Please reply to this message with a copy of your Google Play purchase receipt for the Google Play payment made on your Roblox account 'b(6)'. You may send us your emailed receipt or a screenshot of your Roblox, Google Play purchase receipt. Please note, the screenshot should have the Google Play order number visible.

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I gave the info what they ask about google play purchase receipt made on that account. So i sent it and I got after 2 days they reply me that I need to get a receipt which like 3 Years its a 3 years ago from google receipt that clearly I don't have it or can access it anymore which is ridiculous asking someone verify when its their fault change my account without my consent or any further information. I am the one that set up email, pin code, 2nd authentication, and password. They locked the account strip over my incomes and virtual currencies. When I have 0 they do nothing about it or what ever but when I got the stuff they trying to get it with anything whatever they can. They can change my detail, my password, my account, my pin, all of it without user consent and called it go. I don't know how much player got same experience as me who got into these scheme and trapped with same stuff like this. Please do investigation on this. I got emails and all the stuff and also notification from Roblox saying a staff that no name or mentioned suddenly changed all the details and locked my earnings and stuff. I had this account since Sep 22, 2019 when It's the first time and until now I never changed the email of that account. Other-Other Update

On 6/10/21 My roblox account was breached, All of my items were stolen which are worth thousands of dollars. Due to Roblox's poor security my account, such as lack of 2 Factor authentication, being able to steal account with one simple link. People were allowed into my account to take all of my items in which i had obtained on the 10 years i have spent on the platform. Roblox has decline my return of the items due to me 'Buying them outside of roblox'; despite me being able to prove that I obtained them legitimately, In trying to do so i was declined any further comments on the matter. I have spent 10 years on roblox, my account actually turned 10 years old last month and this is the first time i have ever had to report my items stolen. I have seen others get their items stolen and returned, but not me. I was hoping to get help from a neutral party to help solve this issue. My profile is [https://www.roblox.com/users/b\(6\)/profile](https://www.roblox.com/users/b(6)/profile) if you wish to check my account age. ---  
Additional Comments: A return of my stolen items.

Greetings,<br /><br />On 6/6/2021; at around 11:30 AM EST; my ROBLOX account was logged into and compromised by a user who goes by the name 'MeduWasTaken'. Later on; my items were passed onto others accounts, and it's rumored that they've been illegally sold for U.S Dollars. I have no idea on how my account has been compromised, as I have done everything to keep it at maximum securiy, nor do I click any links or give out information. <br /><br />The following items were lost:<br /><br />- Clockwork's Shades<br /><br />- Duke Of The Fallen Federation<br /><br />- Ghosdeeri<br /><br />- Pink Galaxy Gaze<br /><br />I have been declined a rollback; despite being compromised due to the flaws in ROBLOX's security system, which is definitely not my fault. I have spent real US dollars; and lots of my work put into this is being lost. I demand a rollback; or further action will be taken.<br /><br />ROBLOX Username: b(6) --- Additional Comments: Restoration of digital assets lost.

June 19, 2021

Re: whistleblower complaint from Towanda Raymond on going harrassment including being threaten on daily basis over radio band HD electromagnetic waves. Multiple incidents reports made to law officials. My vechile trapped, mapped and stop.,MY cell tracked and used by others for criminal puuposes. These terrorists -criminal network steal my property- for RobloxGAMES- digital spying on me and my family for profit for themselves and are affilated with Bulloch County Law and Fire deptusing Raster board to map my whereabouts with directtv iimagery and sound and other high density metal on my property without my permission and on the county road in front on my home with hot heated chemical spead on the road for reading above by air. This is harrassing and the dirt road is Hot. Please investigate ongoing problem  
Sincerly, b(6) Other-Other Update



Multiple purchases to Roblox through Google Play have been made from my credit card without prior knowledge or permission. I have continuously been rejected when asking for a refund - usually an instant automated rejection, which means they are not even considering it.

I have canceled my card three times in the Google Play store and it has been mysteriously reinstated each time without my prior knowledge or permission.

Google Play makes it impossible to remove your card totally, so they can reactivate it whenever they like.

My daughter had a Roblox account and closed her account for unauthorized purchases without refunding any of money we invested in the account, premium membership, limited items, virtual pets etc. In addition my daughter coded a game that was very popular and can not access that account any longer. I hadn't realized the one transaction I reported was her purchases and had retracted my complaint to Apple itunes but Roblox did not reinstate her account. It was a terrible experience as I funded so many purchases for this account - several thousand, she even coded a unique and popular game and got treated so unfairly on closure of her account- lizasfanboy. This should be an enjoyable experience for children and instead is a major business for Roblox without a care in the world for these children they are hurting. Shame on Roblox for taking advantage of these children emotionally and their parents financially. Their hardlined approach should be banned. --- Additional Comments: To reinstate her account lizasfanboy

There was an error and my credit card got charged for some purchases on Roblox and I was asking for a simple refund. First I was bounced to Xollo and the bounced me back to Roblox, to get the matter resolved and they kept on saying if you call it firendly fraud then I can potentially get refund. I dont understand what that term means and I kept on telling it is an honest mistake but the customer support refused to listen. I asked matter to be escalated above and they told me flatly that it is not possible. I just my refund for the amount charged.

I am a game developer on Roblox, and have worked closely with them before. I found several security issues with Roblox that I privately reported in 2019, and Roblox showed clear and sheer value for our interactions. Roblox's security is disgusting. Their support team openly gives away information of users, this includes minors. Not only is this a violation of COPPA, this also is a privacy breach. My account was recently breached, as Roblox's support team got social engineered, and they provided free-access to my account. This caused me to lose millions of their virtual currency & Robux, worth real money. Roblox's support is continuously refusing to return what I lost, even after it is their fault. I no longer feel safe on Roblox, and I highly advise against using Roblox or any of its services. Do not allow your children to use Roblox until they fix their security, their privacy and their money is at risk. Developers, your money earned is at risk. Ticket1: b(6) Ticket2: b(6) --- Additional Comments: A rollback ( return of items & Robux lost ), as I have been waiting for over 2 months, since the incident originated.

CFPB Sub product: Other debt --- CFPB Issue Type: Written notification about debt | Didn't receive enough information to verify debt --- What Happened: I spoke with Amy after calling ROBLOX trying to reverse two charges on my checking account on June 3, 2021. Both charges were for \$49.99. Amy gave me b(6) as contact info for ROBLOX. I really couldn't understand the gentleman but finally he gave me b(6) as a contact. I called that number but was not comfortable giving that person my credit card info. I believe this is fraud and ask that you please recover my \$99.98 at your earliest convenience. I have destroyed my card but the last 4 digits were b(6). Thanks for your help. b(6) --- Have contacted: CC Issuer --- Fair Resolution: Return of my \$99.98.

Hello, I have filed many complaints about Roblox falsely banning my account. They finally reached out to me about appealing the ban after 3 weeks of waiting. They denied my appeal and said the account will remain closed. I do not know what to do It took my years to get the (Roblox Limiteds) that were on my account and they banned my account for & buying and selling roblox items outside of the

website; I swear I have never done that and have no knowledge of that what so ever. I have been playing roblox for almost 5 years and have spent over one thousand dollars on the game and I lost my account just like that for something I didn't do, please help me I don't know what to do I love playing roblox Please help me I don't know what to do... They banned my account for buying and selling items when I didn't even do that please just help me get the account back. the username is ;b(6); please help. --- Additional Comments: Roblox has falsely banned my account for buying or selling roblox limiteds when I never did that, EVER. please help

I have paid Roblox over \$400 during the course of the past 4 years so that my daughter could develop an account, purchase virtual inventory items and gain access to games within Roblox.<br /><br />On May 10, my daughter's account was hijacked by a hacker, who then stole valuable items from the account inventory and performed other actions that resulted in Roblox deleting the account.<br /><br />I have reached out to Roblox to try and resolve this issue but have only received a series of what appear to be template email responses, asking me for information that could only be provided by the hacker who performed the illegal actions on the account.<br /><br />I would like for my daughter's account to either be fully restored or to receive a full refund of the money that I have invested in the account since my daughter is no longer able to receive the services that I have paid for.<br />

On Friday May 28, my son b(6) (12YO, his account name, b(6)) was banned from Roblox participation for 3 days due to a policy violation that he did not commit. further, he was instructed if the offending game was not taken down he could be permanently banned. the offending game is not his, nor does it belong to a group he owns, so he has no control over the game or taking it down or editing it. <br /><br />I used roblox's support form to appeal this b(6) and in Roblox Customer Support Ticket b(6) was first told, he was banned for the noted game (that we've explained was not his); and when sending supplemental backup to prove this, we were told there was nothing that could be done. For a 12YO who depends on Roblox for friend conversations during pandemic times, this is not acceptable, unless there's a better explanation for the ban. If so I'd like to hear it.

About 12 months ago when I go to log onto my account, it says ;you've been permanently banned; confused, I filed a report asking why would I ever get permanently banned. They responded with: You have violated Terms And Service. After asking them to forward the email to a specialist, they told me that my account wasn't mine. This is very frustrating as I have spent a ton of money on this account, and it's been with me since I was a kid. I have tons of evidence proving that this account was mine, including the fact that I have the email of the account linked to my email. Here is the support ticket of their response to my questions. Customer support ticket b(6). I have several other emails including emails to me about my two step verification, and the couple of times i've reset my password. [https://imgur.com/a/b\(6\)](https://imgur.com/a/b(6)) This is the link to the evidence I have proving proof I owned the account. --- Additional Comments: I would like to have my account unbanned from Roblox, nothing else please and thank you.

5/16/2021 I was terminated on my account b(6) after borrowing a friends items. I don't understand how this can result in a termination of my account if I was simply borrowing items. They falsely terminated my account and I'm here to appeal it. I have put countless hours and money into this game and I cannot afford to lose it for a false reason. I'm here to answer any questions and I simply just want this termination lifted. If I do not get un-terminated I will be willing to file a law suit against Roblox because this isn't fair.<br /> --- Additional Comments: I would like to be un-terminated as it was a false termination. This includes restoring all lost items.

On Thursday at 9:28 PM EST while I was in bed sleeping my roblox account was logged into and compromised by a user named b(6). I have zero clue how he got into my account as I don't click links or give out my information. I lost the following items: Fuchsia Fantastique, Black Iron Bucket of

Ultimate Pwnage, Beast Mode, Catching Snowflakes, Dr. Shamrock, Purple Wistful Wink and Virtual Commando. I have taken the following steps and reset my password pin and even the password to my email. Roblox has failed to give my items back even though I got compromised because of Roblox's flawed security. I demand a rollback or I will be taking further actions.

On May 29, 2021, my account on the site Roblox.com (b(6) is the username) was terminated falsely for account theft which I have never done. I have been the owner of this account for years, and have never violated the TOS to that extreme. Furthermore, I've spent countless hours playing this game, and have spent hundreds (if not thousands) of dollars on currency purchases. I would like to request that Roblox unbans my account immediately, as it is a completely false ban, and they have no reason to have done it. They stole my money, and I am furious. --- Additional Comments: I simply want my account (redonimo) that was falsely banned to be unbanned as I have never took action in the act of account theft on the website.

This complaint is due to the fact that Roblox has denied my request while I even agreed to so actually proof that might be helpful towards them for verification. The date of the transaction is May 26, 2021. They haven't even tried to resolve the problem. --- Additional Comments: Moderation of an account

On 5/23/21 my son purchased a private server for build a boat on Roblox, it took his 100 robux but said that the purchase was canceled and he never received his private server. I contacted roblox customer service on 5/23/21 reference number b(6), they told me I needed to contact the developer of the game. There was only 1 way for me to contact the developer and it was through a spam filled group wall post. I emailed roblox again after and showed that I had completed this and received no response from the developer. However the roblox customer service kept telling me there was nothing else they can do and that I would have to contact the developer which is impossible because they have their messages turned off. All I am asking for is that my child receive his 100 robux back that he spent and did not receive his purchase.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number Fb(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I recently paid for 1 Roblox robux (total price \$10.59)I got again charged over 30 transactions and the reps at Microsoft store will not refund.. it has been reported to my bank.. Will be reported to Attorney General in my state and Redmond Washington state attorney general including law enforcement(and ever fraud and abuse site i can find) --- Method of Contact: Other --- Fraudulent Company Contact Method: Multiple Charges after 1 transaction --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26 - 49

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Deducciones permanente de mi tarjeta de credito compras permanentes desde marzo de 2021. la cuenta asociada es clear20082010 la aplicaci3n se llama roblox. esa aplicaci3n ya no est25;n en nuestros equipos --- Method of Contact: Otro --- Fraudulent Company Contact Method: Descuentos automaticos de mi tarjeta de credito --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 50 a 65

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- ESTA MUJER SE ROBA DISPOSITIVO MOVIL CON CUENTA DE FACEBOOK GMAIL GOOGLE EMAIL DESPUES SE COMENZO UNA DE FACTURAS POR CORREO DONDE SE ESTA GASTANDO DINERO DE CUENTAS BANCARIAS NO PUEDE PASAR ESTO NI PUEDO HACERLO YA QUE EN ESTOS MOMENTOS ME AYUDA PERSONAL DEL INTERNET PUBLICO YA QUE NO SE NADA DE SISTEMAS --- Method of Contact: Recibí un correo electrónico --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: true --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: Escritorio remoto de Chrome --- Consumer Age Range: 26 a 49

On May 21, 2021 my sons account was terminated stating unauthorized billing. My 6 year old son bought a subscription on my sons accounts who is 12 and he cancelled it .All my son wanted to do was get his money back that the 6 year old was actively getting on without his permission. Instead of giving my son a warning or suspending his account with ROBLOX his account was terminated which he had for over 5years without any issues . My son had over \$200 in inventory with Roblox when his account was terminated. &lt;br />ROBLOX CASE # b(6) &lt;br />Reached out to b(6) on May 23,&lt;br />Also reached out to b(6) on May 24, also b(6) on May 24 without getting any results&lt;br />

Recently I forgot my roblox password so I contacted Roblox Support to reset my password because for whatever reason it wasn't letting me reset password with email. Even though I have picture proof of my account where it states my email is in fact verified. Which I provided to them among other proof. And all I got was bot responses about nothing they can do on the matter which is really frustrating. I made the account on May 8, 2021. I did provided enough purchases as proof that was made on my account and emailed them from the email I registered the account on. The username on my roblox account is b(6) and email is b(6). I just want to be able to reset password so I may use it again please. I'll include purchase receipts that I've made to my account from Amazon gift cards and Google Play purchase. And my acc screenshot that clearly states my email was in fact verified and the email receipt of it.

I bought my daughter 400 robux (roblox money) for an item on adopt me; a game on the Roblox platform. When she paid 200 of the 400 robux on the item her account was immediately disconnected ,when she reconnected the robux were taken but the item ( a squirrel ) hadn't been given to her.I contacted Roblox who all but said it didn't happen and that she must of given her password to someone.I explained she did not and she never got the item. I explained her account was secure as she's always on it.On 3 separate emails I sent screenshots of the purchase along with her inventory to show no squirrel was given they went on to again say her roblox account had to be compromised. I told them it wasn't however they proceeded to reset her account password and now she can't even get in as her phone with her email address is broke.They've said they'll investigate but never offered the robux back. Now my daughter is down 200 robux with no squirrel and they have her locked out of her account.

My son was banned for 7 days on this game Roblox for saying gay for someone spamming the lgbtq flag, which is understandable but my son goes back on had his account permanently banned off on Roblox for using discriminatory content which is false he did not say or do anything to get himself banned, I was sitting right there with my sister and we seen someone control my son's account using an admin command that Roblox is aware of and has multiple complaints about and multiple people have had their accounts deleted they have YouTube Videos on it. I don't think this is fair,

I spoke to my son about this kind of talk and then someone admin commands him into saying it. I also put money on the account that day because he did work to get his privilege's back. they will not give my son back his account and I want something done about it since they will not listen to me. How can we see something happen and then them refusing to unban him? makes no sense. --- Additional Comments: I want my son's account restored. and something done about this admin command that is allowed to be on Roblox. Children play the game its unacceptable

Gift card was given as a gift to my son in the amount of \$25. The gift card was bought at Target. There was no damage to the gift card. I scratched off for code as instructed. Entered code on website. The website was down and I was instructed to try again later. When I tried again later, I was told that the gift card had already been redeemed. E-mailed customer service on Saturday, May 8th. Followed up with all requested information. Every single day since then I have gotten an e-mail stating Roblox is reaching out since they haven't gotten a response. Every day I respond with the same issue. Today is the 5th day of this nonsense with zero actual help.

I was a happy robust customer for a few years, but that all changed when I got hacked. I couldn't sign in, even when I try to change the password, I will change it, to something I know, and then typed it in and said incorrect password Or username. This is very annoying I have spent many hours playing games to get where I was in those games. Plus I have a 5\$ Robux subscription, And can't even use the robucks. I tried contacting Roblox customer support in every way, but none of it worked. I I sent emails, and never got a reply for two weeks, only to get a reply and say we don't support customer service through email and that you will have to get support through the website. Well the website doesn't work and when I put in all my information to Recover my account, I put all of my information correctly, and said my user name was incorrect even though I was 100% sure I got it right. I got an email to make sure that was the right account name. Unless this is fixed, I'm never playing Roblox

okey my name is b(6) i born in 2005 10 october i live in sweden stockholm i started my account on roblox from 2017 and my username is b(6) i got banned 5/12/2021 5:48:42 AM (CT) they told me the reason is "Your account has been deleted for violating the Terms of Use for account theft." i was at school that time i came home and i saw this "Account Deleted" and i did not scam or stole or theft anyone i got tired 4 years on the account from 2017 and after and for that four years I saw racism and sex games and many things I didn't want to see and i spend money on my account like 10000-19000kr from 2017 to 2021 and i lost all my stuff in the games and items and the games i made in roblox on my account and i lost all my robux i came from school so happy to play roblox and i saw that my account got deleted by roblox they ruined my childhood, my future, my week, my vacation, and the fatigue that I had put to work on and thats scam by roblox company and i want them to unban my account.

Hello, this is my third complaint. I was falsley banned on my roblox account which was worth alot of their currency and it took years to get. I emailed them an appeal (as they asked) And they have been dodging my emails for about a week. I love their game and used to play it everyday before I was banned. I did not sell or buy items off of their site. I have no idea what happened please help me. They have not responded and they do not want to help me. It has been a week and once my account has been banned for more than a week I dont think its able to get unbanned. Please help me they don't want to help me. I have spent so much money and time on roblox I just want my account "b(6)" back please. --- Additional Comments: Roblox banned my account for buying or selling their items off of their site, and I did not do those things, and they have not replied to my email in over a week. I do not know what to do please help me.

My account was hacked, and every single time I try to recover my account with the customer support website on roblox.com, it doesn't work. There says invalid email, or user name, both I have confirmed to be correct. Every single time I change the password, To something that I know that is

correct that and something simple, it still doesn't work. CUSTOMER SUPPORT DOESN'T WORK. I've TRYED. On top of that, I have a 5\$ dollars a month subscription for Robux, that I can't cancel because I can't login. PLZ HELP! I need a real person to talk to , not some BOT like last time. Ever since Roblox downsized their customer support like not supporting calls or emails, Customer support has been absolute TRASH

I been ignored for a month and never heard of a reply to them. I sent tickets when it first happened and never got a response back! (I'm going to use \* to block out sensitive information. contact me for the sensitive information by my email I provided) the account \*\*\*\*\* has been terminated for fraud charges. I thought I got charged for their premium subscription; without permission and so I issued a refund via google report. found out it was recent purchased robux. Roblox has ignored my statement in the tickets I sent, and I want a response from them! I don't want my child to be depressed anymore. I'm tired of kissing their feet and waiting. I need them to reply ASAP or ill take it legally for the 2k+ money I spent on there and lost. (yes I added all my purchases from Roblox) this is tiring for everyone who got ignored for no reason, because they wont get their lazy \*\*\* up and do their job. their moderation department is highly corrupted and needs repair.

My niece was either locked out of her account or it was hacked, I'm not sure. I contacted support to recover her account. <br>They asked for the Google play receipt for a purchase made on her account. <br>I make purchases, buy gift cards, etc for my kids and nieces and nephews so there are a lot of purchases. <br>They refused to give me a specific date of the transaction, only that it was in January 2021. <br>I sent screenshots of 20 different receipts. <br>First, they told me it didn't match a receipt on her account, then they sent another email stating that they were not valid google play receipts. <br>I just need to get my nieces account back for her and they have been unhelpful.

My Roblox account, username b(6), was banned under the suspicion that it was compromised and I've tried to appeal it before, send an email to them on March 26th, however, waiting after a week for a response, they rejected it without even review the details and information I put for more than an hour and simply put, <br>We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time. This answer and response is unacceptable because it's so vague and incomplete, they don't tell me what I can do to prove ownership and will neither do anything to beyond that. The ticket they responded to was b(6) and ignored the second one I send, Ticket b(6). The second ticket I sent was from the first email that Roblox account was verified on and they never replied. I've sent a third ticket and I've gotten nothing back so far --- Additional Comments: On top of everything, I would like my account unbanned or at least valid, detailed, and unscripted humanly response as to how else I can prove ownership for my account. I don't want a vague unhelpful response that simply says they can't prove ownership with the information given just because they can't prove it.

i been blankly ignored for a month, I made a refund mistake, and send that information I had made a ticket with, but they never replied. my Roblox account got terminated by fraudulent charges, and could've got solved easily! Roblox cooperation's moderation department is ignoring everything I send!!!! I tried to tell them I got the information via email but they ignored it. I'm highly done kissing their feet because they don't feel like doing anything! more then 2k was spent on there!

On May 7th 2021 I purchased a\$25 Roblox giftcard from Walmart located at; 2021 Lynnhaven Pkwy, Virginia Beach, VA 23456.<br>I tried activating said gift card that same night, I went through self checkout and card was not activated. I spoke with store manager about said giftcard and was told there was nothing he could do to remedy <br>the situation as I would have to go through

<p>Roblox themselves. &amp;lt;br /&amp;gt;The problem arises with there lack of contact, phone number don&amp;#39;t connect, I tried doing tech help and as soon as you click on link it is riddled with spam. &amp;lt;br /&amp;gt;&amp;lt;br /&amp;gt;I would like a complete refund for \$25 dollars as I refuse to do business with a company that don&amp;#39;t stand behind anything. They are quick to collect the money from unsuspecting children but lack any support whatsoever. &amp;lt;br /&amp;gt;&amp;lt;br /&amp;gt;b(6)&amp;lt;br /&amp;gt;b(6)</p>
<p>I purchased a \$20 robux from dollar General for my daughter. As soon as we get home my daughter trys to redeem the card and it says that it has already been redeemed. I contacted roblox about the issue. I sent them a picture of my receipt and the card and they tell me that there is nothing that can be done and that someone has already redeemed the card. So they are selling duplicate cards and stealing from hard working people.</p>
<p>Both my daughter and I purchased \$100.00 worth of Roblox gift cards and not one of them can be used on Roblox site nor will the store where we purchased them refund our monies. &amp;lt;br /&amp;gt;There are no phone numbers that get you to a live person.&amp;lt;br /&amp;gt;&amp;lt;br /&amp;gt;How can this be resolved?</p>
<p>On January 9th, 2021 my (7 year old) nephew&amp;#39;??s Roblox account was hacked and he lost everything he had in his account. I personally have contributed to around \$150 into his account through a combination of gift cards and online purchases. I followed the troubleshooting guide that is on the Roblox website but didn&amp;#39;??t get anywhere. I contacted the customer service through email and live chat. I keep getting the runaround. When they asked for my receipt for the online purchase and proof of debit card I provided them with the information and then they change their story and say that it isn&amp;#39;??t sufficient.</p>
<p>On 4/2/21, my account &amp;#39;b(6)&amp;#39; was compromised, causing me to lose the following limited item: &amp;#39;Dominus Rex&amp;#39;. This item total&amp;#39;s to 896k RAP (Recent Average Price on the market). This limited item hold&amp;#39;s robux (currency on the website) value, and is incredibly hard to obtain. I lost the items by being cookie logged, which means someone stole my cookies and logged into my account, stealing my items. Roblox should have something in place to combat this, yet they don&amp;#39;t, and it has caused me to lose my items. They do, however, have the ability to rollback (revert the transaction). Roblox 100% can fix this problem for me, and I want them to do it as soon as possible, as I have lost thousands of dollars worth of Robux due to their poor security.&amp;lt;br /&amp;gt;I would like a &amp;#39;rollback&amp;#39; of my limited items. This means that they revert all trades that were included in my account being compromised. I want them to give me back my items and make things right. --- Additional Comments: I would like a &amp;#39;rollback&amp;#39; of my limited items. This means that they revert all trades that were included in my account being compromised. I want them to give me back my items and make things right.</p>
<p>3/01/2021&amp;lt;br /&amp;gt;My Sprint/T-Mobile account was used to purchase Roblox. Over \$285.00 + \$279.00 was used on my account. Don&amp;#39;t even know how that was possible since this is a cell phone account. The worst is that you can&amp;#39;t even contact Roblox to speak to someone regarding this issue. It keeps on giving you a ticket number with ridiculous information that makes no sense and no resolve. I also want to close my children&amp;#39;s accounts that were compromised and I&amp;#39;m unable to do it. Imagine, Kids!!! And they allow all this. This is not a secure app, not especially for kids.&amp;lt;br /&amp;gt;&amp;lt;br /&amp;gt;Delete all accounts which I am unable to do regarding my kids.</p>
<p>On 4/17/21, my account &amp;#39;fadevert&amp;#39; was compromised, causing me to lose the following limited items: &amp;#39;Clockwork&amp;#39;s Shades&amp;#39; &amp;#39;Clockwork&amp;#39;s Headphones&amp;#39; &amp;#39;The Void Star&amp;#39; and finally &amp;#39;The Classic ROBLOX Fedora&amp;#39;. These items total to 2M RAP (Recent Average Price on the market) These limited items hold Robux (currency on the website) value, and are incredibly hard to obtain. I lost the items by being cookie logged, which means someone else stole my cookies and logged into my account, stealing my items. Roblox needs to have</p>

something in place to combat this, yet they don't, and it has caused me to lose my items. They do, however have the ability to rollback (revert the transaction). Roblox 100% can fix this problem for me, and I want them to do it as soon as possible, as I have lost thousands of dollars worth of Robux due to their poor security. --- Additional Comments: I would like to receive a 'rollback' of my limited items. This means that they revert all the trades and transactions done while an account was compromised. I want them to restore my items back to me to make this right.

My account was compromised on this platform, and all of my hard earned items were stolen from me. ROBLOX has a term that if an account is compromised, there is a 1 time renewal of your items and ROBUX. ROBLOX denied my request for an account 'rollback' as they call it, even though my account was compromised and my items/robux were stolen from me. I do hope they resolve this issue, but at the moment this is extremely disappointing and all of the limited items I have traded for are gone for good, and ROBLOX isn't doing anything about it. --- Additional Comments: Restoration of stolen items

On Mar. 27th 2021, a user gained unauthorized access to my account and proceed to activate it as premium, which allowed the user to trade away all valuable items from the account. The user most likely used a cookie logger to gain unrestricted access to the account, bypassing the login and 2 factor authorization. This also allowed the user full access to my personal information on the site. This specific security vulnerability allows users to access the personal information of children, and has been plaguing the website for a few years with no resolution from ROBLOX.<br /><br />I was not made aware that a user had purchased premium for my account, I was only made aware when the premium service had ended (a month later).<br /><br />I contacted ROBLOX support (Support Ticket b(6)), which elevated the case to Account Restoration. Despite screenshots clearly displaying the unauthorized trade, they concluded that I had willingly given away my valuable items and informed me they would not help. --- Additional Comments: I would like ROBLOX to complete the account restoration to revert the malicious transactions done without my consent, and a formal apology with clear steps that ROBLOX will take to ensure that their security vulnerabilities will be fixed.

On April 26th, 2021, ROBLOX terminated my account by the name of 'RoPro\_Advertiser'; from the ROBLOX platform unfairly and without good reason to. They assumed I had made out-of-site transactions, when in reality, I never sold or transacted any items that I traded with. The company terminated me due to 'participating in the buying or selling of Items, Robux, or Accounts in exchange for Real World Currency.' I never did any of this, and didn't even get the chance to explain my situation. Furthermore, the support was terrible, and I waited over a week just for an automated message that told me it was going to the 'Appeals Team.' This team did not seek my request to be unterminated, and rather kept me banned with over 700k robux in value on the account. I suspect that the reason they did ban me was because I sent a limited (Dominus Praefectus) to a friend because we promised to split a giveaway if I won. Instead, ROBLOX took it as an exchange and terminated me, and I want the account back. --- Additional Comments: I want my account 'b(6); to become unterminated and to receive my limited items back.

I got scammed on roblox and contacted you guys I have lost many items now and in the past and never gotten anything back you guys claim to do one roll back per account I want a roll back or my item back as this is not fair and you guys are letting people get away with scamming on the website when I paid actual money to you's company over \$200 usd so I would like my item back or compensation for all the inconvenience you guys have caused me over the years!

On 4/28/21, my account 'Dotssmm' was terminated for 'buying, selling, or trading Robux or virtual Roblox items outside of the Roblox website'. I never did this, and I have no idea why I'm banned. I've spent the better part of 5 years trading my items, and I've never once sold my items for USD currency. Roblox's poor security banned me wrongfully, and I would



<p>like for my account to be reactivated immediately, and for all my items to be restored to my account. My items were worth a ton of money and It took my so long to get those items. Please help me. --- Additional Comments: My account that I spent a really long time on got deleted off of their website. I would like for them to reactive my account because they deleted it for a false reason. please help me</p>
<p>My Roblox Support Number is, I recently got hacked out of my gmail account and I couldnt get back in, considering all my stuff is on their, including roblox, I have 2-step Verification on and theyve gotten into my roblox account and left it on, I can no longer get in access, I emailed your support form to see if they can help, I clearly stated MULTIPLE times that I cant get into the original email, I sent all the proof that I can get that I own the gmail, it is just HACKED, I sent the phone number attached to the gmail, I sent my phone number, the exact matching with the gmail, I sent the code to get into the gmail, I just cant get in and b(6) at the customer support just ignored the fact I cant get into and just typed in a bot answer telling me to email them on the gmail that I CANT get into.</p>
<p>I got scammed by one of their players &amp;lt;br /&amp;gt;And lost over 300k and extremely disappointed with their security system&amp;lt;br /&amp;gt;My user is b(6) &amp;lt;br /&amp;gt;And I lost items like ice valk which is worth over 1000\$ of my own money and worked hard for --- Additional Comments: Scammed by one of their players</p>
<p>I asked roblox to take a game down which is clearly against thier safety policy in whixh my 8 yr okd and 11yr are playing games dating, exchanging personal info and doing sexual acts and they will do nothing. My next action is an attorney in which I told them. I am speaking on this because my 8yr old after she was stopped created another account to play these games with multiple other kids online &amp;#39;role playing&amp;#39; sex. Dating and it clearly states they take so much action against and me and my wife play the games for fun watching kids bully other kids and act out sex doing pushups on a character on a bed. Dating and exchanging numbers and adresses and its sickening. I am taking action as i am furious. You never know especially since you can create an account so easily and lie about age my child could be in contact with a predator. --- Additional Comments: I want the company to actually live up to thier self proclaimed safety issue. The game is not the problem its the kids and adults playing it.</p>
<p>I bought 3 Roblox gift cards at Target in Dickson City, PA. My receipt shows that all 3 were activated at the register. One of the gift cards is not working when we try and redeem it. I called Target, they said to call Roblox. I called Roblox. They told me it was never activated. I called corporate at Target Gift cards and they said it was properly activated. Now I&amp;#39;m out \$25 because Roblix refuses to credit me or exchange a product they collected money for but I cannot use</p>
<p>Consumer would like to file a complaint against Roblox which is a gaming company. Consumer explains that this company has made a fraudulent charge of \$325 to her Verizon account for something she has never done. Consumer has tried to contact Roblox about this issue and she was informed that their customer service team is having technical difficulties.</p>
<p>I demand a refund for my childs account, they falsely claim my SON was buying and selling roblox items for money, when that is an outright lie! My son has no access to any credit/debit cards so there is absolutely no way for him to be buying or selling items from the game for real money. I have a monitor on the computer so I can tell anything that goes on. I want my sons account to be unbanned or the money that I paid for his premium membership to be refunded for this outright false ban! --- Additional Comments: Unban my sons account or refund my money!</p>
<p>My seven-year-old son&amp;#39;s account was deleted by Roblox for being &amp;#39;inappropriate&amp;#39; on 4/11/2021 and Roblox is refusing to issue a refund for the \$20 in robux that I had purchased right before the account was terminated. I asked if they could either issue a refund, or transfer the funds to my son&amp;#39;s new account and they are unwilling to help.</p>

Hello,<br />On 4/24/21, my account &#39;b(6)&#39; was compromised, causing me to lose the following limited items: 2x &#39;Beast Mode&#39;, 2x &#39;Silver Knight of The Night&#39; one &#39;Playful Vampire&#39;, one &#39;Valkyrie Helm&#39; and one &#39;The Ice Skull of Nevermoor&#39;. These items total to 384k RAP (Recent Average Price on the market). These limited items hold robux (currency on the website) value, and are incredibly hard to obtain. I lost the items by being cookie logged, which means someone stole my cookies and logged into my account, stealing my items. Roblox should have something in place to combat this, yet they don&#39;t, and it has caused me to lose my items. They do, however, have the ability to rollback (revert the transaction). Roblox 100% can fix this problem for me, and I want them to do it as soon as possible, as I have lost hundreds of dollars worth of Robux due to their poor security --- Additional Comments: I would like a &#39;rollback&#39; of my limited items. This means that they revert all trades that were included in my account being compromised. I want them to give me back my items and make things right.

I received a Roblox gift card. I followed the instructions to redeem it. I redeemed the money and purchased Robux under my account. The Robux never showed up in my account. <br /><br />I contacted customer service and spoke to several people. They all gave me the same answer (that the Robux was redeemed in my account) and could not help me further.<br /><br />I asked to speak with a manager or if they had a number I could call. They sent me the same copied and pasted answer. Each message also tells you to click this link if you have any further questions or issues. When you click the link, it takes you right back to the original customer service contact page, where once you state the issue again, they send the same copied and pasted message. It is an endless cycle. Now I&#39;m out \$25 for Robux.<br /><br />Thanks.

There are virtual items (hats, accessories, pants, etc) to purchase in the Roblox store. After purchasing, Roblox will decide to steal these virtual items from customer inventory and not reimburse the money they paid for them. This is fraud and it&#39;s ongoing. When contacting Roblox, they gave no explanation or resolution.<br />Roblox stated that sometimes they &#39;moderate&#39; (aka steal) an item from customers or sometimes their creator will remove the item and Roblox policy allows creators to steal from their customers.<br />We&#39;ve spent hundreds on &#39;Robux&#39; (the currency used in roblox stores) and it&#39;s all part of a scam.<br />If an item is removed by anybody other than the customer, such as Roblox or the &#39;creator&#39;, it is the responsibly of Roblox to return the money to the customer. Instead Roblox is allowing or is part of a fraud scheme.<br />I would like Roblox to both change their policy and reimburse my son&#39;s account of 1,500 Robux.

I was trying to contact them to delete my two accounts I have with them those accounts are b(6) and b(6) and they have not yet gotten back to at all to delete my accounts because I no longer wish to be apart of their website. --- Additional Comments: Delete my two accounts I mentioned above

On 4/23/21, my account &#39;b(6)&#39; was compromised, leading to me losing 143k RAP (Recent Average Price in Robux, their digital currency) in limited items:<br />-Eyes of Emeraldwrath<br />-Benthic Deephunter<br />These limited items are worth thousands of dollars in USD, and I lost it due to poor security on Roblox&#39;s end. Furthermore, when I tried to resolve the problem with them, they stated that they had &#39;already given me a rollback previously&#39; and that it is a &#39;one time courtesy&#39;. This is not listed anywhere on their website, and they have given second rollbacks to multiple users on their platform. I lost thousands of dollars on their website due to poor security, and I want compensation for my losses in the form of a rollback. --- Additional Comments: I want a full rollback of my items (Eyes of Emeraldwrath and Benthic Deephunter).

We used money to buy in game currency for a young family member to use, my younger sister bought a clothing item in the game with in game currencies only to find out the creator of the item deleted the clothing and we were not notified that it was deleted nor were we noticed for a refund, the

clothing item deleted does not show anymore and it is not wearable it is completely gone and so is the money we paid for it. The creator stole our money and the company is not doing anything about it, the company and creator have both stolen our money by taking advantage of a child who is playing a game by stealing their money right under their nose. In the photo it says the content has been deleted and the avatar character is not able to wear it as it does not show at all.

On april 19th 2021 my son was purchasing Robux for 5.34 for 400 robux. However something happened during this and for some reason it had him buying same thing 6 times. So he immediately told me. Now he wasn't allowed a refund even tho it was immediately brought to the attention of support. Xbox thru Microsoft allowed one refund. He used up allowed refund during that time period. So they tell contact roblox support which I did and told them and showed the proof of all purchases and that wanted a refund or his 2000 roblux he in fact purchased regardless he not allowed a refund. Now roblox says they are unable to do anything even tho they know they took his and my money off the gift card I bought my son and have no robux he bought. So they have our money and never got the robux and they won't do any now. To me that's stealing. Regardless of their policies they didn't give him what he paid for and I want my money back or his 2000 robux he bought. He purchased 6 times but refunded 1

Roblox Customer Support Ticket b(6)<br /><br />b(6) (Roblox)<br /><br />Apr 3, 2021, 4:28 PM PDT<br /><br />Hello b(6),<br /><br />Thank you for contacting Roblox Customer support regarding your account login password issue.<br /><br />To assist you further with this account, we will need to verify ownership. Please verify ownership by following the directions below:<br /><br />Please, contact us via our Support Form by entering the first email address added to the Roblox account. Make sure to include this ticket number (b(6)) in your description. We will be able to assist you further via the verified account owner email address.<br /><br />Please note: we may request a specific method of verification or further account details to ensure we are providing information solely to the account owner.<br /><br />For a list of steps on how to best keep your account safe in the future, please see the Account Security help article.<br /><br />Sincerely,<br />b(6)<br />Customer Support<br /><br />I have asked that they attachment my son's username to b(6)

I recently filed a complaint about My Roblox account &#39;??b(6)&#39;?? being falsely banned from their website. They replied to you saying that I did not submit a complaint/appeal to them first. So I did that four days ago. They have not responded and have not helped me. They banned my account for buying or selling Roblox items outside of their website, I did not do those things and have never. They have not replied to my messages to them and i would like my account and items on it to be restored. I have been playing Roblox for over 5 years and I love playing it. I have also spent thousands of dollars on their website and have put in years of work for getting the items on my account. I was crushed to hear my account getting banned for a false reason. Please help me. Please. --- Additional Comments: My Roblox account &#39;??b(6)&#39;?? was falsely banned for selling or buying Roblox items outside of the website. I did not do those things. Please help me.

I lost at least \$300 becuse the company can not get my account back to me I have a lot of items on the game and this has been a issue for days<br /><br />

On 4/17 made a purchase for robux for my son on the pc platform of the game. I paid \$4.99 and no &#39;??robux&#39;?? were deposited into our game account. i have since provided receipts, my credit card statement showing the charge, and also a screenshot of the balance history showing nothing was deposited. The response after countless messages is &#39;??sorry we show the funds were deposited&#39;??. I am looking at the account and nothing was deposited. --- Additional Comments: Delivery

On 12/12/2020, My account &#39;b(6)&#39; was compromised, causing me to lose the item called &#39;Soviet Ushanka&#39;, which is around 71K RAP (Recent Average Price in the market). I was away at the time because I was getting bored of the game. They then did a series of trades, and sold every item the ended up with This item holds robux, which is the site&#39;s currency. Please keep in mind that this item is incredibly hard to obtain, and has a massive amount of player demand. I lost the item from being cookie logged, in which someone steals your cookies and logs into your account. Roblox should have something in place to combat this, yet they don&#39;t, which caused me to lose this item. They do, however, have the ability to rollback (revert the transaction). Roblox 100% can fix this problem for me, and I want them to do it as soon as possible, as I have lost hundreds of dollars worth of Robux due to their poor security.

My daughter was playing the game which had approximately \$400 invested in it as well as an iTunes monthly direct debit subscription to builders club. Her account was hacked and it was claimed she used foul language (which cannot even be written on the game as it is asterisked out) and violated their terms. I sent numerous emails requesting an appeal and review but was told they only review once. This company are stealing money and I believe they violate consumer rights. Other-Other Update

Roblox is meant for children. The age requirement is listed on the app info before it is downloaded and my son was affected by the sexual content and role playing on this app. This exposure is considered child sexual abuse through indecent exposure and child on child sexual abuse if these users are actually children which I doubt. They very well maybe adults. I have screenshots and access to all messages and accounts. Theres an active case with cps, major crimes, national missing and exploited children and CARU. Other-Other Update

My son made a trade through ROBLOX TRADE with another player. This is WITHIN your companies guidelines. He was scammed out of his items. Now out of four days of emailing customer service they keep telling me this is a third party and it isn&#39;t it is your platform therefore your are responsible. You are geared for entertainment for children yet you are allowing people prey on children. My child is mentally disabled and you allowed this to happen. You are not standing by your rules and getting his things back as it states in your policies. All I want is his items back as it states in your own policies it isn&#39;t that hard. You have a policy follow it, train your customer service people better. They are telling me I am right then, it gets forwarded and I am wrong, and it is a different person each time. I have spoke. To about 6 people and they all have given me different answers with obvious no research into the issue and they don&#39;t want to deal with this. His ticket number b(6) --- Additional Comments: I just want either his original item he traded or the item he was supposed ot get in return for this that is all.

Roblox has virtual chat rooms with sexual content. Children are exposed to this content and are exploited. My son who is 11 years old has been affected. We have an ongoing case with the police and cps. A report was also submitted to the bbb and fbi. Other-Other Update

23rd of April I bought a game pass for 250 robux. They took the money from my account and didn&#39;t provide the pass. I tried again to which I was given a message that it was owned already. I waited and tried again to see if the system would update itself. It took the 250 robux again and I got the pass for a day and they took it away from me. The developer is ignoring me and customer service says to contact them. I bought 440 robux for 4.99 same day and still have not received the game money to which customer service completely ignored when inquired about. This month, I am missing 1,057 robux including the money for the game pass they did not provide. Including the catalog items that were deleted immediately after I purchased them and other game passes I&#39;ve been ripped off for, they owe me 2,957 robux or \$40. I have reached out for the missing catalog items and passes for my account and my son&#39;s. Support tickets: b(6)

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My account was wrongfully deleted because their ToS does not state unauthorized charges only refunds between groups and players not unauthorized charges at all I have put in an appeal now 3 times and have not heard back from anyone to get my account back from being wrongfully deleted. This company should be ashamed of themselves wrongfully deleting innocent accounts and not doing anything to the ToS breakers that really break ToS. --- Additional Comments: I am requesting that they reinstate my account that was wrongfully deleted.

My roblox user account was Terminated for buying something outside roblox without even a warning. I didn't even know this was a rule or a big deal. I spent thousands of dollars on my account Terminatorisintown. Also I have hours of memories on there with my kids. It was an account just to have fun with them.<br /><br />My appeal was denied using roblox support form. It takes a week everytime you message roblox to get a response. There is no phone number for customer service either.<br /><br />This is very serious to me and will not stop trying to get it back. I've lost so much money I put into the account and countless hours.<br /><br />Give back b(6), thank you. --- Additional Comments: Want my account back that's all. Username is b(6)

On 4/23/21, my account &#39;b(6)&#39; was compromised, causing me to lose the following limited items:<br />&#39;Eyes of Emeraldwrath&#39; and &#39;Benthic Deephunter&#39;. These items total to 143k RAP (Recent Average Price on the market). These limited items hold robux (currency on the website) value, and are incredibly hard to obtain. I lost the items by being cookie logged, which means someone stole my cookies and logged into my account, stealing my items. Roblox should have something in place to combat this, yet they don't, and it has caused me to lose my items. They do, however, have the ability to rollback (revert the transaction). Roblox 100% can fix this problem for me, and I want them to do it as soon as possible, as I have lost hundreds of dollars worth of Robux due to their poor security. --- Additional Comments: I would like a &#39;rollback&#39; of my limited items. This means that they revert all trades that were including in my account being compromised. I want them to give me back my items and make things right.

On March 14, 2021, my Roblox account was shut down without warning. When I went to log in, it said that my account was under moderation for fraudulent activity. <br />There were fraudulent charges on my card which I disputed days before. I was unaware that this would shut down my account when disputing these charges. <br />To resolve this issue, I followed the steps for an appeal. I sent in an appeals ticket to appeal to Roblox to get my account reactivated since it was a mistake. I sent the ticket in on Wednesday March 17, 2021. I did not receive a response to my appeal yet. I have provided a screenshot of the email with the ticket number and date. <br />Please let me know if any further information is required to help with this issue. Thank you. --- Additional Comments: Problems with Product/Service

This company Roblox is charging my PayPal account without any authorization. I don't even have an account with them and I want my money back.

My child tried to send her Roblox money over to the other child and it went to the waiting room for 3 days. Well it never transferred to her it went back to the same child minis 5000 roblox. I sent. so she lost that money inherited account. It never went to the other one. I sent several emails to the company but the keep ignoring me. My children spend a lot of money with this business and for this to happen in error of the system they have is by far ignorant for the company to not give them the refund when they can clearly see the account activity.<br/>Account b(6) OTHER ACCT b(6) <br/>--- Additional Comments: CREDIT THE ACCOUNTS ROBLOX

This game app targets children to steal money from their parents by accessing creditdebit accounts located on the device being used. At least 5 times, my account had been hacked and charged (even though parental permissions should have been required) somehow accessing a credit or debit account number attached to my device (laptop, iPad or iPhone). On the app, my child is allowed to make purchases without parental permission (even when parental permission should have been required) and I have had to dispute the charges, closing my account and getting a new card issued each time. After the first incident, the bank wont reimburse and there is no way to contact the corporation to request refund. I cant believe this game is allowed to target minors to steal from their parents and keeps getting away with it. How much of their revenue is from stolen money using minor children. Other-Other Update

I own a Roblox account and over the course of several years, I was subscribed to a service they offer which promises a monthly store-credit. In the past several months, my account was breached and all of my store credit (13,923 Robux) was compromised (in a very obvious way, several charges of the same item were made). I tried to reach out to customer support and they noted that it was not possible to recover this credit and that it was lost forever. I paid over \$100 for this credit and it is extremely inconsiderate that Roblox will not even consider reviewing my case any further because it occurred over 30 days ago. They never notified me my account had been breached nor that someone had made purchases on my account. It seems that Roblox's poor security measures only aided in having my account breached and my funds forfeited.

I have purchased pets and eggs through a sale game that states to be a certified roblox partner game. I spent around 1400 robux. The robux were deducted by roblox and I see the goods as purchased on my roblox trade page. Days later and several enquiries further I still have not received the goods or a satisfactory explanation. I get automated responses and when I ask how to post a formal complaint they now tell me they cannot assist. This is totally unacceptable. I would expect them to be just as mad as I am. Someone is stealing from their customers using their payment channels. They even register the theft. But they do nothing about it. That is neglectful and disrespectful to your paying customers. Since I can not get a meaningful response from their support department, I have no choice then to try it like this. I just want the goods to make my granddaughter happy, she loves this game!! have to add that a previous problem I had with my account was handled correctly and very friendly by Roblox support. I do not understand why they would let this scamming of clients go on and not make any effort to assist against this fraud. --- Additional Comments: That the goods are put into my collection and this fraud developer is banned from stealing through your company.

My son who is 8 was scammed out of his virtual pets on April 1st. The issue has been reported to the company but they have not resolved the matter. There is ample support to show the scam.<br/><br/>I kindly ask that all the pets that he was scammed out of be reestablished to my sons account.<br/><br/>Roblox Customer Support Ticket b(6)

March 10/and 11 th I was charged double for buying roblox for my android. When I checked my bank statement there was 2 charges of 9.99\$. I didn't know who to get into contact with. If you can help solve this issue would be appreciative. Thanks. <br/>Email b(6)

This company has been doing shady business to avoid paying taxes by hiring bots to do their support emails for them and to refuse the right of service to people who didn't break their ToS to give the innocent players punishment which isn't right. Please do something about this company because I have a feeling they are avoiding paying taxes just to do this fraudulent business practices.  
Other-Other Update

Roblox Customer Support is garbage and it is a pathetic excuse of a support line.<br /><br />I had lost an account a few months ago and I've been contacting roblox's customer support ever since. This account has many things that are precious to me. Whenever I requested a ticket for their support, they IMMEDIATELY shut the ticket down. They shut it down because I 'Cannot verify ownership' even though I gave them my area (They have the ip of my account) and I sent them images that prove my ownership. Yet even after all this, they still shut it down. I have not been able to get my account so I've resorted to coming here. My latest ticket to get it back is b(6).

On 2-Apr-2021 I disputed a fraudulent charge under b(6) for \$99.99. After discussing with their online support team who simply reroute to other website help pages, they deleted my 8 year old daughter's account. She is in tears after having her Roblox account deleted for a legitimate dispute. I followed their rules which do not allow for you to contact your own bank - this in their terms may subject the account to deletion. In a state of frustration and loss not knowing how to help my little girl, I try every means to reach them, but this company absolutely will not present anyone for a phone conversation, period. I have uploaded redacted correspondence and you will see how they engage the pandemic the show cause for not returning phone calls, delay in refunds, and justification for simply not being there. Despite 2 years, over \$1,450.00 in Robux aggregated, some gifted by grandparents and relatives, and my daughter enrolling a coding camp, they delete her account. It is wrong. --- Additional Comments: Someone to pick up the phone and tell me when her account will be reactivated, or when the \$1,450.00 will be refunded.

I purchased a Roblox card from CVS on Harvard St in Waltham, MA. It was for 25.00 and it does not work. CVS says they do not refund gift cards. I think I need to be sent another code. --- Additional Comments: I would like the Roblox replaced. Thank you

My 8 year old son plays Roblox games. He often uses his allowance to buy clothes and accessories for his avatar. Recently he found that three items he purchased have been deleted or removed (photos attached), worth 382 Robux in total (about \$4 worth). This amount is a week's allowance, so it is a lot of money to my son. I have contacted Roblox several times and received meaningless computerized responses that do not respond to the complaint (a printout of the email thread is attached). In its most recent communication Roblox suggested that my 8 year old should be more careful about his purchases. This is shameful behavior on the part of a large and profitable company, especially one that targets young users. Roblox owes my son a refund and an apology. I would very much appreciate the BBB's help.

On Friday, April 9, 2021, our son, Ezra, purchased a game pack in one of the Roblox games. He realized after purchasing it that it was the incorrect game pack. Therefore, we had Google Play store (the 3rd party that the purchase was made through) reverse the charge for the \$19.99 Robux (the currency used in Roblox. As a result, we found out that Roblox terminated our son's account (username b(6)). The official reason for the termination was 'Account has been suspended for unauthorized/disputed charges. Your account has been terminated.'<br /><br />We have spent hundred's of dollars on this platform as we also have a monthly paid (premium) membership. They should have contacted us and asked us what was the reason for the refund/reversal. Instead, they just terminated the account. <br /><br />We have tried to contact them multiple times through Roblox support, which also creates a ticket number. The current ticket number is b(6). The Roblox support team never responds. <br /><br />--- Additional

Comments: We want b(6)'s account to be reinstated as it was unfairly terminated. We are also willing to repay for the \$19.99 Robux.

Roblox had a databreach in August of 2016 - I was not emailed or informed about this through any means of communication. I am 65 years old and have been emotionally impacted as a result of this databreach, for reasons which are too awful to discuss here. However, Roblox has made this worse by actively suppressing the fact that a databreach has occurred by terminating my account after I was hacked as a result of them having a databreach, this breached data is online and associates myself with a Roblox account I created in order to play with my nephew. Roblox banned my account which I had spent 200\$ as it had been hacked and 'closed as compromised'; I do not want this 200\$ back, I want my account back which rightfully belongs to me. In the case you do not assist me further (Roblox), I will have to consider litigation, the FTC has advised me to contact the company in question first. --- Additional Comments: Give my account back, and stop sending bottled responses.

For the last 9 months I have been getting incorrect charges from this business on my Apple account (\$70 each month). Apple has refunded me the money and we tried a number of things to try to prevent them in a future. At this point I was told that the only way to stop the charges from my account being hacked is for the source or Roblox to address it. I have contacted their customer service which just keeps telling me if I want a refund to go to Apple. There is known fraud among their users, an account that was hacked and they refuse to take any accountability or even investigate to try to stop this. This is unethical and poor business. In their business there should be a concern if there is security breach and financial fraud. I'm hoping with this complaint they will finally do something to make the fraud stop. Thanks --- Additional Comments: Stop the hacking on my account and future fraudulent charges

My daughter roblox account was hacked and I spent over 700 dollars on her account and I also have her subscription with them we can't get in her account and they say they can't verify its her account I sent them my receipts from my purchases and still nothing --- Additional Comments: I want my baby account to come back with all her stuff we brought or all my money back .

Bought something and it took a while to deliver to my account. I accidentally spent it on the wrong advertisement and they won't give me a refund

We purchased items in Roblox using robux we had to purchase with cash. After having the item, 4 pairs of pants for my avatar, Roblox removed them items from their game platform. I reached out to them to see why and they said it happens and they do not refund money for purchases. So they are taking money from consumers in exchange for a product that they then pull from the game and consumers are out the money. --- Additional Comments: Their policy is theft. They are taking money from consumers in exchange for a product that they then remove the product. I would like a refund and this company should be investigated for unlawful practices.

My daughter has had an account set up with Roblox since 2019. I am the one who set it up for her (Mother) the email that has been attached to the account is an old email of mine that is no longer in use and has been deleted. Now I never had issues with the company until now. When my daughter logged in it immediately logged her out and when she logged in a second time it asked for a two step verification code (which She nor I setup) and this code is being sent to an email that is invalid. I contacted Roblox and it was back and fourth emails. I gave them proof that it was my daughters account and that I was on the account because she's 10 years old. The last email they sent was basically they gave up and no longer would help me. So now my daughter has lost her account and the money that has been put into it and they want me to set up another account when she has one already? Why do I need to this if I already invested the money into the game? Sounds like a scam on their part. The account is there and they can access it or change the email so she can log back in. I never set the two step verification up and I want it removed off her account. The company has not



responded to my last email sent 3/30/21. --- Additional Comments: Be able to log into her old account or refund the money that has already been put into it.
I have attempted to contact Roblox support in hopes of getting help to link an email to my 10 year old Roblox account. I have both times explained the situation and they have both been met with automated messages, saying I have no proof of ownership of the account, which is down right incorrect. I have attempted to provide evidence with no response. I opened two tickets, both of which were useless. Any attempt to speak with an actual human has been fruitless at best.  I no longer have the password for the account, and to reset it, I must have an email linked to the account. I have an email from 10 years ago saying that it was linked to said Roblox account, and now suddenly it's no longer linked. I am locked out of my account which has real world money put into it with literally no options, even though I can easily provide proof of ownership.  Both tickets have responses that are copy pasted responses that several people have said they've received as well.  Account is b(6)
Roblox creator game was removed by roblox. 2500 robux was spent I. That specific game that is no longer accessible. Multiple support requests people state incorrectly that the playable ingame items may not be refunded. This the game is not playable. Ingame item not usable. They will not refund. I am requests a full refund of those specific robux.
says that it gives free coins bot tells you to confirm it with scams. Other-Other Update
I have 3 orders that were 'unable to process'. I was still charged around \$200+. The order numbers are #b(6), #b(6), and #b(6).  I have since emailed them and only gotten an automated response. It has been 11 days.
I have waited more than 48 hours to hear back from Roblox Support and they did not only not send any automated reply* messages but never said anything back. My problem is this, I contacted Roblox about recovering my Roblox account in February through another email: b(6) and the support ticket numbers were b(6) & b(6). Their support was not helpful in recovering my account, however, I regained access to it via recovering the original email that was used to verify this account. The problems should have ended here but in March of 26, 1:16:32 AM CT, my account was closed down and off permanently under suspicion that it's compromised. I remember I changed emails on this account, so it probably has something to do with that. Nevertheless, I recontacted Roblox through both the original verified email and the new email I set on my account with all the proof I can think of to verify ownership to get it unbanned, (support ticket b(6) & b(6)). Nothing has been done!
Roblox does not allow you to change publicly displayed usernames even though their policy is that usernames may be changed without cost when it consists of first and last name, which is exactly what my username is. They still refuse to allow me to change it. It was not clearly established when I created the account that the publicly displayed name would be my name, or I would not have used it. My ten year old plays on the account, which I believe could affect his safety if someone look my name up online.
Twice now, Roblox/Robux has screwed up costing me more than we should have paid. Tonight, I bought two Robux packages for my kids and only one showed up, for minutes and minutes. It finally updated after one of my kids bought something, but now we don't have enough for what he really wanted. The system sucks and caused us to spend more than we wanted. I'm not adding more Robux so my kid doesn't get what he really wanted. This is the second time. This system sucks. I want my money back. And these people don't provide a way to contact them for repayment, so I have to use the BBB to try to get my money back. Total scam.
This is the scam site it does not do what it says it does https:gamex.codesdc3f057 Other-Other Update

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Have b(6)'s information purged from their site and removed from the database of any partners they may have sold or shared his data with. --- Topic Description: Roblox has allowed my 9-year old son b(6) to sign up for an account using the e-mail address b(6) without our consent, which is a violation of COPPA. I have contacted them a few days ago to have the information removed and have not received a response.

Roblox corporation bills my account every single month for a \$5 membership fee to be rewarded 440 Roblox. You receive more robux for being a member, even when you buy within the app throughout the month- this is why I keep the membership rather than buy individually. Every single month, my daughters account is not granted the robux. I email them, and they argue and argue and ask me to submit proof which I do, and they never grant the robux. Last month, after 2 weeks of going back and forth and finally a threat to file a complaint against them, the robux were granted as a 'one time courtesy credit' so here we are 2 weeks later and the membership fee has been withdrawn again. Roblox corporation said that they gave me the credit last time as a 'one time courtesy credit' and to contact iTunes about the charge. problem with this is, when I disputed the charge previously for NOT GETTING THE PRODUCT I PAID FOR, they disabled my daughters account permanently- causing me to lose 100's of dollar

They have been taking money out of my account and I don't have an account with them, and they are asking me all these questions to send them this and that and I don't have anything to send them except my statements and I sent them those and they are still giving me hassle they have taken over \$800.00 out of my bank account for no reason and I want it back. --- Additional Comments: My money back all of it

They closed my daughter's account. She has a recurring payment but she can't login to cancel it. Their customer service number is an automatic reply, and I can't submit a support request online either because it keeps showing errors. The reason they closed her account is unauthorized charges which were not made by her. However, there is no way to contact them. My daughter put a lot of money in her account over the span of few years, now all are gone and they do not let her say anything. --- Additional Comments: Restore her account

Roblox hires outsourced underpaid, and overworked agents from India that make 500 USD per year. There is also the problem of language barriers, they can't understand context of certain things that are presented to them. They send copy paste responses for support and if you ask to elaborate they just basically tell you to stop wasting their time and don't reply to the ticket again. Companies like Apple and Amazon have support responding with real answers and not copy/paste ones. Roblox doesn't want to spend money on moderation/support so they choose to pay almost nothing the agents. You have gone public, the CEO is a billionaire and you can't find a way to get actual support? Moderation is so bad that last year someone managed to bribe an agent to give access to admin panel. It was also exposed how they were purposely allowing p\*rn on the site. Youtubers have to bring situations to attention so things like false bans so Roblox could fix those problems, moderation is supposed to do that.

My daughter with the username 'b(6)' went onto the game 'Rob Mr Rich's Mansion Obby'; today 3/21/2021. She bought 2 pets<br />1) Pet Qtttlindsay<br />2) Pet Giant<br />She was forced off the game anduppn going RIGHT BACK ON.She didnt have access to the pets SHE JUST BOUGHT!!!!!! ME AND MY KIDS HAVE SPENT THOUSANDS ON THIS GAME BETWEEN 8 DIFFERENT ACCOUNTS ABD HAVE NEVER HAD AN ISSUE..I WANT THE ROBLOX BACK OR THE PETS IN HER GAME --- Additional Comments: Delivery

I had a set of roblox collectible items that are worth around 280,000 Robux. Robux being their in game currency can be converted to actual dollars. These items I had were worth a good sum of money and I hoped to have sold them using their websites process and cashing the currency out. I had my account compromised recently due to some possible breaches of software I had on my PC. Roblox has a process to restore a persons items back to their account and it is a one time ordeal. I went through the proper procedures, and presented their support team with impeccable evidence. I was denied a restoration due to it being a "one time thing". I had never requested a restoration before so I am confused as to why I was denied. I requested evidence of a prior restoration and was given nothing. I am extremely frustrated. Although it is not Roblox's fault I was compromised, I am within my rights, according to their policies, to receive a restoration of assets.

Roblox Cust Support Tix#b(6)-alt email address b(6) ?I am experiencing difficulty w/ resolving my matter. My daughter's both experienced an acct hack on 3/23/21. Daughter, user name: b(6) (tix#: b(6) handled by b(6)) was locked out, her tix was resolved on 3/24 /21 using the same info provided to the tech rep James handling the above mentioned tix. Daughter user name: b(6), had her acct hacked which resulted in all of her pets in Adopt Me being stolen by a user she didn't trade with (name reported in above tix) and also now unable to login to her Roblox acct. I was asked to provide GooglePlay proof of purchase for my 2/18/21 purchase for my daughters. My daughters have Amazon Fire Tablets and my receipt came from AmazonAppstore not GooglePlay. I have supplied both receipts for 800 Robux purchased on 2/18/21 through the Roblox game on their Amazon Fire tablets. How can 1 tech use the receipts with the required info and the other tech will not. --- Additional Comments: Restore my daughter-(b(6)) login access to her Roblox account and recover her stolen pets from the user mentioned in the open support ticket

My nine year old daughter ordered not realizing it was real money charges against (robux) fake money Other-Other Update

Requesting ease of use of the Roblox website. Sent an email asking to resolve and they don't seem to change or resolve customer issues immediately. They are taking money and bank information and using it without customer permission and consent as well. Would like to see them gear the website and software more towards the satisfaction of the customer instead of sending emails trying to ease the customer. Fix issues quickly and efficiently.

I bought three items on the roblox store that were pants for my character. After only a couple days of owning these items they were deleted or removed by a moderator and no longer useable. The items still appear as a blank spot and when you try to wear them it does not put anything on your character. I tried to reach out to receive a refund or resolution and they absolutely refuse to help in this situation. This is the only business i have ever seen so unwilling to find a resolution for a product that is not what was advertised. Roblox Customer Support Ticket b(6)

On 04/13/2020, my account (b(6)) was deleted from Roblox because of "violating terms of use"; as it relates to theft.<br /><br />I had put in multiple tickets to support to try to resolve this and they refuse to review or hear my side of the story. No theft took place of any account data by me. The only mistake I made was purchasing Robux from a 3rd party which I didn't realize was a violation. But doing so should certainly not constitute theft or a permanent deletion of my account.<br /><br />All I am asking is for my account to be reinstated. If the purchased Robux were indeed stolen by whoever I purchased them from, I am more than willing to forfeit those Robux. I would just like my account back and for someone on the senior level at Roblox corporation to review this.<br /><br />I am more than happy to provide any additional details but I just need someone to review this. I've tried filling out the support form multiple times and have gotten absolutely nowhere with that.<br /><br />Please advise. --- Additional Comments: Reinstatement of my Roblox Account

My daughter's Roblox account was banned for 'Unauthorized Charges'. Her little brother continuously bought Robux on her account and she tried to refund it to get her money back. I, at the time, did not know about these actions, and I am fully aware that what she did was an act of Fraud. If you could please lower her ban penalty to a different release date it would help greatly.<br /><br />Best Regards,<br /><br />b(6).<br /><br /><br />

My preteen child uses Roblox. I set up that payments had to be authorized through me for charges to go through, but an incredible amount of charges were processed from December 2020 through February 2021, and few sought my authorization, usually about \$5/week. There were many days when ten or more charges went through for the same exact increment on the same day, one right after the other. It started small, and I was initially unaware of these charges that I did not authorize. The totals for charges exceeded \$1000 in this time period, but because I had authorized some charges, I can not prove to the bank that my child did not make the majority of these other purchases.<br /><br />

I made my account in 2008, nearly 13 years ago. Now, as an adult with children and nephews of my own, I relished the opportunity to play Roblox once again .<br /><br />I logged onto my old account to find out that it was banned. I thought 'how could this be possible?' I haven't logged on for the better half of a decade!<br /><br />Well, after contacting customer support, it appears that I had made an unauthorized billing charge on my account and as such, it had to be banned.<br /><br />This was impossible, of course, since I haven't logged on or even used a credit card personally on the Roblox account before. After doing research on the forums, it appears that my account was compromised without my knowledge. The hacker had made a fraudulent charge while on my account and has caused it to get banned.<br /><br />I thought okay, not a big deal. Roblox will understand and be able to fix it. <br /><br />Nope. They refuse to acknowledge my circumstances and have stopped replying altogether, for a fault that isn't even my own. Unbelievable.

I purchased ONE \$19.99 ROBUX FROM ROBLOX in January of 2021. The following day I purchased one more ROBUX for \$4.99 . My bank activity was flagged, I have repeated chargers each \$19.99 a total of 10 that I DID NOT APPROVE OF, NOR PURCHASED MYSELF. I filled a refund request with their support, they provided me with a ticket number b(6): Request b(6) received : Repeated charges.After a delayed response I was told that if I file a refund request I'd be banned from webpage/game. For 'friendly fraud' . I explained how I did not authorized the charges and asked for supervisor. AFTER.MY 3RD REPLY FROM THEM I REALIZED ITS A ROBOT that i was disputing with i mentioned making a report with BBB and I never heard back from them --- Additional Comments: I would like for roblox to be investigated for fraud. I see by reviews that this happens to often with them making it obvious that this is a company that can rob you and believe that they can get away with it.

My account was falsely terminated. I'm a ROBLOX developer and my account was taken down for 'creating a phishing game to scam players' according to one of Roblox's staff. I have evidence that not of my content violates their terms or community rules/guidelines. --- Additional Comments: Reinstate my account and revert my content back.

Our daughter(s) have been using Roblox for close to a year. Its is a very entertaining and educational platform. Especially during COVID 'remote' learning... it has had its benefits. We have also spent a substantial amount of money for upgrades, premium memberships and special promotions. However, according to our daughter (10yrs old), her system and her twin... were hacked... and/or charges were booked to our account that were (not authorized or intended). We disputed the charges with Apple and received a refund.Within the last several weeks, this happed again (approx \$180). As a parent, we teach our children honesty and they are both adamant that these 'new charges' where not her doing... so we assume, again, her account was hacked. There are a wealth of messages

posted about Roblox were accounts are hacked/unauthorized charges appearing on  
&#39;parents&#39; credit cards... we are NOT alone.To exercise our consumer right to dispute such charges, Roblox cancelled my daughters account. When we filed an appeal to reverse this decision on the ground stated above, we were flat out denied. The Roblox customer service is pathetically poor, one if unable to speak with a live human, and the email responses are of no help.. certainly no compassion for a child... which from our understanding, the platform was designed for educational purposes... .at least at the start, but it seems to now have converted into a money machine. Nevertheless, my daughter worked hard to achieve certain milestones in her games, spent her own allowance to purchase things (authorized of course), and now all is lost. She is devastated and again, adamant she did nothing wrong.I plead with the management of Roblox/decision makers to review such responses and add compassion to such. My desired resolution below. --- Additional Comments: 3 options:1. Reinstate daughters account with the username; b(6). Refund all funds paid last 6 months3. Credit new user account with status levels, achievements in portfolio, etc.Of course, the easiest (for us and the most desired) is Option 1.

Consumer states that there is a internet children game called Roblox. Consumer states that there is chat filter the does not allow kids to give out there phone number. Adults can contact children since they can type the number out. Consumer states that the system place is weak and does not work. Consumer&#39;s friend met a stranger and his daughter and other spoke to this person on Zoom.

Child made unauthorized purchases on kids game using micro transactions.

Note: Please note that the Consumer Sentinel Network cannot presently categorize this data contributor&#39;s Product Service Code. The comments field may have a description of the good or service offered to the consumer. --- I am filing this complaint against this company lack to protection for children against predators online. The company has parent controls if the child does not change the account. It is very easy for kids to just go online and setup another account lie about there age. I have screen time on the ipads, bark, cyber security. There is literally no method cyber security wise to shut this dangerous company down. Literally cutting off the internet is not even possible because kids have access online through schools, libraries etc. Child predators are all over their platforms and no one is holding them accountable. --- Consumer desired outcome: Mandate this company to change their business practices. --- Senior?: No --- Consumer County: Lehigh

Note: Please note that the Consumer Sentinel Network cannot presently categorize this data contributor&#39;s Product Service Code. The comments field may have a description of the good or service offered to the consumer. --- Hello, I purchased Robux (currency) through Roblox on 12/28/2020 and used it to purchase a digital item, a t-shirt in order to have the funds put into my group in the game to share with other members. Unfortunately, it&#39;s been almost 2 months and Roblox still hasn&#39;t released the Robux (although they are no longer pending), I&#39;m unable to access them or share them with the group (although I have the proper settings to do so). I contacted Roblox via e-mail and b(6) refused to escalate my issue to management or a supervisor and although it&#39;s been almost two months he continues to state it would take time to verify something and there was nothing more to be done. I believe that Roblux is not only taking advantage during a pandemic but have unethical practices towards children who use and play on this site, such as my siblings. --- Consumer desired outcome: I would like for my Robux to be released in order to be used and for Roblux to stop their unethical practices towards their customers, especially children. --- Products Purchased: Robux and Robux T-Shirt --- Payment Type: ATM/Debit Card --- Consumer Age Range: 29 --- Senior?: No --- Consumer County: Philadelphia

This is about Roblox i accidentally changed my age to under 13 when i reality im actually 14 and Roblox is just rejecting my case when i provided them clear proof about my grade level and my classes they

still refused and denied my case so i would like to report roblox for not helping me fix my age. Other- Other Update
The account b(6) has been my daughter's account since 2016 , she has worked countless hours on several games , avatars and her profile. She's created a youtube and tiktok channel around her account and has quite the following. Last week she accidentally made a duplicate purchase I contested with iTunes and now i've been advised her account is deleted. . I didn't review the terms with disputing charges and i've contacted customer service since , they've basically told me the account is closed , decision final we won't review it or provide you with any type of receipts or confirmation . I've requested an appeal and documentation , none has been provided and the same generic response is being given to me when I email customer service. I have spent at least 1000\$ in this account which she no longer has access to , if the account will be closed I should at least be able to transfer her credits.
On 11/24, 25, 26, 27, 30 &My son made numerous purchases on his roblox account with my credit card that I hadn't authorized. I was refunded purchase only and the account shut down! Hundreds of dollars lost with zero appeal! I have appealed 3x with no luck! --- Additional Comments: Either refund or account activation
Have been trying to get help for about a month. Resetting the password but not getting the reset code via email or phone number. Need help from a live person to check the account to make sure phone and email is on the account not changed. email: b(6) &I am getting only standard advices that are listed on the Support Site. All has been tried and still unable to reset the password on the account: b(6) &This is a second complaint since the issue has not been resolved.& &Last standard email repeated again:& &b(6) (Roblox)& && &Mar 1, 2021, 11:19 PM PST& && &Hello b(6),& && &Thank you for your response. & && &Please make sure that you have checked your spam/junk folders for the email message. Also add password_reset@roblox.com and @appmail.roblox.com to your email address whitelist. You may want to check your email provider's help guide for specific instructions on ensuring that you receive emails from a particular & &-----& && &Thanks, b(6)
Purchased \$100 Robux the currency for Roblox gaming. The pin number provided is invalid. --- Additional Comments: Refund of \$100
We have purchased &Robux& to allow purchase of avatar customisation, however some of these items have been removed from my daughters account and so unavailable.& &Initial contact was made 18/2/2021 receiving a response requesting for a link, I replied explaining there are no links however provided proof of this issue. I have since received a reply advising they can't help, and so I resent this information with again the response that they cannot help further without apology or explanation, and without an offer of resolution. & && &I have explained that I may take the complaint further however they have advised they still cannot help me.
I purchased Robux for my daughter to allow her to purchase items in the Roblox game. Roblox has deleted four items that she purchased and refused to provide her a credit. This is illegal and fraudulent. The items were paid for, therefore owned by my daughter. --- Additional Comments: I want her Robux credited back to her account or a Robux card issued for the amount lost.
Since 2016, I loved a game called Roblox, I have been purchasing items on that game since 2018. The items on that game are really expensive, but to show support and love, I still decided to purchase them. but unluckily, in 2021, January, my account was compromised. & &The scammer contacted Roblox and stole my information, then logged into my account and stole all of my items after I started to purchase them since 2018. There are 4000 usd worth of items stolen. Roblox refused to give my items back or money.

My account was hacked and wrongfully terminated. The help site says that you have 2 weeks to get your account back before its gone forever but its been 3-4 days already and I haven't heard a single word back from any of my support messages. The moderation in this game needs to be fixed.

Over the years my child has spent hundreds of dollars on robuxs using gifts cards. My child locked himself out of the account and we can not sign back in. We are getting no help from the customer service since we have never purchased off of the app directly. We even offered to provide the gift card number we just uploaded yesterday. No one calls it is just emails and they offer no help or reimbursement for all the money spent on that account. --- Additional Comments: For someone to call me and help me get back signed in to the account that has money on it

I am livid because of the money hungry world we are living in, I gave my 13 year old daughter authorization to make a game purchase of \$19.99 in October 2020 and a couple of days ago noticed I was charged without authorization monthly for \$19.99 for 4 additional months when I tried to get my money back this unscrupulous company terminated my daughter's account and it's unwilling to reopen, transfer or refund the previously spent hundreds of dollars on this account only because they were able to deceive a child into a monthly membership that she had no intention of signing for. I see this as deceptive practices especially when you have a gaming platform which kids not even old enough to work play but they are expected to fully understand terms which they don't even verify have been read by these kids. --- Additional Comments: I would like my daughter's account reopened or all the previous money spent on this account refunded.

My account was hacked and wrongfully terminated, I now have less than two weeks to make contact with the Roblox team, yet its been 3-4 days since my initial emails. My support ticket was b(6). Everything I have spent money on and worked for, for the past 8 years might I add, is gone yet they won't reply. I have proof of my hacking/ the hacker taking my items. I'm not even asking for the items back at this point, I just want Roblox to contact me and remove my wrongful termination. I will even upload my proof here.

My daughter's account was closed due to unauthorized charges on my cc. I had over 24 charges in a period of 3 days so I called my bank and they were disputed. I was completely unaware that doing so would automatically close my daughter's account that she spent so much time on and worked so hard on. She plays with her friends all the time. The charges were over \$200 and I needed that money back. I emailed RoBlox and discussed the situation along with calling and leaving a message. after begging them because my daughter was so upset they responded that they would reopen her account as a ONE TIME COURTESY! my daughter was thrilled and so was I. I got an email saying how to resolve disputes in the future and they were happy to help us. Then the very next day they deleted her account again!! I emailed back asking why and they refused to give an explanation told me they would no longer discuss the matter with me. This is WRONG!!! --- Additional Comments: Reopen account b(6)

I'm trying to get 2 products back that disappeared from my games inventory just randomly gone and the game indicates 2 slots of missing content and they are asking to send a pic of a transaction that idk why I would take random pics of everything I buy. I have emailed them 2x already and they keep saying the same thing. Other people complained too about them comming up with way to make it impossible to get items back through their type of requests. I want my items back or the 'robux cash' as they call it. --- Additional Comments: I'm trying to get 2 products back that disappeared from my games inventory just randomly gone and the game indicates 2 slots of missing content and they are asking to send a pic of a transaction that idk why I would take random pics of everything I buy. I have emailed them 2x already and they keep saying the same thing. Other people complained too about them comming up with way to make it impossible to get items back through their type of requests. I want my items back or the 'robux cash' as they call it.

My 13 years old daughter has been using Roblox for almost 2 years, and I've legitimately spent hundreds of dollars supporting her hobby. In Jan/Feb 2021, she unknowingly spent hundreds of dollars because I accidentally removed the iPhone Purchase Password requirement fixing her phone. Apple was excellent and refunded these accidental charges, but ROBLOX deleted her account. I think that this is ABSOLUTELY unacceptable since most of the purchases are legitimate. She has spent lots of time and efforts getting levels and gears on her account including countless friends and ROBLOX DELETED the account without notifying the parent. <br /><br />The proper way of handle this would have been to notify the parent, as well as restore the account to a prior point before the charges were made. Absolutely unacceptable and now I have a little girl heartbroken.

Roblox's entire business model is based on the ability for them to hire as FEW moderators as possible, and then sit back and watch the cash pour in. They repeatedly mention in several official corporate documents that their player base is appreciably larger than their competitors, they don't care about their customer support or moderation, all they care about is money. <br /><br />Roblox hires outsourced mods from India that get paid 500 USD per YEAR. They have to deal with thousands of emails that they are forced to read. They deserve better than this. A few weeks ago, my account was terminated saying, my account was compromised when I wasn't at the time. I was hacked a few weeks ago and had million of robux worth of items stolen. They said they couldn't give me a rollback because it wasn't within 30 days, ignoring the fact I contacted them the day AFTER I was hacked. They then just terminated me for absolutely no reason. I have been on Roblox for 10 years, and this they treat their veterans.

My son purchased ROBucks to get upgraded in a game called Rensselaer county. Then was banned. So now the purchase was pointless. Would like for him to be unbagged or get a refund --- Additional Comments: Either unbanned or refund

My son is 6 and he plays roblox. His account is set up for 13 and younger. He recently discovered that he could create his own levels and games similar to the ones he plays on roblox. With this information, he started creating his own levels. To do this, he must use the tools and what not that is provided to him through roblox. he did not buy or purchase anything. The other day when trying to log on to roblox we found out he had been banned due to something that was put in the game that for one he didn't know what it was and two it was made available to him through the game. If he can't use it or it shouldn't be used, it shouldn't be made available. I tried reaching out and no one would get back to me and there is no way for me to properly contact customer service. I was sent from one email to the next and no contact with anyone. My son was very distraught and still is. Have you ever had to explain to a child with autism that they have been banned from something that they don't understand is happening? --- Additional Comments: modify the game to avoid your double standards. you can't offer something then take it away.

Hello, I am filing a complaint because unable to resolve my Daughters account issue for almost 2 weeks. <br /><br />Getting the same automated replies from the Support. Have tried multiple time with no help.<br /><br />My daughter's account password not able to reset. User ID: b(6)<br /><br />email: b(6) My phone b(6). Support is sending me the same instructions over and over again. Roblox save list Email has been edit, no junk or filters enabled. No password confirmation can be found: email or phone. <br /><br />I want a real person to check my daughter's account and reset the password.<br /><br />Please help...b(6)

There is no way to contact Roblox about accounts or changes to passwords when they have allowed the kids to do this with no email address or phone number.

Hi, My daughter account 1 month ago can't be login , I give yours email and didn't received any answers. My daughter so sad, I paid more than \$600 to roblox. Roblox is responsible for



my daughter account. If not I open claim with roblox. Account is: b(6)<br />And email for account is: b(6)

A few months ago I decided to play Roblox again since I hadn't payed for a longer period of time and wanted to try it out again. I logged into my old account and wanted to play one of my favourite games. I noticed that the game had a discord community and thus I joined and needed to verify that the account was mine by putting a certain text into my status. I wanted to do that, however to change info about my account I needed a PIN that I had forgotten. I contacted Customer Support, hoping that they could help me with this problem. After contacting customer support I went off of my computer to wait for the answer. I received an answer and saw that they refused to help, since I allegedly had no email linked to the account. I knew that was false and thus I wanted to go back onto my Roblox account to send proof of it not being so however I found myself to be logged out and I couldn't log in with my former info. Later I attempted to settle with customer service but they refused to help me.

Hi, Well, roblox corporation is infringing my rights for the reasons that I am going to mention right now, I created a roblox account, in which I invested real money, to buy things in the game, the fact is that my account was hacked and when I contacted to the 'support' of roblox to help me with my case they always acted incompetent and refusing to help me, when I even gave them the proof that they asked me to deliver an invoice for the first purchase in that account, This implies that they do not care about their users as they let hackers steal accounts and do nothing about it, they are negligent and when you are right they refuse to give you more details or help you, totally outrageous and disappointing. I hope you will help me after having had to go to this extreme because of your incompetence. Here i attach the receipt of the first currency purchase on the account, This is a test to verify that I am the original owner and this person simply hacked me and is using my account.

My son bought an item for 5 Robux (around 6 cents). He was very upset to learn that the creator or Roblox deleted this item. I asked Roblox to give him back 5 Robux. They emailed me and told me to contact the creator. There is no way to contact the creator unless you are 'friends' with him. They then told me to try to reach out to the creator on Twitter. Are you kidding me? They should reach out to the creator and force him to refund the money or Robux. How is it legal for them to delete an item that was paid for with real money? I know that 6 cents is not a lot of money, but I have looked and thousands (maybe tens of thousands) of kids have bought this item. Roblox/the creator have earned an incredible amount of money on this item, and the item no longer exists. They are ripping kids off and they are not doing anything to resolve the problem. I think someone should file a class action lawsuit. --- Additional Comments: They should refund money or Robux anytime that an item is deleted. They should refund my son's Robux (or money), but they should do this for the other Roblox users that have deleted items.

I purchase a lot of robux from this company a lot and they deleted my account for billing and I don't understand cause I bought robux for my birthday like around 80 dollars on my account vampothic and I tried to contact them and they blocked my email saying u may no longer reach support I am really mad cause I spent like hundred of dollars on this game and I get deleted for billing and they won't let me contact support after all the money I spent on this game my account gets banned this game app roblox is crazy they ban customers they purchase a lot of robux and think its fraud when I've been purchasing robux off of itunes apple App Store I really hope I can either get my account back or money back they steal money from young helpless customers all the time and ban them and I got banned for billing purchases I do not understand

My sons account was hacked and they took all his inventory , which of course i have paid for over the last few years. Literally thousands of dollars . I can't even get a live person from roblox to straighten this out ! How can a company so quickly take money from people but not provide ANY live

customer service when this happens?? They are not responding to emails , only a generic response about being &#39;??busy&#39;??. I need to have this fixed ASAP!

I have been having a huge problem with Roblox these past months with not being able to buy premium with my money being taken from me when I try to buy it from apple but not receiving the in app purchase. apple has been really helper with them giving me refunds, but Roblox has not. they need to fix there website or fix what ever is wrong with my account because having premium allows you to make clothes and sell them witch I would like to do. I try contacting Roblox support on this issue but they say to concat apple, who says they can&#39;t do anything because they are a third party app. &lt;br /&gt;&lt;br /&gt;I like this issue to be fixed, not just for my sake but for the company&#39;s. I send a lot of money on this app and I don&#39;t want to have to stop playing because of this issue. I don&#39;t want it to happen to someone else, ether.

I purchased what is called &#39;??robux&#39;?? for my son to go for a game as part of the Roblox series. He applied it toward a game to purchased something and the money was never applied. This is not the first time this has happened with this company in its series of games. It was with Adopt Me Legendary Pets game. We reported issue and nothing has happened. Other people have reported this issue as well. This seems to be a trend with Roblox. It was a \$9.99 purchase. Again this has happened before during the pandemic especially. Terrible business practice to scam kids and adults alike. --- Additional Comments: Refund and to stop making this a practice for their games.

Hello, I am quite angry as of right now but I was wrongfully BANNED from roblox for one day for uploading a shirt. Mind you, the shirt wasn&#39;??t inappropriate what so ever. Apparently the tiktok logo is inappropriate, but instead of giving me a warning they banned my account for a day. I&#39;??ve been wrongfully banned before and continued to receive ZERO responses about my ban and I&#39;??m getting really upset. I didnt even get any emails from Roblox the last time I was banned until 5 days later.&lt;br /&gt;&lt;br /&gt;After I fixed the shirt, (removed the tiktok logo) They then said that they can&#39;??t appeal bans EVEN THOUGH it&#39;??s called banned appeal.&lt;br /&gt;&lt;br /&gt;Do you guys really appeal bans? If not, then don&#39;??t advertise that you guys do. It seems to me many people including me have been banned wrongfully because of robloxs poor bots. &lt;br /&gt;&lt;br /&gt;Please do something about this, it&#39;??s really frustrating. Not only to me, but for everyone.&lt;br /&gt;&lt;br /&gt;My Roblox username is b(6). I want my account back.

My 8 year old daughter spent her hard earned money on Robux (she bought 1000 robux) to purchase something in the Roblox game called Adopt Me. A pop up window showed up when she logged onto the game with the option to buy a celebrity mansion for 800 robux. She clicked not now or no thanks but the glitched out and made the purchase anyway. My daughter was instantly in tears because she didn&#39;??t make the purchase but because the game had a bug it made the purchase for her. I have contacted both Roblox and Adopt Me asking if they can refund her the robux and take back the celebrity mansion since their game glitched out. Roblox said they couldn&#39;??t do anything (even though we bought the robux through them?) and referred me to adopt me. Adopt me said they don&#39;??t deal with robux only Roblox does, so they referred me back to where I started. I am feeling like I&#39;??m getting the run around and no one wants to help. --- Additional Comments: I am asking that my daughter get refunded the 800 robux that was taken from her because of a glitch so that she may purchase what she originally intended to purchase.

I called about two charges that i didn&#39;t understand what they were for. ROBLOX closed my account and blocked me from using it ever again. Countless hours had been spent on the account building and purchasing additional products. They refunded two 4.99 charges but never advised me they were closing the account. Then then started charging me again 4.99 for October, December and January all ont he 27th of the month. I tried to speak with them, left messages, etc to please open my account back up or stop charging. My preference is for the account o be reopened. --- Additional Comments: Please reinstate my account.

My daughter was hacked on Roblox, we now cannot get into the account. I have spent hundreds of dollars on this game, with the most recent transaction being on 2/17. I have opened support tickets, that they are no longer returning an answer on. (support ticket number: b(6).) I even have an ongoing monthly 5.00 subscription on her account. When I use the forgot password, it only sends me to my personal account, not my daughters (who is the one we spend money on) I have attached a copy of the receipts the customer service rep requested, but has not replied back to.

My stepdaughter purchased something on her Roblox account using my credit card, which ended up being a recurring subscription. I didn't realize this initially, and when I did I went into her account to cancel it. I cancelled everything within her account that I could, but I continued being charged for monthly for \$6.49, and in addition, she was no longer receiving anything on her account for this payment each month. The company contacted me, and I followed their instructions and provided the details of the charges, along with my credit card and contact information. I have not been contacted, and continue to be charged each month.

My son's Roblox account was hacked. The hacker(s) uploaded an inappropriate picture/video which lead Roblox to delete his account. At the time of this deletion I was playing Roblox golf with my son and he did not upload anything inappropriate. My son had been playing Roblox for years and never had even been banned for any inappropriate behavior. I have explained this numerous times to their Customer Service and their Appeals department. I kept getting generic responses that we will not have our account reinstated and any money associated with the account due to the Terms of Use. Their terms of use are one-sided and do not take into account their terrible security for their product. I am not asking for the thousands of dollars that have been invested in this game, just the remaining 400 Robux that was in his account when it was hacked. --- Additional Comments: Roblox to provide the monetary amount equivalent to the 400+ Robux that were in my son's account. I would also appreciate if this company would take people seriously when they say that their account(s) has been hacked. The punishment from the company was not necessary. Maybe they should change their terms of use to note 3 strikes and you are out INSTEAD of just deleting an account in which the consumers have spent thousands of dollars.

I had ~1.5 million Robux worth of items stolen from my account (they sell 10,000 Robux for \$99.99 USD before tax which equates to \$15,000 worth of items gone), and this is the second time this has happened at no fault of my own. Account restores are a one time courtesy; so they are refusing to restore my items despite the fact that I had every security option/advice they offer enabled (2FA, account pin, unique password) and I never received an email, text or anything that indicated my account had been accessed by an unauthorized party. Meaning I had no idea anything had even happened until I logged on and saw all of my items gone. I understand having the policy if someone is being reckless and handing out their password or entering it on phishing sites or the like, but my account was accessed without me being alerted. Support ticket # was b(6). I want my items returned or some form of compensation for their security failing.

My son had 3,519 Robux taken from his account which was equal to almost 8 mos of his premium of over \$40 value. I am hoping Roblox will assist in this matter. I reported the user that somehow acquired the Robux from my son's account. He is in tears as my son earns his 5.24 a month to pay for his subscription and has been saving up.

My account was recently stolen, and I have contacted support (ticket b(6)). In my request, I have provided them the e-mail address that was linked to the account, the transaction ID of a recent purchase I had made via PayPal, and numerous gift card codes that I had redeemed on the account. This is also exactly what their support article mentions you should include in your request: the previous e-mail address, and billing information. I have done exactly this, but I was told numerous times that this information was insufficient and that I had to contact support via the e-mail that was currently linked to the account. The issue is that the e-mail address currently linked was that of the

person who stole my account, thus I'm unable to access it. I have told this to support: but they refused to give any further help and still asked me to contact them via this e-mail address. I would like to get this issue resolved with support, as it seems like my provided information is being ignored.

I contacted customer support numerous times as they state in the TOS that if your username contains PII (Personally Identifiable Information), that the user would be issued a free name change due to their Cyber Security agreement in the TOS, which users agree to at sign up. The requirements are that the username must include both real first and last name to be allocated a name change. My username contains both my real first and last name and I am an adult who owns this account. They agreed at sign up to respect my privacy, keep me safe and secure while on their platform. They refused multiple times despite clear evidence that I fit these terms and shown that I am able to provide evidence. Thus, they are going against their contact they made to me, that both parties agreed to. After multiple contact attempts, I have sadly had to resort to filing this complaint in hopes that my issue will be resolved. --- Additional Comments: Information Change

I have sent 3 different emails to the company with no assistance. My daughter has been playing Roblox and doesn't remember her password. I accidentally missed a letter in my email address and it hasn't been verified so when my daughter tries to reset her password she doesn't get the link. I brought her a new computer because her old one is old and falling apart. She has spent over \$200.00 on Robux and if she starts over she will lose everything she purchased. Her user name is zclott. My correct email address is b(6) but the email address it looks like I put b(6). So I will never get that link and she will never be able to reset her password and lose her purchases. --- Additional Comments: credit to a new account or correct my email address

In 2017, my ROBLOX account 'yousab' was banned for unauthorized purchases. My account was hacked and a purchase was purposely made and refunded so my account would be banned. If they somehow can see IP addresses, they would see that the purchase was not made from my IP address. I've sent constant emails ever since the ban but I'm always given bot responses. I did not know of the BBB until now, so I haven't been able to file a complaint. However, I believe that it should be still possible to file this complaint. I've spent money on the account before so I find it ridiculous that the account is now banned. I want to continue playing, however, because the games are community-made and I've spent lots of time and work on that account. --- Additional Comments: Simple. Unban my account. I can pay for anything that was refunded (since that is what the ban was about) so long as it's within a reasonable amount.

My child used my debit card and charged up over 200. On a roblox game while I was sleeping at night chargers were like .99 cents to 9.99 dollars but alot of them in one day 200.dollars of unauthorized charges from a 7 year old child?! And I need a refund asap I'm a single mother of five children all under 12 years old live on a fixed income and need to get a refund can't find any number for google play or roblox so getting nowhere with a contact person please help Other-Other Update

My child registered on roblox.com using her fist initial and her surname. She is under 13.

I contacted roblox to ask them to change this to protect her privacy. They told me the only way for me to change it was to buy robux (which are an in game currency).

This is detailed in their policy here: <https://en.help.roblox.com/hc/en-us/articles/203313130-Changing-Your-Display-Name-or-Username>

I raised with them that was a concern to me over child safety, but they re-iterated they would not change this.

I tried to contact them again but I have not received any response.

My son received a gift card for ROBLOX as a Christmas present from his grandmother. He used it as soon as he got it. About a week later on 1-2-20 his account was deleted for gift card theft. We sent in a moderation form to get it resolved. Roblox then asked for a receipt and a picture of the gift card. This was a week after the gift card was used so of course the card is in the trash. I dealt with Kroger for over 5 hours before they were able to find the receipt in their log for the gift card. We sent in the info to roblox. After about a week they said I must send in a picture of the physical gift card. I explained to them again that it is not possible because people throw away used gift cards because they are useless and trash. Roblox responded and said they can no longer help with my problem and will not undelete the account. We have spent hundreds if not thousands of dollars with this company just for them to call my 12 year old a thief. --- Additional Comments: Either the account needs to be reinstated or I want a log of all purchases made on both my sons accounts so I can begin to look into legal action.

My account &#39;b(6)&#39; was deleted without a valid reason, and my group &#39;b(6)&#39; was locked with 700k Robux in it. I am requesting release of the Robux in my locked group that I earned respectfully through my game. Everything in b(6) was created by either me, or my developmental team and it falls under fair use laws. If I don&#39;t get a response or my group and account unlocked, and unbanned within an appropriate time I will be filing a class action lawsuit against this company for stealing approximately \$3000 USD from me.

My 8yr old son plays this game on a daily basis so he decided he wanted to get the membership which is a reoccurring 4.99 per month purchase. He proceeded to purchase it however the membership was never applied to his account. I then contacted roblox personally to try to get the issues resolved. The person I was assigned to work with requested information pertaining to his purchase then proceeded to say it&#39;??s not the right purchase. The purchase he did was applied and I attempted to continue sending the information but they denied his membership. They continue saying it&#39;??s not a membership when in fact it is and I have the information proving it was. --- Additional Comments: I would like for them to apply his membership to his specified account or refund the 4.99 purchase he made.

I have paid for robux as a reoccurring payment. I have paid on November 30th 2020 and Dec 30th of 2020 and now on January 30th 2021. I have not received any robux or refund. They said they are aware of the issue but are not fixing it..I even went in settings to cancel the \$4.99/mo issue but it doesn&#39;t even show that the 4.99 is in their but they continue to take it out of my credit card every month. I need either to get a refund or recieve the robux..and unenrolled of this premium program..I have emails of the orders their charging but they are not willing to do anything. --- Additional Comments: Either I received robux that I paid for or get a refund. Either of the 2 I need to be unenroll of the program because it is not giving me an option to unenroll in the \$4.99 robux premium plan

I received a pile of unauthorized charges to a credit card not associated with Roblox that were listed as Roblox charges. Roblox provides no ability to look at all purchases made for a given roblox account. Because Roblox made it impossible to see an account summary of robux purchases and use, I challenged all roblox charges to the card used to make roblox purchases until this was resolved. Roblox has shut down the account and refuses to do any review to determine if any of the charges are legit. In shutting down the account, all assets/purchases gained over the year are lost. Roblox should be providing me with all roblox accounts that have reaped the benefits of my google pay account so we can see who made unauthorized charges but they seem unwilling to solve this. Roblox is refuses to be reachable by phone and insists on a crazy process of email and insisting we leave voicemails with no ability at al for any interactive chat or communication. They admit they have unusual high ticket volume so clearly they have an issue. --- Additional Comments: I demand a full refund of all roblox purchases to my google pay account since they refuse to activate the account and resolve this

correctly. I demand Roblox provide a full accounting of purchases and use of robux for the b(6) account and review who did reap the benefits of the charges on my payment method.

Ok so he is the creator of a online game called Roblox and I signed up for a subscription Jan 10th, 2021 and was supposed to be renewed feb 10th,2021 it is now the next day and I havent got my robux. The subscription means I pay. 4.99 a month for 450 robux on the game a month. and turns out I never got it and I think Ibe been scammed. Other-Other Update

My two daughters have two separate accounts to play Roblox online game. We purchased some credit to pay for online items, such as clothes and other items.

literally the very next day, two purchased items (one from each account) was deleted by Roblox without any notice of any form. I have contacted customer service, which has replied that it was deleted by the moderators and I am not eligible for a refund.

I find this a bad practice and unfair. This game is mainly played by children who might not pay attention or realize what is happening when an item was deleted or no longer available.

The company's answer was that moderators can delete or remove items that deem inappropriate or that do not comply with their policy. The concept is fine, but the implementation is rather unfair and I felt scammed by the practice. The company simply took away an item that I purchased, and my daughter had to purchase another one, and have lost their money.

I would have thought the company should approve items before they are available for children to purchase, to ensure that items purchased comply with their policies. -#MLPpredictedPSC

My son, a 9 year old boy with Autism, had his RoBlox online account deleted for no discernable reason. He has spent close to \$1,000 dollars on their website over time that he saved up from Christmases and Birthdays only to have this money stolen from him in the form of a deactivated account where he can no longer get access to what he paid for. The only reason given for this action was "inappropriate behavior," which seems impossible given that he has chat disabled. When we attempted to reach out to RoBlox, their customer service team provided no specifics for the reason of the ban despite continual email requests (10+) and provided no avenue to remedy the problem. They have no customer service phone line, only an online help form by which they address issues which takes weeks for them to respond to, and when they have provided a response, they provide no specifics for the reason for the ban. They continue to be highly evasive, unhelpful, and refuse to provide any semblance of clarity. Their actions are tantamount to stealing from a 9 year old autistic boy, as they collected his money and then banned him, thus withholding services. (RoBlox Account name: b(6)). --- Additional Comments: I would like the business to either reinstate his account in full, with an explanation of why they suspended the account to begin with, or I would like a full refund of all payments made to RoBlox on that account (approximately \$1,000).

Roblox is not giving items bought with robux. My son has redeemed gift cards twice now to have that made into their robux currencies. The items bought were not given to him. You can only contact the company by email and they say there is nothing they can do about it. I see this as a fraud, theft Or deceptive practices. You pay cash for there points but when you spend the points you do not get the items. My son says this is know as being scammed. This is a common practice by this company , it seems as it is part of the game from what internet research I have done. --- Additional Comments: You should get the goods or services you pay for.

i was downloading something, and then my computer got virus websites like theese needs to get banned Other-Other Update

My 8y son made a bunch of unauthorized purchase on Roblox (in-app purchase) via iPad without my knowledge nor consent. I didn't realize it until I was checking my credit card statement. I called my credit card company (Chase) to dispute but she just said there's nothing she could do. I've never purchased anything on apple.com. They didn't raise any flags nor stop the transaction when they all of a sudden received 20 transactions. It is very odd. When I call, the only thing she could offer me is to go on to their bank website and set up the restrictions myself. It's really terrible. I am sure I am not alone. This is infuriating. I am a single mom, trying to work from home while managing two kids and household stuff. It's a big headache. Other-Other Update

On January 19th, I bought a \$25 Google Play Gift Card from Walmart. I applied it to my Google Account. I logged into my Roblox account and clicked to purchase 1,700 Robux, which costs \$19.99. The purchase said it was successful, but the account name had changed! The item never showed up in my account. I immediately wrote to Roblox, but they ignored me. Then I wrote to Google, who claimed that they are not responsible because they were only the payment processor. To be clear, they are 100% responsible, they can easily pull the money back from Roblox and indeed had not even paid Roblox at that point. Roblox is also 100% responsible for this, and refusing to fix it is unacceptable. Roblox can also see that I attempted to contact them last year about an item that cost \$10 and which was never applied to my account (that time the game froze as I applied it, and it took the money but did not apply the item). They ignored me then as well. I want refunds for both of these. --- Additional Comments: Refund of \$29.99, or an equivalent amount of in game money applied to my account (I believe that's 3,000 Roblox).

I purchased a gift card for \$50 from roblox.com. The gift card was emailed. When I attempted to redeem the gift card, I get a message that it has already been redeemed. When I contact Roblox support at their link, I am sent links on how to redeem a gift card, which is the same instructions that I was already following. Multiple attempts were made to remedy this issue, and I was only sent the same link.

I contacted Roblox gift card support and was given the same phone number as well as the same support email address. They claim that they cannot assist with redemption, and cannot solve my problem because gift cards are non-refundable. The page has a cashstar logo in the lower left hand corner, but after asking four times they declined to provide a company name or address. I will be filling out a separate complaint for this company.

I understand that gift cards are non-refundable, but when I purchase one I expect to receive a working card or code. I feel that this company has fraudulently collected money for a purchase that they did not fulfill. Other-Other Update

Two of my kids were scammed/hacked out of Roblox cash or pets and Roblox gives generic responses, passes you on to other people who don't help and it goes round and round. There is zero reason they can't give back the money to my kids' accounts. There is no way to talk to anyone on the phone and I feel this is just a scam to steal kids' money! I'm not sure why they are even allowed to operate. --- Additional Comments: I want my kids to get a refund for items/money lost

PLEASE READ. Jobs are being taken away due to this issue. Money is being stolen. Roblox is not helping, we need someone to step in!! There are people using b(6) customer support, social engineering them in to getting certain people's information like RECEIPTS for ROBLOX accounts. They are then forwarding the receipts to Roblox support claiming the account is theirs. It's THAT EASY for someone to get into your account and DESTROY YOUR JOB AND INCOME AS A GAME DEVELOPER! THOUSANDS OF DOLLARS HAVE ALREADY BEEN STOLEN AND IT CONTINUES TO HAPPEN! People have complained to ROBLOX for many years that they need better security!! ROBLOX always failed to provide any security or listen to the community. Roblox has already added 2 steps, but with the

current phishing scam, 2 step doesnt protect you at all! There needs to be a better authentication and more info needs to be required to get into your account. This is disgusting!! People cant even feel safe on Roblox!! People trying to make a living are scared someone can easily take away everything!! If Roblox doesnt smarten up, there will eventually be a lawsuit --- Additional Comments: Roblox NEEDS to protect their users. Its very obvious their attempts are minimal and careless. They have done nothing to protect users making an income on their platform. There are groups of people who are getting access to these innocent peoples accounts and have thousands of dollars stolen. Roblox needs to fix this issue. No one feels safe there anymore. We are scared..

On Sunday, my son my son was suddenly unable to access his Roblox account he&#39;d been using for months. No notification or anything that there was a problem. After attempting to log into the account on my laptop, it simply said the account was terminated for an inappropriate username. This was a shock to me. My son&#39;s name is b(6) and we created a username of b(6) never thinking that someone may read something into the name that wasn&#39;t there. Like I said, there was no explanation. I&#39;ve sent several emails explaining the innocence of the name and requesting the opportunity change the username to something that won&#39;t be misinterpreted or the chance to transfer his account to a new one. Customer Service is anything but helpful. It&#39;s taken a week to get full answers from them with a hard no on providing any assistance. Had I been sent an email asking for the username to be changed, that would have been done and this situation wouldn&#39;t have reached this point. Simply terminating an account for an innocent misunderstanding seems a bit much...and is annoying when there&#39;s been money invested in your product. --- Additional Comments: Please, just allow me to change his username or to transfer his purchases and history to a new account. It doesn&#39;t seem too much to ask.

My son has had a gaming account through Roblox for several years, it is an account for a person under the age of 13 (he isn&#39;t 13 until March. His account has been hacked on multiple occasions (I have had to assist him in changing his username and password quite a few times, he has even had to reach out to the Roblox Support team to get back into his account due to hackers getting his account suspended, etc...) recently after his account had been hacked Roblox completely banned his account permanently. This was just shortly after Christmas after he had received a bunch of Roblox gift cards on top of all of the money over the years we have spent on his account that he had accrued. I reached out to the support team and filed appeals. The customer support team was very rude and not helpful in anyway to try and resolve the issue for him. It has been two weeks since his account was banned. I am now getting charged for the monthly premium subscription that is associated with his Roblox account that he is not even able to access. I have reached out to Roblox yet again over this issue which they also refuse to help with and will not refund my money for the subscription that he is not even able to access. --- Additional Comments: I want a refund for the money that they have been charging me for a service that we are unable to even access. I also want to speak to an actual person from the company who is a manager or someone of actual importance. I also want my son&#39;s account to be reactivated, at which time I would allow a subscription to be resumed and not press anything further.

I was hacked and my debit card was used to purchase robux from this company and I&#39;ve repeatedly asked them to reutrn my money. They said that I need to cancel the debit card that was compromised and that they would still be able to give me back the money, but now they said they cant but they wont send me a check. They said I have to go thru a bunch of crap by disputing it with my bank etc when they can just send me a check for what they owe me but instead of just sending me my money they refuse. Other-Other Update

My sons account on Roblox was attacked by someone in Indonesia which is half way around the globe as we live in NJ. The attack somehow went around the 2 factor authentication that was setup which almost leads us to believe the person has inside access to Roblox. We have SCREENSHOT PROOF that



my son is the rightful owner of the account and we have begged Roblox Customer support to help us restore his account back to him. It also makes no sense if the account was accessed from NJ and then 12 hours later someone in Indonesia accesses the same account????? PLEASE help us to get the Roblox Support team to correct this account and track down this hacker who stole his account. My wife and I have given my son hundreds of dollars that are invested in to this account and we will not allow Roblox to just go off into the sunset with our money.. If there is no response from them soon we will have no choice but to file a Civil suit against them for the value of the account with the Burlington County Superior Court Civil division to reclaim the value of that accout. --- Additional Comments: We simply want the Roblox Support team to SERIOUSLY reach out to us by phone preferred or email and hear our issue and restore the stolen account to my son. Anything other than that and we will seek to reclaim the value of this account by a judge in NJ.

I opened customer support case b(6) on January 9 after extensive attempts to regain access to the parent account that manages my son's account. I responded to the automated e-mails asking if any of the articles resolved my issue - they did not. To date I have had no response from technical support, which at 19 employees I consider vastly understaffed for a company with Roblox's revenue. I would delete the accounts and start over but have already made numerous purchase for my son in his account. --- Additional Comments: Roblox will have a live engineer contact me, recover access to my account, and tell me what went wrong and how I can avoid it in future (I'm quite sure I had the correct password, I use a password management tool - password recovery is trivial but it seems to be based on e-mail which only wants to reset my son's account)

I purchased 2 Roblox Gift Cards in the total amount of \$45.00. Neither one were able to be redeemed after numerous attempts and only getting message to try again later. I contacted Roblox Corporation and they refused to give me a refund. They gave me the runaround. --- Additional Comments: refund of \$45.00 sent to me and an apology.

Note: Please note that 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. --- We signed up for a monthly subscription for robux to be deposited into an account. First month the robux were deposited, second, third and fourth month, not deposited. The user was locked out of her account in December. When we tried to follow up with Roblox, we were able to reset her password, but could not verify that her robux subscription was filled beyond the end of October. We can't get through to a person to speak with and they continue to charge us \$4.99 for the subscription. They will not provide us with any records and keep referring us back to the personal account and insist that the subscriptions is being fulfilled, which it's not. --- Consumer desired outcome: We are requesting that the robux be redeposited into her account or a full refund of the money paid so far for the subscription. --- Contract Signed Location: Other --- Contract Signed Location Other: Monthly subscription signed up through Apple/App billed monthly starting in October. Authorized transaction through App Store. --- Payment Type: Credit Card --- Consumer Age Range: 47 --- Senior?: No --- Consumer County: Montgomery

Note: Please note that 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. --- I purchased 2 Roblox Gift Cards. A \$20.00 & A \$25.00 Card. When I brought them home I gave them as a Christmas gift. The person tried to redeem numerous times but they did not work. I contacted the Retailers where I bought the gift cards and was told that they would not exchange or refund my money because I had to contact the company that the gift cards were for which was Roblox. I have contacted Roblox numerous times but have gotten the runaround. First they said the cards were redeemed. Next they said \$25.00 was credited to person account. Yesterday they said they credited persons account for \$45.00. The person I gave the cards to checked his Roblox account after both times they said they credited and they did not do it. I

contacted the Better Business Bureau and they contacted the Company but nothing still has happened. Roblox once again gave me run around and said we dont accept communication from third party companies. They have given me the runaround and lied about crediting the account. I want a \$45.00 refund immediately because I paid for gift cards that work. --- Consumer desired outcome: Refund my \$45.00 immediately. --- Products Purchased: 2 Roblox Gift Cards --- Payment Type: ATM/Debit Card --- Consumer Age Range: 56 --- Senior?: No --- Consumer County: Bucks

A while back I had gotten hacked. I didnt notice until months later due to having a very busy life. They didnt change my information but they traded most of my collectibles, used my virtual gift card money that I had on my account and used up all my robux. I had contacted roblox immediately after noticing and they didnt do anything. They knew there was a hacker on roblox that had been stealing peoples things and even deleted that persons account but didnt give me back my items. When I contacted roblox and explained to them and even sent screenshots they told me they will not do anything because I contacted them a month after. I had put in so much money for this game. My friend told me to write a complaint here and BBB will possibly be able to help me to get my things back. I would like my account restored. I would like my \$40 gift card back On my account and the 2000 robux that I had along with all my collectibles back. I never made any trades on roblox or used my roblox money on my account. Please help! --- Additional Comments: I would like to get back the \$40 I had on my account, the 2000 robux I had and all the collectibles back that I had. I would like the trades on roblox to be reversed.

Consumer reports her son deposited \$250 iTunes gift card for the game Roblox but he is not getting the credit to play and has not received a response from them.

My 10-year old son has had a Roblox account since 2018. Since then, we have spent a lot of money building up his account inventory (virtual items) and purchasing Robux (virtual currency needed to play). On December 25, 2020, as I sat watching my son play Roblox, right before our eyes, someone (a hacker) was able to get into his account and steal all of his high-value inventory items and robux (totalling over \$2000). The hacker was able to access my son's account as if he were my son, and make unauthorized trades of the inventory items. My son never gave out his personal info or password, so we were mystified at how someone got into his account right while we were in there at the same time. Then, when we tried to shut down the account, we got a message from Roblox that my son's account was banned due to adult images being posted to his account. So not only did the suspect steal all of his virtual items, but he also posted profane imagery to my son's account, rendering it banned. I immediately contact Roblox by phone and got a message that there were no live support people and that I should send an email via their Support form. I immediately did so and explained what happened. About two days later, I got a response that they 'Reset' his account so that we could re-do our security settings, which we did immediately. But no information was provided about how to get him un-banned, or how to get his items back (or our money refunded). I continued submitting support tickets and over the course of about two weeks received several automated responses telling me the same thing - that I must submit screen shots of all the stolen items (20+) and recount exactly what happened. I did so immediately and still no response. They also refused to Un-ban his account saying that he posted adult images to his account - even though I had already explained that a hacker had done so. Not once, not twice, but three times I prepared numerous screen shots and sent them in my response to these Support tickets. And I just kept receiving the same response over and over again, telling me the same steps to complete - even though I had already completed them and submitted them numerous times. It was as if no one was actually reading through the history of the complaint and simply pressing a Send button, like a robot. So, here we are now, January 19th, this happened on December 25th, and still no one from their 'Restores' team has contacted us about getting his items restored or our money refunded. To make matters worse, the same thing happened to a friend of my son's - after speaking with

his mother, she advised that a hacker had posted a pornographic image to her 10-year-old's account and gotten his account permanently terminated. Something is going on with widespread hacking of kids' accounts and Roblox customer support is not even responding. --- Additional Comments: I would appreciate someone from the Roblox support team simply review our ticket chain and get my son's account restored. I would happily speak to someone to provide whatever additional info is needed. We have poured a lot of money into this platform to be treated in such a way. Furthermore, to have been exposed to hackers posting pornographic imagery on children's accounts and Roblox not doing anything about it - we would also like to get the ban removed from my son's account, since he had nothing to do with posting of such images.

On Dec 18th, 2020, I attempted to purchase Roblox from Roblox. On two of my children's accounts, there was no issue. The issue came at the end when I tried to get my son's account to work. After inputting the info, I kept on telling me on multiple attempts, 4, that it wasn't working. When looking on his account, there was no transactions or purchase showing. After about 5 mins when we went back on the account, it showed four transactions all at once, and an immediate purchase of a Roblox awesome shirt. So there was some computer error that amounted to this issue. When I attempted to contact Roblox they told me that it was not their problem, and I needed to talk to b(6) as they were the ones that dealt with billing. It has been an ongoing struggle to explain to anyone what exactly happened and all I'm getting is emails back and forth with each company telling me to provide info, I send it; they ask again, they say it's the other companies issue on and on. Finally, they said that they would refund me, but only if I deleted the account. I said I was confused and just wanted my money back. They then sent an email stating would get refunded, but only for two purchases (no one can still tell me why), and then deleted not only the account related to the error but another account that's attached to my email. When I emailed them AGAIN, all they did was ask for more information, and keep on telling me according to our policy etc. No one still really understands what is happening as I have been able to talk to no one to explain what the actual issue is. It is too complicated to email back and forth, esp when they just keep on sending blanket emails. We are sorry etc etc; I have asked on multiple occasions for a manager or someone to contact me with no success. I am now out 100, and both accounts have been deleted as that is supposedly their policy. I have hundreds of dollars spend on previous times, and kids have tons of playtime and hours on this system now lost. I am so upset, as are my kids. I am willing to forgo my money at this time, I just want my kid's accounts back. Please help! --- Additional Comments: I would really like my 100 dollars and accounts reinstated. But right now at this point, I just want my kids account reinstated. With COVID and isolation, this has been their saving grace. Ive got no issues with the company and have been happy thus far. Im just terribly frustrated and upset that this has been going on for over a month, and now its gotten worse. Thank you

Complaint ID: b(6) Status: Incomplete Date Filed: 1/7/2021 Date Closed: 1/20/2021 Closed As: Answered (150) Consumer: b(6) Nature of Complaint: Billing or Collection Issues Problem Description: On 12/14/20, b(6) a live chat person for Roblox, stated order b(6) and b(6) were cancelled and a full refund in the amount of \$150.00 would be issued to my credit card. To date, no refund has been issued. Desired Outcome: Issue a refund in the amount of \$150.00 to my credit card. Resolution History: 1/7/2021 7:06:35 PM Automation (Complaint Form) 1/8/2021 5:52:03 AM Pending initial Business response (Threshold Application) 1/8/2021 7:54:14 PM Business Responded to Complaint (info@roblox.com) 1/9/2021 6:09:23 AM Pending consumer Response (Threshold Application) 1/15/2021 3:36:20 PM Pending BBB review of rejection (b(6)) 1/15/2021 5:43:13 PM Pending Business Response of Rejection (b(6)) 1/15/2021 7:16:56 PM Business responded to rejection (info@roblox.com) 1/19/2021 1:43:03 PM Pending consumer response to rejection (b(6)) 1/19/2021 3:09:29 PM Pending BBB Review of Consumer 2nd Rejection (b(6)) 1/20/2021 4:09:23 PM Answered

(b(6))1/21/2021 1:39:21 PM Delete Complaint (b(6))Sent: 1/15/2021By: Mrs. b(6) Complaint: b(6) am rejecting this response because:I did fill out a form as requested by Roblox on Jan. 8. They sent me an email confirming receipt of my form. This is email I received. Ticket #b(6): Customer Service Request -  
----- The Following request for Customer support was submitted on 01/08/2021 Contact Name: b(6) Contact Email: b(6) Contact Phone: Order # : b(6) and b(6) Questio...Your request (#b(6)) has been received, and is being reviewed by our support staff.This email is a service from Gift Card Support.[b(6)] To DATE I HAVE NOT RECEIVED A REPLY TO THIS. As stated in my initial complaint to the BBB, I was told by a member of Roblox that I would receive a credit on my credit card. To date, this has not happened. PLEASE RESPOND ASAP. I&#39;VE BEEN DEALING WITH THIS FOR NEARLY A MONTH.Sincerely,b(6)Sent: 1/19/2021By: b(6) Complaint: b(6) am rejecting this response becauseSincerely,b(6)\*\*\*Business provided below responses in initial complaint filed, no further response needed\*\*\*\*Date Sent: 1/8/2021 7:54:14 PMHello,Thank you for reaching out regarding a Roblox account. After further review we have located the Roblox Customer Support Ticket [b(6)] submitted on [Jan 07th] which was responded to by a Senior Customer Support agent on [Jan 08th] with best possible solution. Roblox is not able to process any Billing Requests via a third party such as a BBB complaint. If there are any ad --- Additional Comments: Refund

CFPB Issue Type: Trouble using the card | Trouble using the card to spend money in a store or online -  
-- What Happened: I purchased 2 Roblox gift cards. One for \$20.00 from Best Buy Quakertown purchased on December 18, 2020. The other for \$25.00 from Walmart Quakertown purchased on December 19,2020. After numerous tries to redeem with no success only a message saying try again later. I contacted both stores who told me they would not exchange or give me a refund. I also contacted Roblox Corporation. First they said the cards were redeemed which never happened. Next they said they credited someone elses account which never happened. Next they said they credited the account for \$25.00 which never happened. Then they said they credited the account for \$45.00 which never happened. They have given me the runaround from the start. I paid a total of \$45.00 for a service and they never provided it. I am owed a \$45.00 refund immediately. --- Have contacted: CC Issuer --- Fair Resolution: A \$45.00 refund sent to me immediately and an apology.

On Christmas Eve my daughter received a Roblox \$25 Gift Card from her Uncle. When she scratched the card to claim the \$25 credit the message was that the card had already been redeemed. She was baffled and heartbroken. I immediately contacted Roblox to tell them of this issue and I was told that there had been a number of similar issues with Gift Cards and they&#39;d get back to me asap. After a while they did respond but only to tell me that the &#39;card had been redeemed.&#39; I explained again that it had never been redeemed on our end and that it must be a &#39;faulty&#39; card. They apologized and asked me to copy the card on both sides, to provide info on where it was purchased along with the date, and to provide a receipt. I did ALL of that THREE different times and continued to get (through various Roblox Reps) that the card had been redeemed. WE NEVER REDEEMED IT. I could not get that message through to personnel at Roblox. They seem to have pre-scripted and automatic responses and don&#39;t really listen to the Customer. I contacted my daughter&#39;s Uncle and he had me send the gift card, the receipt, and ALL the emails I had written to Roblox to him so that he could go to Walmart (where he purchased the card) and get a reimbursement, He spent over an hour at Walmart explaining how it was a faulty card and he was out \$25 and his young niece was heartbroken. She LOVES Roblox and we&#39;ve spent a lot of money on Roblox products. Walmart said it was not their policy to reimburse on Roblox cards. We cannot believe a company as large and wealthy as Roblox will not reimburse for a faulty Roblox card, especially in light of what a loyal customer my daughter has been. Shame on them! --- Additional Comments: We need to be reimbursed for the \$25 and we should get a \$50 credit for the hassle and frustration we have endured as a result of the company&#39;s cavalier and lax attitude toward a loyal customer.

I have purchased a gift card for Roblox for my daughter.

When we try to redeem it gives us an error message.

I asked Roblox to help us.

I have already opened 3 tickets!

Every time they ask for the receipt copy card copy -which I send. Then they write me an email saying I should try to redeem it online. And it won't work...

Its a bad service and I don't think it's a real person answering you because I write them that I already sent everything and they give me the same answer...

Recently, my 5 year old son somehow managed to charge \$860 dollars on the roblox game. I sent an email to roblox requesting a refund as these charges were made by my child who unknowingly made unauthorized purchases. I begged of roblox to answer my request and refund my money with urgency as I'm a single mom who has now had my account cleared out and have no money at the moment.. He is 5 years old and the kid was so upset because with covid and him having stomach issues he has really become so fond of the game and it has brought so much joy to him This has never happened before and he was so apologetic and in my email to roblox I requested nothing happen to his account as this is a one time issue and he is a child that did not know what he was doing. Instead the only thing they have done was delete my boys account and also didn't bother to respond to me. I'm absolutely horrified that this gaming platform for kids would stoop so low and delete his account that he built up for months and on top of that they haven't refunded my money. The company has no way of calling and getting a human and obviously they could care less about my need to get these charges reversed immediately. It has just made me sick to my stomach having my money cleared from my account and on top of it my son has been nonstop crying and begging to get his account back. Roblox has no care or concern for its young users or their parents. This is wrong all the way around, please help --- Additional Comments: Roblox needs to make this right and give me my money back immediately can and give my kid his account back. It's so wrong.

Grandson received a Roblox gift card to date it has not been redeemable on Roblox website. (this issue is apparently very common when googled). The only contact phone number has recording stating that "due to current circumstances no customer service agents are available". Leave a msg and your email. Which I have already done. The video showing how to redeem your gift card says at the end that if you have issues call the number on your gift card - well - there is no number on the gift card. What I find most appalling and completely unacceptable is that this is a common issue with Roblox. People are lost as to what to do. Some web complaints note months of no return contact on their email to Roblox (email because that's the only way to reach them). Roblox needs to be held accountable for selling a product that is commonly a "lemon". It is not fair trade practice to the consumer. This has been an issue with Roblox dating back over a year. So far I haven't gotten what was paid for. --- Additional Comments: Roblox either stops selling their Roblox gift cards OR fixes the issue with the redemption process. Speaking with a live person - regardless of "current circumstances" - (which is ludicrous) would certainly be a plus too.

There's this weird thing going around. It's not Roblox, but there's this in-game currency called Robux, Which you can use to purchase things like wigs, accessories, et cetera. But the weird part is that there are a ton of scam sites being developed. they're claiming to give you free Robux, but there's multiple problems with every site. Some websites look more similar to the purchase screen when you go to buy Robux, which means they're trying to attract more people. There's another thing called manual verification, which means you have to complete offers, claiming that there's an anti-verification bot, but it always fails. I've fallen for one of these. They ask for your account username to try and hack it, and every time I've completed these offers, I get random notifications of things like dating apps, and non age-appropriate content. The one

I've seen frequently is secretbux.net. They also add a chat system and notifications when people successfully generate Robux to their account, and they're all robots. Other-Other Update

I purchased a product named Rainbow Magic Carpet on December 30, 2020, for my daughter to play on a game called Super Hero Tycoon on Roblox and she never received so I contacted the customer service department over 10 times and was told they were having issues responding to the overwhelming issues and would get back with me and they did and they finally told me to go to a page and REDRAW page and I did this several times and nothing happened. They finally put the item in my inventory which I found it but it did not work it is just sitting in my inventory doing nothing I can use the Rainbow Magic Carpet to fly around on I can not wear it except in my inventory. I received this last response on January 16th stating : "One of the great things about Roblox is that builders of all ages can create and control entire gaming worlds. This does mean that the creator sets the rules of the game, including what type of gear to allow, and can change the world at anytime. Game devs make these decisions based on whether they want catalog-purchased gear to affect how their game works. While not all games will allow all types of gear, please be assured that any gear purchase will remain in your acct inventory. You will be able to wear the gear on your avatar and use it in games that allow that particular type of gear. "It is wrong that they are taking money from kids that really enjoy playing all these different games the cost of this one item was almost \$10.00 I have ask for a credit back to my account and they have not --- Additional Comments: I would like my account credited back for this purchase that does not work correctly

My daughter has spent a substantial amount of money playing this online game and she just added another \$25 of money she earned and shortly after doing so that day she received a message saying her account was terminated due to an inappropriate username and offensive words. I immediately tried to call to see what the issue is and they state you have to file an inquiry, which we have done with no response. She has lost all the money she has put into this game over this. I have a screenshot of things they said were offensive and they are a sad face, the words "I can't", "oof", "dam" and "fly". I'm trying to understand how these are offensive as well as her username "b(6)". To me this looks like a way to to take advantage of a child by removing all she has spent and built, which are in the hundreds, and you are trying to make her start over again to take more money from her. --- Additional Comments: I ask that her account be reinstated as it was and the money you took and then immediately blocked her be returned.

CFPB Issue Type: Trouble using the card | Trouble using the card to spend money in a store or online - -- What Happened: I purchased a \$20.00 Roblox card from Best Buy Quakertown and a \$25.00 Roblox card from Walmart Quakertown. The first one was purchased on December 18, 2020 and the second one was purchased on December 19, 2020. I contacted Best Buy Quakertown the next day after the card was not redeemable after numerous tries and getting message to try later. After a long wait online I finally got someone but they said I needed to go to the store. I went to customer service and explained that the card would not work. They said get another card and they would exchange. The person tried to do transaction but was unable to. They called someone else over and they tried but could not get it to work. They told me that I would have to contact Roblox. I said I paid you for the card why should I have to contact someone else? The person was very rude and said what do you want me to do change the computer system? I then went home and called Walmart Quakertown about the other card I purchased which did not work. They told me that I would have to contact Roblox. I contacted them on-line and they gave me the runaround. First they said that the cards were redeemed which never happened even though numerous tries were attempted. Next they claimed they credited someone else's account which never happened. Then they claimed that they credited the person account that I bought the gift cards for in the amount of \$25.00 which after checking numerous times never happened. Next they said they credited the account \$45.00 which after

numerous checks for never happened. They owe me a refund of \$45.00 and an apology. I paid for the cards but they never produced the service. --- Have contacted: CC Issuer --- Fair Resolution: Refund \$45.00 and apology immediately!

On 12/14/20, b(6) a live chat person for Roblox, stated order b(6) and b(6) were cancelled and a full refund in the amount of \$150.00 would be issued to my credit card. To date, no refund has been issued. --- Additional Comments: Issue a refund in the amount of \$150.00 to my credit card.

Around the beginning of December, I purchased a physical Roblox gift card with a value of \$30 with the expectation that it would arrive around the Christmas holiday. On December 11th, I was charged the full amount of \$30 and by Dec. 13th, I received an email claiming that the card had been shipped out. Since then, I've received little to no more information about my item. Roblox never provided me any tracking information, and only ever responded to a support form once. They stated the card would arrive within 7-10 business days of shipment, and I waited through those days with absolutely nothing. I have consistently tried to get in contact with anyone from the company, but have been lead in circles to either phone numbers that do not pick up, or email addresses that never respond. At this point, it has been well over the max of 10 business days and almost 4 weeks in general since the card was apparently shipped. I am frustrated, confused, and simply annoyed at the complete lack of any proper customer service on their part. --- Additional Comments: All I ask from the company is to issue me a full refund of the thirty dollars I spent to get nothing at all. An apology and explanation as to why their service is so lacking would also be great.

I signed my 8 year old daughter up for the premium account for 4.99 a month. She has never played before. I went to pay some bills as I am out of work due to this pandemic and only periodically receive unemployment. I was in the negative almost a thousand dollars and had almost 48 different charges from roblox for all different amounts of money. I have tried multiple times to talk to someone, sent several emails and requests for refunds and have gotten nowhere. This whole situation isn't ok and the harm it has caused to my life isn't ok either. I have lost double that amount of money with the bank due to fees and charges and my unemployment goes in direct deposit, so it was automatically taken and there was nothing I could do about it. These charges are fraudulent and no one had permission to charge my card for anything other than the 4.99 monthly fee. I should have been contacted at some point and I wasn't at all. If I would have known that the sight saved your debit card info ....I would have never even signed my daughter onto it but I also wasn't aware that it was kept and charged for things in the game. Trying to get a hold of someone to resolve this issue or deal with it has just been a nightmare. I just want to be refunded for all of these charges that were false and not allowed to be charged to my card. I spoke to my daughter about it and she has no idea what she could have done to charge all of those charges and even if it was her ....she has no idea what all the charges are she is 8 years old. Even if the charges were intentional after a few they should have contacted me to make sure that it was accurate and that it had my permission to do so. It is so wrong for a company to allow this to happen and I am sure I am not the only person that has had an issue with it. I thought if there were going to be any additional charges they would contact me by email or text and have my permission or that I would have to approve all the charges and I never received anything. I would like for roblox to refund all of the charges they charged me in november to december that were not allowed and the only one that I had agreed to was for 4.99 a month. This was a new account and it happened right away. They knew that I was setting it up for my daughter who is 8 years old and was a new player that had no idea what she was doing. All of the charges were NOT authorized and am requesting to be refunded for all of these charges. The bank has changed my debit card so its not the same numbers so they will have to contact me or the bank. --- Additional Comments: To be contacted by customer service at roblox or google play store and to be refunded all

of the charges that I was charged besides the one monthly fee that I had given permission for but refund me for all of the charges that I didn't authorize.

I'm dissatisfied with the platform security and Roblox Support. My younger sister's Roblox account was compromised, then terminated for unauthorized transactions. She did not save payment methods on her account, and is too young to have knowledge on committing credit card fraud. There are many posts online of Roblox users who experienced accounts being terminated for unauthorized charges, when they were actually hacked. It is not uncommon for hackers to make purchases and retract their payments, resulting in the account owners being terminated. This is a platform security issue, and it is a negative user experience for accounts to be terminated for others' actions. When I contacted Roblox Support explaining the account being compromised, they responded with a generic email about the account being automatically terminated for disputed charges, and for the card owner to follow-up. This made it obvious that Roblox Support did not read my request - the card owner is the hacker, and we obviously cannot arrange for the hacker to contact Roblox. I responded again to explain the compromised account, with links to previous similar cases online. Again, Roblox Support responded with a generic email. I assume Roblox didn't even read the details of my request or email, let alone attempt to investigate into my concern. There should be tools in place to investigate interactions between the account and other accounts by: tracked user activity events, database records, transaction records. Why didn't anybody make an effort to address a user concern? --- Additional Comments: Restore the account. If there are missing items, restore those too. She has invested a lot of time and effort into games on Roblox. I've purchased a Roblox Gift Card for her recently as a birthday gift. It is unacceptable that after her account was hacked and terminated, Roblox Support made no effort to investigate the issue (or even read the request/emails).

My 9 year old daughter has been playing Roblox for over a year now and, in that time, I have purchased a significant amount of their online currency, Robux, which she has since used to purchase items for her avatar and other miscellaneous things. Recently she had seen some strange activity on her account and, just yesterday, she discovered that Roblox had closed her account, without notice &...due to reported unauthorized or disputed charges and requires further review. I have filed multiple complaints on their website however I receive the same standardized form response that they have submitted the case to billing for review and that I could expect a response in 3-10 days. I have attempted to call and speak directly to a customer service agent however have been unable to speak to an actual person to clear up this obvious error. My daughter does not know how nor does she have the means to attempt to purchase anything. I am the only one that purchases anything on Roblox for her and I have not disputed any charges which provides even more verification that she was a victim of hackers. This is very clearly an error on Roblox's part and the fact that they have closed her account without notice or further explanation is absolutely unacceptable and a poor business practice. I would expect an accusation like that to have immediate follow up from the company as closing an account without offering a discussion, especially when money has been transferred to that company and the customer is now unable to access what has been purchased, appears to be a violation of my rights as a consumer. A response from the billing department in 3-10 does not suffice nor is an acceptable response to my issue with this company and how they have treated a 9 year old girl. If Roblox is unwilling to reinstate my daughters account, I expect a full refund of all of the money that I have spent for her on that website as this is solely an error on Roblox's account that they seem to be unwillingly to remediate in a swift and timely manner. --- Additional Comments: Reinstatement of my daughters Roblox account.

I purchased a \$25.00 Roblox card for my daughter at Walmart. When I tried to redeem the Roblox card like it says to do on the back of the Roblox card I received a message from Roblox stating the card is not activated. I went back to Walmart with my receipt and the manager told me that Roblox is



responsible for this card after purchased and to contact them from the information on the back of the Roblox card. I did that. I went to the site that the Roblox card has for any support for customers. I explained that the card is not working and I also sent them my receipt showing that I purchased this card at Walmart. A Roblox associate wrote me an email back saying that they will not do anything about this. They will not give me the Robux amount of \$25.00 or refund it to me. Therefore they took my money and did not give me a product. I have been scammed. I am very frustrated because I have been a long time supporter of this company and I was treated like nothing and stolen from. This is a fraudulent company and this needs to be fixed. They are taking advantage of people and stealing from them. --- Additional Comments: I want Roblox to either refund me the \$25.00, give me a replacement card or active the one I purchased from them. I do not just want to give them \$25.00 for nothing.

A simple request to customer service to assist with a change to email address and to unlock an account has taken 17 emails and up to a month with no resolution. The customer service team do not respond to the email but send only automated responses requesting the most bizarre verification information. One asking for a virtual item code another for an amazon code. When I have asked for explanation and help I have received emails advising me to contact them via the support form, therefore taking me back into the customer service loop. This account has around B\$100 of real money attached to it, all we ask is that the customer service team help us to regain access to it without constantly sending automated and unhelpful messages. Thank you --- Additional Comments: To have a personalised contact from someone who is able to assist with unlocking the account and changing the email address.

I purchased a gift card online for Christmas for my nephew. He never received it. I filled out a customer support ticket, and they are not responding. They are not taking phone calls either. I just want my nephew to have the gift card to play. Why is such a huge company not responding? Please help! Thank you. --- Additional Comments: Please respond and provide the gift card to my nephew.

I purchased a 50 Dollar Roblox gift card for son for Christmas. He has been waiting a week for it. When we first went to enter it said already redeemed. I contacted the roblox support team and they said the problem was fixed. Happily went to enter the code again and now it says an error occurred. I taken a ton of my time to contact roblox and try to get this card to work. This is a Complete SCAM! --- Additional Comments: Money back or Roblox credit with an added bonus of what I paid.

CFPB Issue Type: Problem with a purchase or transfer | Overcharged for a purchase or transfer you did make with the card --- What Happened: On Dec 26, 2020 I made 1 purchase on google play for roblox and its charged me 2 times ...the 1st one I approved the second one I didn't.... I would like to not allow any further charges from Roblox and for the 2nd charge to be credited back to my account.... thanks! --- Have contacted: CC Issuer --- Fair Resolution: To credit back one transaction and to no longer charge my card in the future...

My son tried to buy a group on roblox and within seconds spent \$100 in roblox!!! upon seeing his issue I then tried to contact the man he gave the money to. They told me to contact customer support. Upon doing so I was told that customer support cannot handle the issue!!! Isn't it your game?!! This was a gift to my son for Christmas and as much as he likes playing this game I don't feel as though they should scam children out of money!! --- Additional Comments: Refund

Consumer states he is in Las Vegas NV and his granddaughter plays Roblox and there are charges made on that site for thousands of dollars and then her account disappeared and she has lost all of the money she spent on her account. They will not reset the account and there is no one answering calls including Apple that is supporting the app. When he tried to go through support online they will not let him through because the account was hacked.

A developer I hired sent me a modified Roblox Studio file that gave him access to control my computer and access my Roblox account. He could move my mouse, pop up webpages, and chat with me through notepad and I couldn't control my cursor. I had to take my computer to a repair shop to get it fixed and they had to wipe my computer. I lost all of my personal photos and files. The user was in the Roblox Discord and their developer forum. He stole my group that had 280,000 ROBUX and upon emailing ROBLOX they tell me that my account wasn't compromised - it obviously was. --- Additional Comments: I want my robux and group to be returned. If this doesn't happen I will be contacting the attorney general to have this issue resolved.

Purchased \$20.00 and \$25.00 Roblox gift cards at Best Buy Quakertown and Walmart Quakertown. When trying to redeem neither one worked. They both said try again later. After numerous attempts I contacted Roblox for refunds and they refused. --- Additional Comments: Refund \$20.00 and \$25.00 I paid for the gift cards that I could not redeem.

You do not care about us --- Additional Comments: Ticket Number: b(6) Hello Roblox. I have three kids and I have spent thousands of dollars on this game and apparently the game is addictive enough to compel us, parents, to spend that much money on purchases unbeknownst to me. I work close by your headquarters and I see your folks walking into your building and until today, I can't figure out what the game is about but hey, it keeps the kids happy. That does not mean that your customers should be mistreated like this! My six years old daughter's account was hacked on December 22, I connected with you asking for assistance. Apparently, when my six years old setup her account, an email was not attached to the account and therefore, we could not reset the password. An automated ticket was opened and we received one email from someone by the name of &#39;b(6)&#39; asking us to send a three years old receipt for the very first purchase we made which was promptly responded to within minutes. b(6) went into oblivion and I have not heard back from him since then. I sent email follow ups daily but no one responded. I am an essential worker and I go to the office everyday including the holidays and the kid is calling me every hour asking if anyone from Roblox connected with me to retrieve the account back. Having a good product does not mean that your customers should be mistreated and ignored as you did to us. Thank you, Roblox for ruining the holidays

The ROBLOX Corporation has a completely broken moderation and appeals system. From what it looks like, it is run by bots that sometimes glitch and terminate accounts for no apparent reason. When you are terminated the only thing that ROBLOX will tell you is a vague statement. They usually say &#39;Inappropriate behavior&#39; which could lead to some questions since they didn't actually tell you what you did. When you contact them, they send you an email that is most likely written by a bot, they don't necessarily listen to what you have to say. They only assure you that they are right and you are wrong. --- Additional Comments: I will like the ROBLOX corporation to improve the moderation system along with their report, appeals, customer service, and help systems. I hope they can replace these areas with real people instead of bots. I speak for a majority of ROBLOX players when I say they need real people behind their system.

In the month of November my son placed a \$200 order for Robux using my PayPal account. He was punished and his account was immediately deleted. However, we were unaware until December that two of those purchases were for monthly subscriptions. I immediately went online to cancel these subscriptions, phoned the number (it is no longer taking messages), followed the online directions to input a support ticket, however, we deleted my sons account and he is 8 so he does not remember his username, therefore your system will not allow us to complete the ticket. It continues to ask for the username. We are in the same place as the rest of the country due to COVID and can't afford to flush 19.99 and 9.99 monthly because we are unable to cancel due to YOUR SYSTEM!! Please email me about how to resolve the issue that is on your end. You have left me with no other options as you no longer have a phone or email. --- Additional Comments: I would like to be contacted by the

company and cancellation of our monthly subscription. The company also needs to make canceling easier and support tickets without usernames possible.

Hi,I want to get a help for my friend's issue in Roblox Customer Support Ticket b(6). The reason is I'm the one who purchased the gift card and gave it to her. It's so frustrating that you gave a gift card to someone and she couldn't use it. She has mentioned that she tried to get the problem resolved but it seems Roblox didn't help at all.They only told her that the credit has been applied to her account but it's clearly that no credit has been applied based on the transaction history. My friends has sent all the back ups to them but they didn't show any proof that the credit has been applied to her account.I hope BBB can assist so I can get what I purchased. thanks, --- Additional Comments: I'm looking for them to apply the credit to her account. thanks!

Note: Please note that 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. --- Roblox gift card purchased at best buy was already used by another person. I contacted Roblox and they confirmed that someone else used the card but would not credit me back the 10.00. --- Consumer desired outcome: I would like them to credit my daughters account 10.00 which they owe her. Her username is sourkitty202. --- Contract Signed Location: Business Location --- Products Purchased: Roblox gift card --- Payment Type: ATM/Debit Card --- Consumer Age Range: 42 --- Senior?: No --- Consumer County: Luzerne

CFPB Issue Type: Other transaction problem | --- What Happened: On the day of 5/28/2020 at 3:38:50 PM (CT) I was terminated from roblox for the hacking of another user. I have tried to appeal this ban but all that they told me was that it was a justified ban and couldn't be lifted. I have not hacked anyone and I even told them that My account was compromised during the time of said action was done. --- Have contacted: CC Issuer --- Fair Resolution: I would like my Valkyrie Helm back and every account connected to b(6) to be unbanned and to be restored with every single item that was on the account prior to ban. Especially the accounts b(6) and b(6) If I do not get unbanned I will be taking this to the court of law and suing ROBLOX CORPORATION.If you can seriously not unban me then I would like equal value. ROBUX converted into USD.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- I did not play Roblox nor install the app but my little son told me he played. My laptop is partitioned addmin with password I'm the only custodian of the password and Roblox was not played on addmin folder. Roblox installed itself without addmin password stole my credit card information and start debiting me serially even when I uninstalled the app it install itself. I formatted my laptop --- Method of Contact: Other --- Fraudulent Company Contact Method: app install on my laptop --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 50 - 65

I purchased a \$30 gift card on roblox cash star website, upon completing the order the website said my card was declined. So I immediately checked my bank account balance which showed that they indeed had charged me \$30. I have no confirmation number, no order number, no proof of purchase whatsoever except on my bank account balance. There is no phone number to get in contact with this company, only some contact us with your email page.Now upon reading reviews for this vendor I see that hundreds of people are getting ripped off and scammed by them. I don't want that

happening to me --- Additional Comments: I want a complete full refund. And a future dated giftcard for my troubles and grief if possible

I purchased Robux for my daughter's account. She made a purchase for an item (pants) for her character that was 143 robux. The very next day, the person who created the pants deleted the item and took the robux. Customer service stated there are no refunds if a creator deletes an item. For one, when a purchase is made it does not state that the creator may delete the item and no refund is given. For two, there are no protections for consumers to not have their money stolen by these creators. It has happened to another account we have as well. So it's okay to just steal from people? It would be one thing if robux is earned but I spent real money so I should have something to show for it. --- Additional Comments: I would like the robux spent on both accounts refunded. I would also like to see disclaimers and repercussions for creators who delete creations. It should automatically refund the robux for items they delete.

First off, my claim is b(6). I recently start using your trade systems in the ROBLOX game. I made over 20k robux/rap is what they call it, after I make the amount I get message from these people that they want to make a deal with me, they send me something with my roblox cookie and tell me to share with them, I didn't know it takes your account, but after I send them it they go into my account and send the trades to they accounts and accept, then I lose all my stuff. I email the support form people to see if they can help me and give my stuff back, but they say I didn't even get 'compromised' / hacked I think? Which they are basically just say they dont wanna give my stuff back but I dont know why. I just hope this site give my stuff back. --- Additional Comments: I would like to get my 20 thousand robux/rap back on the trade that the people they hack me and then take it all, It is not right for ROBLOX to just let this happen and not even give my stuff back.

My daughter's grandmother purchased 2 \$10 roblox giftcards for my daughter from Walmart, and just gave them to her this past Sunday 12/20/2020. On Tuesday 12/22/2020 we scratched the 2 cards in our dinning room and attempted to load them onto my daughter's account, which is b(6). The first card added just fine, but the second card kept giving us an Error. I tried calling only to find that you don't have a customer service number. I went through your online email option , who requested copies of the pins and the receipt. I provided this information, and b(6) replied that he couldn't help us because a user id of b(6) had already redeemed the second card and spent the money already. I advised that we have no idea whose account that is or how they got the pin, and explained that we literally scratched off the pin right then and there, but b(6) was unwilling to help us. --- Additional Comments: Credit my daughter's account LilithTRocks with the \$10 for the GiftCard that my mother in law purchased for my daughter.

I was playing Roblox, and I kicked out of a game and taking to a webpage stating that my account had been suspended and it had been determined that my account had purchased robux from a third party. I was forced to click on a checkbox to reactive my account. When I did this, all of my robux were gone, with a balance of 0. I had purchased over a \$200 of robux from the roblox website, and have paypal receipts to prove this. This is absurd business behavior. --- Additional Comments: I want the robux I purchased returned to my account, or my paypal account refunded with the purchase price.

I agree with other claims that Roblox is not regulated enough for a platform largely used by minors. It is all too easy for young kids to make purchases. It appears to me that my son was taken advantage of by Roblox's 'third party' developers and ended up spending close to \$2000 in unauthorized purchases on my debit card. Because Roblox has a no refunds policy and because this is a 'third party' Roblox throws their hands up. The lack of regulation and policy policing on this platform is astounding to me. How a corporation can behave in this way and not be held accountable is ludicrous. --- Additional Comments: I would like for Roblox to either refund the

<p>unauthorized purchases made by a minor, and/or work directly with the third party developer who is using and developing for the Roblox platform to make that refund.</p>
<p>Bought my daughter a Roblox gift card for \$25 for Christmas and also bought my nephew a \$25 Roblox gift card and neither work. Have tried entering them numerous times on my phone and a computer and everytime it says invalid code or it says the something went wrong try again later. I have been trying since Christmas morning with no success. I contacted the company who only will let you contact them by email and recieved an email back and gave them my information and haven't heard back. I went on to their Facebook site and also saw that I was not the only one having this issue. There were so many complaints from thousands of people. --- Additional Comments: I would like a refund for the 2 \$25 gift cards I bought.</p>
<p>There are currently 4 unauthorized transactions of \$19.99. 2 today, 2 yesterday. I have contacted their customer service and got a vague response. --- Additional Comments: Refund my \$80</p>
<p>My son received a gift card on Christmas for \$50. When he tried to redeem it we got a message saying it was already redeemed. The card was never redeemed by us. It was purchased via walmart.com on 12/12/20 and I have the receipt from the transaction. We tried multiple times throughout the day and got other messages such as something went wrong, please try again later, and unknown error. I submitted a ticket through their website as instructed by them on 12/25/20. I received a message on 12/26/20 stating that they were aware of an issue with some users redeeming gift cards and that the issue would be resolved but no time frame was given. I sent emails to them on 12/27/20 and 12/29/20 asking for updates and I've yet to have my emails answered. --- Additional Comments: I would like for someone at Roblox to contact us and explain what is going on or for the credit to be applied to my sons account</p>
<p>Entered in Complaint Wizard. See paper complaint for description details. --- Consumer Initial Contact: Other --- Nature of Complaint: Untrue/Deceptive/Misleading</p>
<p>For christmas i purchased my child a \$50 roblox gift card from my local wal mart. She also recieved a \$40 gift card from a relative. We followed the directions on the back of the card and scratched off the area with the pin number and the web site told us that both cards had already been redeemed. I contacted roblox and told them what was happening and they responded with an email telling me that the cards had already been redeemed by a user account i have never even heard of. i emailed them again with a more strongly worded letter and they told me to send them some photo. So I again emailed them with photos of the purchase receipt, the store i bought it from, my daughters username, and the other information they asked for to show proof that these were new cards. And they sent me the same message about them already being redeemed. They will not put the money on my childs account. This is theft! I googled this problem and found that i am not alone in roblox doing this to people and then not responding to customer complaints and not putting the credits on the accounts. They are either selling multiple gift cards with the exact pin numbers on them or something else is occurring. I would really appreciate it if this fraud was looked into. Thank you for your time. Other-Other Update</p>
<p>My son signed up for a Roblox account. It is a kids game. Over the last few years my son was given gift cards and money to buy Roblox money called Robux. Recently he hit a button somehow on one of the devices that allowed him to use a paypal acct that had been previously attached to that device. It was no longer in the device when he hit the button that accepted a annual \$20 a month account. I was emailed of this and I canceled it that same day. Roblox made it near impossible for any device to connect in my home. When I complained that there were other children that play Roblox they corrected the problem but deleted my son's acct saying he had done something against the rules which he had not. Roblox used a paypal acct that had previously been used to purchase Roblox for my sons birthday. Corporations like this are preying on children and there seems to be no</p>

recourse. We have lost hundreds of dollars in gift cards because Roblox is mad because I canceled an annual subscription. They are making my 9 year old son suffer because they cannot act responsibly. Unless this is settled I will most likely take this to small claims court. --- Additional Comments: My son now cannot play the game with his friends. I just want to have his account back and ONLY purchase gift cards for the game and not have a company like Roblox send constant popups offering things the children should not be allowed to sign up for.

This is in reference to support ticket #b(6). In October 2020, I purchased 4950 Robux (in-game currency) for \$50. On December 1, 2020, a hacker stole 500 of those Robux (worth about \$5) from my account. I asked Roblox for the 500 Robux back, and they gave it back. However, what I didn't know at the time was that they didn't simply refund the Robux -- they did a ONE TIME ACCOUNT ROLLBACK without my permission. This is significant because you only get one of these lifetime, and thus you don't want to waste it over a matter of \$5. I did not ask for this rollback -- it was forced on me by Robux support without my permission. On December 10, the hacker struck again, this time draining my account of the remaining 4800 Robux (worth \$48). At this point I realized the hacker was accessing my account through a rogue Google Chrome extension, which I deleted. I asked Roblox Support to do that one-time rollback which is afforded to every account. THEY REFUSED, citing that I had already done it on December 1. When I pointed out that I never agreed to the rollback on December 1, support refused, and told me they were shutting down all further discussion of the matter. They refused to allow me to e-mail with a manager or supervisor over the matter. I have spent hundreds of dollars on Roblox over the years, and simply want the \$48 worth of Robux back. I did not agree to the one time restore option on December 1, so this should still be available to me. --- Additional Comments: I would simply like my 4800 Robux back in my account. I am fine using my one time restore over the matter on December 10, which should have been available to me all along. I would have never agreed to this restore on December 1, over a matter of just 500 Robux. I thought they were simply refunding the Robux as a courtesy, at the time. This was never made clear to me.

I was being billed through Apple for the game Roblox over and over for charges my kids were saying they never charged. My kids are 10, 11 and 12 and have never made any in app purchases without our permission. This is the ONLY game we have ever had an issue with. I even put a block on Roblox purchases on each of their devices. So yesterday I went on myself to see what could be happening. I found an item that you needed Robux to purchase. I clicked on it and it then showed that it would cost me \$9.99 for the purchase. It gave me the option to decline or purchase and I DECLINED. I did not receive the item, but was charged the \$9.99 to my Apple account. They are clearly scamming people. --- Additional Comments: Roblox needs to correct their billing process to only bill if charges are accepted and also make a public apology to all the parents and children that this had created problems for. So many kids have been blamed for charges they never made. There are so many posts online of parents trying to figure out why their kids would ever pay so much for a game and are asking how to have the money refunded.

My son had his virtual items stolen by another user. Emails have been sent since this happened in October. This is the latest: Hi, The following items were stolen from my son, username b(6), by username b(6). All transactions occurred on 10/12/2020. 1. Agonizingly Ugly Egg of Screensplat (848 Robux) on 10/12/2020. 2. Camo Commando (1,886 Robux) on 10/12/2020. 3. Purple Steam punk Robin Hood (648 Robux) on 10/12/2020. 4. Festive Newwhal (931 Robux) on 10/12/2020. 5. Silver King of the Night (44,469 Robux) on 10/12/2020. 6. Adurite Antlers (10,647 Robux) on 10/12/2020. 7. Catching Snowflakes (12,906 Robux) on 10/12/2020. 8. Katana traveling Pack (798 Robux) on 10/12/2020. 9. Chrome Glasses (4,119 Robux) on 10/12/2020. 10. Perfectly Legitimate Business Hat (5,586 Robux) on 10/12/2020. 11. Crimson Evil Eye (1,593 Robux) on 10/12/2020. 12. Flying Squirrel Friend (836 Robux) on 10/12/2020. After many back and forth and screenshots sent of the virtual items stolen, Roblox

said they could not help as it was after the 30 days. The communication was started prior to the 30 days and it seems they stalled it on purpose to pass the 30 days. --- Additional Comments: Screenshots and text were sent to Roblox of the virtual items stolen and the user who stole them, who had since been banned. All I'm asking for is for the virtual items to be replaced to my son's account.

Service offering promotional content in conjunction with 3rd party membership. My account with Roblox was created long ago on Xbox One prior and remains linked to my Xbox Live Account, I am unable to log in to my Roblox Account through any other means, such as their website, or utilize cross play services. No notification or details on how to migrate or transfer my account were given to me when they changed their services, and although customer support can access the account, they did not at the time of registration collect the information they use to verify account ownership. Due to this, I am unable to log in on my account to redeem promotional content and I am unable to utilize fully the cross-play feature. --- Additional Comments: I request that my account is repaired so I may log in, and that I receive any promotional content I may miss out on due to the lack of customer service repairing my account in a timely manner. Xbox Live: b(6) Roblox: b(6)

I purchased Roblox Gift Cards. One for \$20.00 and one for \$25.00. The cards were unredeemable after numerous tries. I contacted Roblox and they said the gift cards were redeemed which is untrue. After contacting again they said they credited account \$25.00. This never happened. After contacting again they said they credited account \$45.00 which never happened. After contacting again they said there is nothing they are going to do and will not send any more correspondence. Other-Other Update

My daughter has had a Roblox online game account for years. Suddenly, for no reason at all, her password no longer worked. When submitting a request to get another password, Roblox refused to help without proof of account ownership. They claimed that there was no email associated with her account, so we had to provide a copy of the very first purchase made for her account. This proved to be impossible as it was over three years ago and the amount was probably for less than \$10. Nobody would keep such a receipt. They would provide no information to help search for the transaction. Their defense was that they take account security seriously and need to protect account ownership. We were able to show proof of many other more recent transactions, but that was not acceptable. There was no way to escalate the claim to get it resolved by a real person. They do have theft of accounts, so I understand their concerns. But it is clear that my daughter owns this account, if for no other reason than it should be obvious that there has been no activity on her account since this password problem occurred. Since there was no reason for the password to have changed, I am convinced that Roblox intentionally does this in order to force kids to start new accounts and re-spend all the money that they had invested to purchase features for their account. Their customer service is terrible. Hundreds of dollars are lost and they are unwilling to help. --- Additional Comments: Reinstate my daughter's account. Allow her to reset her password.

My son purchased 800 Robux for the game. Apple said it went through and I even have the charge in my bank account to prove that the money has been taken out. We noticed that the 800 Robux never made it into my son's account. We filed a ticketed complaint which asked us for information and proof of the receipt. I gave all of this the first time around including a screen shot of my son's account showing the Robux never made it into his account. After a day we got another (seemingly automated) response asking us to, once more, provide the same information. I did this again, making sure the photos were in the format that they asked for. Now again today I got the SAME response asking for the SAME information. I told them that this would be the last time I submitted the information. Even going so far as to add a screen shot of my bank account showing the money having been taken out. I am sick of this run around that they are doing. At this point I want my money back. I

dont want anymore automated responses i want this resolved now. I --- Additional Comments: I would like a refund to my bank account. We will no longer be buying things from this site.

Roblox is an Applicationgame available on phones, computer, and game consoles. It allows users to play games that are developed by other users. They offer an in-game currency called Robux. The other users who develop games can program them to let users spend this in game currency in their game for items, they get a percentage of the money spent in their games.

Now, I purchased a Robux gift card for my son for this game and redeemed it in the game. He then went into one of these user created games that has features designed to intentionally trick its users into accepting a purchase. They do this by triggering a sale for an item in a location that the player will walk over and have to jump, then it pops up the confirmation page but since the player is hitting the same button to jump as they would to confirm the purchase of the virtual item, it tricks them into spending the in-game currency on these items. I have filed a complaint with the company Roblox but they refuse to help me. They advised me to contact the creator but that they cannot issue any refund. There is no way for me to contact the creator however in their system. I feel this is a fradulent abuse and since it is on their application they should be responsible for this but they refuse to help.

The URL for the specific game is <https://web.roblox.com/games/5914491324/SLIDE-999-999-999-MILES-TO-ADMIN-D-Other-Other-Update>

My daughters account was hacked after we put down a lot of money. When I contacted customer service they asked me for my iTunes payments as proof that it was my account I sent them the information. They responded with it wasn't good enough but didn't tel me why it wasn't good enough!! I actually was able to talk to the person who hacked my account by making another account and they said it was sold to them. I sent them the messages as additional proof and they still will not respond to me about my account. --- Additional Comments: I want my original account back

My son and his older brother have had a Roblox account for a little over ten years. He's 17 years old now. His account was compromised, and all his items and Robux were stolen. Initially, the company said to send all the information in the form of graphics. He sent it through his email account, one image, and three videos because many items were stolen, and individual pictures would be a lot. Roblox's response was it has to come from the parent account. So note time is passing by. The theft happened in September, and he reaches out in October, and through going back and forth, it is now December when we received the information they should have given him back in October. I get involved and send the same image and three videos, only for them to tell us they cannot accept videos. So he gathers the images of 23 transactions, only to be told the following:b(6) (Roblox)Dec 10, 2020, 6:09 AM PSTHello b(6),Thank you for your patience while we've reviewed your case.Although our site does not have an account restore or rollback feature, when a player's account becomes compromised, and we are contacted with a request to replace assets taken from the account during this time, we do our best to track the missing assets and restore what we can to the account.To be able to do this, we require notification within 30 days of the account being compromised. Unfortunately, if we are not notified within this time, we are not typically able to restore anything to an account. We're sorry, but as your request is outside this timeline, we are not able to assist you further.In the future, please be sure to keep your account information and computer secure, as you are the most important part of account safety and can prevent your account from being compromised by following these simple guidelines.Please be sure to enable 2-Step Verification as an added security measure for your account. This feature can be found in your Account Settings Security tab. For more information, please see this FAQ page with all the details of this great security feature.Sincerely,b(6)Customer SupportRoblox Support The main issue is they have limited



the steal of his account to 30 days. He had not logged in during that time, so it is considered his loss. This policy is unreasonable. I have a degree in Computer Science, and no company keeps only one month's data backups. Servers are backed up for at least a year or more. They are essentially saying they cannot follow through with restoring his account because it's past 30 days, even with proof of what was stolen and the username of the person who stole the account. He's been a member all these years--what a great way to treat your customers. --- Additional Comments: We want his items, and Robux returned.

For my sons Roblox account was hacked which included \$50 worth of newly added credits. His account was hacked and Roblox is unwilling to assist us. They don't answer phones, don't respond to emails. We're starting to question if Roblox hacked and scam for money. Scamming minors legal? --- Additional Comments: We simply want my sons to be able to access his account and for the newly added \$50 worth of credits to be credited to his account.

I learned that my 12 year old son used my bank debit card to make unauthorized purchases throughout November to a third party developer working on a game played through Roblox. There have been 14 bank debits from 118 through 122 via mostly Venmo (2 were using Google Pay) from an account my 12-year old created to this third party programmer, so it is a personal transaction. He was paying her for programming game items used in Roblox, hence Roblox claims no liability. Venmo claims no liability to the charges despite a minor creating the account (unbeknownst to me). My bank does not consider these charges unauthorized since they came from within my house. I learned of these and thought my card had been stolen only to find that it was my son. We are working on that problem internally to our family, but I thought that the Fair Credit Billing Act would protect me against the charges. I am seeking help from the FTC to know if I can seek a refund. I would at least like to understand what my rights are in this specific circumstance. Other-Other Update

This is a gaming company. My children use through their phones. My son b(6) started playing games on his phone back when he got to be a toddler and I was pregnant with his sister. I'd go to my Drs visits with my son and he needed something to entertain him, so he played the games online. I had to put a credit card in in order for him to play them. He started playing Roblox when he was 4 and my daughter is 4 now and she plays it. But I noticed in March 2019 I was very sick and it was hard for me to do anything about it, a charge for \$10 I didn't purchase any Robux for my son. But the charge still came out of my account. I think there's player's on the game that get access to my email, then get my passwords and get onto my childrens phones that way which has access to my bank account. ABC Mouse is the other one that did the same thing. I noticed charges and I tried to cancel, but the charges kept coming out. Other-Other Update

I am the parent, and my daughter has had her Roblox B account for a very long time, recently there has been some unauthorized charges on her account that she told me about so I contacted my bank now her account has been closed. I think it's unfair because I reported it and I did not know I had to contact roblox first. We have spent a lot of money buying items through the years. Unless Roblox is going to give me all my money that I have spent please open her account back. I will not stop until someone helps and takes care of this.B Thank you for your help. --- Additional Comments: To open my daughters account back.

My minor daughter signed up for the service and did not attach her account to an email. My husband agreed to recurring monthly payments of 4.99 to her account. Her phone was reset and her apps erased. We could no longer gain access to her account. Roblox support has no phone support so all correspondence has been through email. They continued requested proof of ownership, which we provided what we had. Nothing was acceptable and they responded that they would no longer address our issue. Meanwhile, the monthly payments will continue. --- Additional Comments: We want access to our daughter's account and the payments discontinued

My 9 year old daughter stole me credit card and spent around 3600.00 which was to bury my mother i have tried to contact roblox on several occasions with no reaponse about a monther before the moneybw was stolen off my card i wrote roblox asking them to block the purchases which they did not do and yhe next day i looked at my bank and over 3600.00 was missing from my bank account over 141 transactions which was the money to bury my mother who just passed the undue neglagence roblox has caused is not forgiveble ive begged them to stop the payments from going threwh and they just ignored me causeing a unspeakble amount of money taken from my account my google play accounts are b(6) and b(6) both have thousands of dollars of fradulant charges on them and roblox did nothing even when i asked them to stop allowing payments my fiancee has obtained a lawyer in the matter and he suggested a bbb complaint before any cases are filed --- Additional Comments: A refund of the fradulent charges and banning of all roblox accounts that where involved

Ordered 2 \$15 gift cards from Roblox but never received it. We've called and emailed the company multiple times but never heard any response. All phone calls are all automatic messaging and with no real person on the line. Left multiple voice mails but never heard anything back. Reference order b(6)

My daughter plays games on Roblox. She earns money at home to buy their currency, which is Robux. She has been saving up to make a larger purchase. On top of that on the day that they deleted her account, Roblox charged my account and then she made that purchase. Almost immediately they deleted her account for what they call unauthorized purchases. I have tried to contact them, but have had not heard back. --- Additional Comments: I want the account reopened preferably, or I want a full refund for the last several months.

My child received a gift card for Roblox. Roblox takes USD, converts them to Robux (in-app currency), allows users to purchase products using Robux from creators independent of Roblox corporation. My child made several purchases (of clothing items for his character in the app) and within a few hours the clothing items were removed. When I requested a refund or replacement from the content creator I was informed that per the TOS between Roblox and the creator no refunds are allowed. In this specific instance Roblox removed the items in question. So I contacted Roblox and was also denied a refund. So Roblox and the content creator keep their money but the user is forced to buy another item or just be out the money they spent. It appears that Roblox doesn't give refunds unless a complaint is lodged with the BBB. This seems fraudulent. Please investigate. --- Additional Comments: I would like a refund of the products my child has purchased. I would also like Roblox to adjust its policy and require refunds, replacements or credits to be provided to users in the instance that a purchased item is removed by Roblox or the creator.

My son's account (username: b(6)) has two levels of protection and a strong password. However, ht got hacked today in between 7 AM and 1:40 PM on December 4, 2020. The hacker took limiteds which added up to 100K value and are worth over \$1K. The hacker also took 4,000 robux. We changed the password this afternoon. Roblox phone service is not operating as of now and it is NOT possible to submit a claim online. When you are submitting a claim, you get an error message saying 'Too many attempts'. I tried to submit it in different browsers and from different PCs. Still the same message, so you cannot reach out to customer service through ANY means to fix this issue. --- Additional Comments: I need Roblox to protect the Roblox users from hackers and if the hackers actually took valuables, fix the issue. The password was NOT shared with anyone and the account has multiple layers of protection. Somehow, Roblox platform is not secure enough to protect users from hackers. I need all limiteds and robux to be reinstated as they were before hacking. I can be reached via e-mail or my phone. I also need Roblox to fix its claim submission page so you can

actually submit a claim online instead of going through this. It's completely unacceptable. Thank you!

I contacted the customer support about my account that I have on the website, and I explained that the account was hacked, and that I was requesting a restoration of my virtual items. Roblox has a policy of a one time restore to a user's account if it is compromised. They denied my request to restore my account wrongfully, and claimed that I violated the terms of service, which I never did. When I tried to explain it to them, I was told they couldn't offer further assistance on my issue. This customer support is awful, and I would like to receive my account restoration, as the virtual goods that I had costed money to buy robux with, and that is something I should be given back, I want back my virtual items, and I want support to restore my account. --- Additional Comments: I want for my roblox account to be restored, as it should. This is ridiculous and I need them to do what they should, help users when their account is hacked.

I purchased over \$400 of collectible products through their website, due to website security issues, somebody broke into my account and stole all the collectibles, without my permission. Roblox's response was that they would not reimburse me, and that I was outside the timeline to complain, even though it's up to their discretion to give out such things. I was not outside the timeline and in fact didn't realize there was a problem until the day OF the complaint. A secondary complaint was met with a 'we will not respond further'. Further inquiries showed that the Roblox staff actually DELETED the person's account that stole my things, as well as the items themselves, instead of just giving me a refund, or my items. I'm seeking what I am owed financially. --- Additional Comments: \$400

I have tried to contact roblox numerous times as my son cannot even access his account b(6) and I am being charged over \$200 for roblox credits that he can never use. In the past 3 days I have been charged over \$85.00. I am not sure if someone hacked the account or what is going on but no one is responding on the Roblox's end. I need my Apple account credited and more details on why this is being taken out of my account when we can't even log in. --- Additional Comments: I need to be refunded for the Roblox charges since March 2020.

My minor daughter signed up for the service and did not attach her account to an email. My husband agreed to recurring monthly payments of 4.99 to her account. Her phone was reset and her apps erased. We could no longer gain access to her account. Roblox support has no phone support so all correspondence has been through email. They continued requested proof of ownership, which we provided what we had. Nothing was acceptable and they responded that they would no longer address our issue. Meanwhile, the monthly payments will continue.

I purchased a Roblox gift card for my son from Best Buy and when we tried to redeem it on 1242020, the card indicated it was redeemed already. When I contacted Roblox, they sent me the following message the gift card was redeemed on 1232020 by another user I do not know. Other-Other Update

My son had been a long time player of Roblox. I have spent a fortune on things for the game for him. A couple months ago my son was removed from the game his player name was b(6). There was no warning. He was accused of something he definitely did not do and doesn't even know how to do. Myself and my husband had multiple email conversations with customer service we on multiple times asked for a call from someone to discuss this with no response. They have banned him for something he did not do and had no opportunity to defend himself. My son has Tourette Syndrome and this affected him tremendously. He played this game to help relax him and he played with his 2 best friends. If you met him you would see what an incredible kid he is and he is very much a rule follower and would never disobey a rule even in a game. Since no one would discuss this with us and since he is banned I am requesting all of my money back I have spent on this game for his account. --- Additional Comments: I want to be refunded all money I have spent on this game

I recently purchases a toy called Roblox Most wanted for my sons 6th birthday and it included to redeemable codes within the Roblox game itself that I have used successfully many many times with many other Roblox purchases. I was able to redeem one code for the police officer fine but when I attempted to redeem the jailbreak chararcter I receved an error message on screen which i screenshot and saved. I reached out to customer support and was told to simply redeem the offer again so me thinking that they had fixed the issue I attempted to again and now it said the code was already redeemed. I search my sons inventory for over an hour to make sure I was not wrong, any way I have been going back and forth with customer service and was just told I had have already redeemed the code and it is in my inventory. I offered to send a screenshot of his entire inventory but they refuse to acknowledge that the error that I have proof of occurred it was an error originating from their site it was not user error. Now I guess they are trying to force me to buy a new character so my son wont keep asking me if it's fixed yet. --- Additional Comments: I only want what I paid for and was promised.

I (b(6), the father of b(6)) disputed a paypal transaction because there was an additional charge that I was told DID NOT go through when purchasing robux for my sons account, nor did he get credit. The FOLLOWING day, I went and purchased 400 robux for him at \$4.99 and it went through. The paypal account was b(6). His account has subsequently been deleted after returning the wrongly withdrawn \$4.99. Kindly reinstate his account as soon as is possible. You can review further based on the amount charged to my paypal account and what was received in robux to his account. Why his account was deleted is beyond my understanding, it would have been preferable to discuss this beforehand. If you could kindly so in the future, I would appreciate it. Thank you. (P.S. Your verification system is horrible) --- Additional Comments: Either return funds for every single roblox transaction ever made to this account, or preferably reinstate the account in good standing with the robux purchased (1200).

My daughter and many other children use ROBLOX for online gaming my daughters account was hacked and children are not able to resolve the issues with the game and the gaming centers do not assist in protecting digital assets passing on obligations to secure the game to other third parties. --- Additional Comments: I want proper response to be we will help and assist in recovery of stolen assets while using their services and gaming sites or site. I want the account restored to original form or compensation for the time and energy stolen from a 9 year old. This seems to be an ongoing prevalent issue that takes advantage of children and their inability to demand assistance.

I bought a Roblox toy at Walmart, it said on the Box that it comes with a code for an exclusive free virtual item. the token that is enclosed in the box did not work to add this item to my child's account, I opened an issue with Roblox and they asked for the receipt and clear pictures of the token as well as account information. I provided everything they asked for. then they said please do a password reset to prove ownership of the account. I have done this, then that said for physical toy issues contact the toy manufacture. This is not a toy issue. they keep giving me the runaround. All I want is Roblox to fix the item that I proved I paid for or give me a \$10.00 credit to cover the price of the toy. I feel this is false advertisement for their toys. My daughter is upset she can not use this code she got for her birthday. I have asked for a manager at least 4 times and still get the runaround. --- Additional Comments: I want the exclusive virtual item or a \$10 credit on the account to cover the price of the toy; as well as an apology from the company.

My daughter was randomly logged out of her account and was unable to get back in. When I requested a password reset I never received an email. I contacted Roblox and they asked for the DOB for the username and explained there was no email associated with it. They also claim that there were no purchases made on the account so they were unable to verify. There have been multiple purchases made and now they say there is nothing to be done and have resorted to ignoring my requests for a manager to respond to me. Along with dismissing my complaint. I didnt spend all this money for her to not be able to use this account. I want this resolved. --- Additional Comments: I just

want to reset the password so my daughter can have all her games and items back that she purchased over time.

I gave my son a 25\$ Roblux giftcard for his birthday. The same date he logged into his Roblox account and redeemed the giftcard using Roblux Giftcard redeem tool. The giftcard was accepted and his account was updated to show a Robux value of 2126. All good. My son went on and purchased a few items from Roblux totaling 875 Robux. The second day, my son logged back into Roblox and tried to share his left-over Robux with his sister, but realized he can't because there is no more Robux. I contacted the Roblux Support (Roblox Customer Support Ticket b(6)) and I provided them with snapshots of account name and transaction list. I explained them what was done and what we tried and what we see from our end in the account. Roblox Support investigated and from the their 1st response they thought the account was hacked. We waited for them to investigate and issue a final conclusion. Their conclusion was that the account was not hacked but they can't re-issue the Roblux. I asked them to explain to let me know on what was the Robux spent - since based on my calculations and info - there was no additional purchases from our end and the account should still have unspent Robux to be used by rightful owner. They simply said they can't issue the Robux back. I find this unacceptable for a business to be unable to verify their transactions. From a coding perspective, many things could have happened. There are also reports that they have server issues at times that may simply delete the robux from accounts. It seems so easy to scam if you have no internal ways to verify transactions. I can show snapshots from transactions - proving my story - but Roblox Support can't show their side of the story. On what else my son spent the money? --- Additional Comments: I am expecting them to at least explain exactly on what were the Robux used? What items were purchased outside from what I can already see and calculate based on the transaction list I have. But they really should refund the Robux, if they don't have an explanation such as. Your son purchased xyz+abc+sxz totaling 2126. This way I would understand and agree.

My daughter, who is just eight years old, was playing a Roblox game. She spent a large amount of money on the game. The game is Bloxburg. About two weeks ago when my daughter attempted to log into Bloxburg she got a message that she was permanently banned from the game and therefore could no longer access the account. My daughter, who again is just eight years old, has no idea what she did wrong. There was no warning before her ban, and there was no appeal process to resolve the ban. However, all the resources, both personal and financial that she has invested into this game has been retained by them. In fact, when we filed a complaint with Roblox about the ban and loss of her funds, they said they were not responsible for banning them and only the developer of Bloxburg could reverse it. The developer of Bloxburg has no name other than the pseudonym b(6), no mailing address, no email address or phone number listed anywhere. My eight-year-old daughter accessed the game via Roblox, yet Roblox will not even provide us the contact information. The only way to reach b(6) is via twitter, which we attempted several times with no answer. Roblox cannot claim they have nothing to do with this issue as once again, it was a game on their website and my daughter could only access the game through them. We expect that they will either allow our eight-year-old daughter's account to access Bloxburg or refund her the money she paid in anticipation of playing the game indefinitely. --- Additional Comments: We expect Roblox to ensure my eight year is allowed to access her Bloxburg account via the Roblox platform which is the game she purchased so many Robux to play or refund the \$1,000+ of Robux she has invested into her account.

I had a number of charges on my bank account for Roblox. I disputed them because I didn't know what they were for. My 11 year old daughter then told me that her Roblox account was deleted by Roblox because of my dispute. Apparently my wife had told my daughter she could make

the charges. I contacted Roblox asking them to open the account back up because my little girl was devastated that her game was gone but they were unwilling to help in any way. There were over \$200 in charges over the last year and I would at least like a refund if they won't open the account back up for my daughter. --- Additional Comments: I would rather my daughters account be reopened but if that's not an option I would like a refund

The first thing I want to address is that I was scammed 10,000 robux which is equivalent to \$100. This happened on 10/24/2020 from the time 3:07- 3:21pm via Twitter dms. I messaged her because she was selling a virtual item for Robux, and I was very interested. After purchasing the item, she blocked me. I have screenshots of our dms, and transaction. I also have information from other people she has scammed via PayPal, therefore I have her PayPal information. Im looking to take legal action from the money I lost

I have a premium membership on my roblox account and it renewed today but when I logged into my roblox account it doesn't show that I even have a membership and I did not receive the \$450 robux owed to me. I have contacted roblox many times asking for help and I was told it's not their problem and to contact my financial provider and I replied that it's not my financial providers fault if I had the funds in my account and that it's roblox since it's their membership and they are providing the service. I also have had this happened to me numerous times that I have asked why when I order robux I never get it. Customer service from the last 3 roblox representatives have been rude and not helpful as I have screenshot my receipts and account showing my subscription is active and the money came out of my account that I did send to them numerous times and even with that proof they still won't help me since it's not showing on their end. --- Additional Comments: I would like my \$450 robux that I am owed since I did pay for it and it still shows my subscription is active and renews again on December 12, 2020.

I realize this is a minor amount of money. I am not seeking compensation for this theft. However, I do want the FTC to be aware and monitoring the financial transactions of Roblox. Essentially, the currency exchanged on Roblox is called Robux- and the exchange rate is 0.99 cents for 80 Robux.

The issue is that Roblox takes no ownership or responsibility for in App purchases on the individual games of that platform. However, they offer no other currency exchange.

Therefore- on 3/16/2020 I added Robux to my 9 year old sons Roblox account. His account is set for 13 years old. Then he made a purchase with those Robux, on his 13 year old account. This app did not provide the option selected. I had no option to have this be remedied. When I reached out to Roblox, they said I had to contact the Developer (Dosmas Studios). The only contact I was offered was a Twitter account. They did not respond to my message for 6 months and at that time asked Me to sent a recording of my son completing the purchase (since you do not get any receipt of purchase from Robux transactions). Which of course I didnt not make a recording of my son completing the transaction.

I was also not able to dispute the charge with my credit card since Roblox provided me with the goods I purchased (Robux).

While I do not anticipate any financial reparation to this, I feel the FTC should be aware of this issue with Minor children making financial transactions without any accountability or ability to recoup stolen money. This brings to mind the issues that YouTube went through related to advertising to minors. And I feel now that Roblox is attempting to make additional financial gain by going IPO- someone from the government should take a deep look into the practices of this company given the large volume of minors who utilize this platform.

Stole my credit card information and sold it to other companies. Had 7 unauthorized charges, mostly from Africa, after putting my card info to buy Robux. --- Additional Comments: Refund and you let others know it is not safe to put card info in
Mi hija tiene una aplicaci&#243;n de juegos Roblox mi tarjeta de d&#233;bito estaba configurada para usar 1\$ al mes y Vi la hackearon y usaba 55\$ y no fuimos nosotros
My case number is b(6), I got terminated for &#39;unauthorized charges&#39; my username is &#39;b(6)&#39; I apologize for these unauthorized charges, im begging for my account to get unbanned. If you guys can help with me and my termination I can tell you the stuff I bought with the robux and you can delete them off my inventory and please unban me, if so on my transactions from 10/22 - 10/23, or if you dont want to check i can tell you the items, The Dog Whisperer, 2 name changes, and a few small things. that is all the stuff i bought with the robux,I let my in real life friend buy me robux with his &#39;paypal&#39; atleast i thought i knew, he purchased robux with a stolen paypal which got me terminated. So after i got terminated i contacted the support form ONCE on my GMAIL. after i did that i told them what happened, they said I kept on spamming them emails after sending them ONE email. I waited three days for you guys to tell me that and i cant get my account back. --- Additional Comments: What I desire to happen is you guys can delete the stuff I bought with the robux from 10/22 - 10/23 / The Dog Whisperer, 2 name changes, few tiny other items around 200 robux im pretty sure, and 7000 robux left in my account. You guys can delete those items in my account because its what i bought with the unauthorized charges, and please unban my account if you do. Its all im asking for, i&#39;ve had that account since i was a kid and getting terminated from a mistake legit sucks.
Purchased a gift card for 20 dollars from the Roblox website. It took over two hours to get the digital card, and then it could not be redeemed. I keep receiving an error code telling me it&#39;s already been redeemed. Customer Service has yet to respond. --- Additional Comments: Refund
My child bought a dragon in the shop on Roblox and didn&#39;t receive it.Support refused to refund telling us that some 3d party developer should be contacted but there was no way to contact him.They did nothing to help us to resolve this situation.Our child was very upset and we decided to cancel our subscription &#39;cause pay for a place where your child can be robbed and taken pocket money seems not a good idea. --- Additional Comments: Scammers register their shops on roblox.com which is registered to Roblox Corporation. It means that it&#39;s affiliated with Roblox Corporation and it&#39;s responsible for what is going on on their platform.
I a parent of an eight yr old who plays Roblox I just pay for it I had numerous charges on my credit card for \$ 1 39 in matter of minute so I send an email to google to see if this is valid Next thing I know she is telling me her account is deleted and she is in tears all night because she has hundreds dollars of stuff on there but knowing the credit only came through once the other were still pending so then I contacted Roblox they activate her account .now this get tricking because the next day more credits come and they again delete her account . How would in have known this .... so I get in touch with them and they say to me that billing department does not view this 2 time it&#39;s their policy but it&#39;s all related in one bill . --- Additional Comments: I want my daughter account up This is not her fault neither mine if I have known about this nightmare I would not have even bother asking about charges
I am a therapist for kids and have seen the negative impact that watching age inappropriate content has had, especially since quarantine started. It may sound like I am being overly reactive, but as a therapist, I have seen boys rip into each other while gaming, leaving the other child angry or sobbing. I have seen streamers use gender or racist bullying tactics on their paid streams, which kids then repeat the same behavior online. I have seen young girls stress out over social media posts, overly sexualized content, and self-image hyperfocused content. We currently have a mental health crisis

with kids on the front lines. What are any of these streamers, content creators, companies, or kids in the chat doing to improve this dynamic? In my opinion, not enough. I would like the FTC or FCC to hold the companies accountable that profit off of exposing kids to content that specifically harms their wellbeing. Please help or refer this to the agency that does have the authority to do so.

Over the past few years, the streaming content and music videos that kids under 13 are exposed to are significantly inappropriate. Sexually explicit content, frequent swearing cursing, racist statements by the streamers or in the chat on games, promoting drug use, bullying and an overall negative environment for younger kids, let alone teenagers. It has become the norm. Just watch any Twitch FPS game stream, top viewed music videos. They are getting revenue through donations and ads from youth seeing inappropriate content. Is there anything that the FTC can do to regulate the industry? Each of these companies has responded by stating that they offer an option for parents to restrict content, but the majority of content isn't rated and the default option is to view everything, with no age verification. If you aren't over 13, just lie. It is a simple process. Other-Other Update

To whom it may concern, I reached out to the ROBLOX support email about my account b(6) on ROBLOX using the email: b(6) and was requested to follow up on my other email b(6). The ticket numbers were b(6) and b(6) respectively. My account had been compromised through a skype call, which I would not have made in the first place if the ROBLOX site was more protective of offsite communication. This was devastating to me because at the time my account had easily over \$2000 USD worth of items including but not limited to: Three Ice Crowns, Dominus Rex, and The Eerie Pumpkin which I had been trying to get for years. I had protected my account with every option that was available at the time, email verification, phone verification, and a pin number to lock my settings. The customer support ended up denying my request, after weeks of talking to bots to even get a chance to speak to an actual employee, to restore the items because their internal tracking tools do not show that [my] account was compromised at the time. However, the items were traded off to the exploiter and the account, with all the items on it, was deleted days later. You're telling me that it was just a random coincidence, or maybe they saw it had received items from a compromised account (despite their email saying otherwise) and that's why they banned it. --- Additional Comments: I would like for Roblox to replace the items which were taken from me.

My child bought a dragon in the shop on Roblox.com and didn't receive it. Support refused to refund telling us that some 3d party developer should be contacted but there was no way to contact him. They did nothing to help us to resolve this situation. Roblox allows scammers to register their shops in roblox.com (which is registered to Roblox Corporation) and allows them just stealing children's pocket money.

Hi, My daughter purchased/obtained the rights to various 'pets' for a Roblox game called 'Adopt Me.' At some point they mysteriously disappeared. We contacted their support to restore them. We have submitted a cumulative sum of \$299.56 in payment for various video game credits. I have tried to communicate with the company multiple times, but after an initial reply they were unresponsive. The three 'pets' that disappeared from the game 'Adopt Me' are called: 'Legendary', 'Flyride', 'Unicorn', and 'Kitsune'. Her login name for her account is: b(6) Thank you for your assistance. b(6) --- Additional Comments: She just wants the 'Pets' restored to her account.

I was overcharged for a Roblox purchase for my daughter's Roblox account. Roblox customer service refused to help me refund her money after I provided proof of purchase and screen shots as evidence of the overcharged product. After several emails and their phone customer service consistently being unavailable, they would not answer my question on what other information they



needed after I provided all available and sufficient proof! --- Additional Comments: I am requesting a complete refund of the \$19.99 I purchased for 1700 Robux currency through xbox live. The purchase my daughter made for an in game shirt was for 12 Robux currency, but charged her 1702 instead!

I was hacked on Roblox via costumer support. For over a year I would get requests to reset my roblox account, I would get support tickets opened regarding it. With requests to change my email. I never replied to any of these. Then one day it appears roblox gave away my account. I emailed them right away telling them about their mistake, and in return they banned my account? refused to email me as well as other issues. The email I used is my original email and i have always kept the account on it. --- Additional Comments: My account fixed, hacker issue dealt with and apology for non responses and swapping my account to someone elses email without my permission.

I bought a gift card and received two emails. The first one said: Your Roblox Gift Card Order b(6) has been confirmed and the second one Unable to Process Your Digital Gift Card Order b(6). I never received the email with the actual gift card but the amount ( 5 usd ) was debited from my bank account. I called for more information but no explanation was given. They only said that my money should be refunded in 5 to 10 business days. So they charge me for something I never received, and they say that they will use my money for 5 to 10 business days.

Hello, basically I have been playing Roblox for about 7-8 years great game and what not but the customer service is completely and utterly terrible. So as I begin here is my complaint.1. I lost over \$30,000 in online currency which Robux converted to cash, so in perspective yes I lost thirty thousand dollars of real life usdm. I was hacked/scammed. Roblox makes it very clear if your account was hacked or you were scammed they will try and get back the stuff you lost. Well back in 2015 I had my account inactive for about 3 years and my account was compromised, that is when I lost my \$30,000 worth of limited. I emailed and the response was M-CM-;M-BM-^@M-BM-^we don;t cover anything over a year due to policy.M-CM-;M-BM-^@M-BM-^ Well in my defense my account should;ve been more secure on Roblox and personally I feel this was Roblox;s fault. They didn;t resolve the issue instead ignored me and stopped replying. 2. Just 3 weeks ago or so I was scammed/hacked by an online user. I messaged Roblox explaining my story and they basically told me they couldn;t help me. I believe this to be a complete and utter lie. It has now be 3-4 weeks countless emails asking for help with no response. According to Roblox;s terms and agreements it doesn;t say anything about if you get hacked they refuse customer service. I just want my things back. It takes a lot of time and countless hours to achieve \$30,000 dollars worth of limited. Maybe 4-5 years to be exact. --- Additional Comments: I would like for my things to be returned to me including the things I lost 3-4 years ago. As I was inactive and I wasn;t on all the time so how was I supposed to know. I would like some assistance in getting my items back quickly and without any issues. I have pictures of the transactions and I everything, and everything that transpired.I also have proof that my account was hacked and so forth.My username is: b(6) (for Roblox information purposes)I would just like a manager or higher up to take a look at this case to resolve it.

Purchased robux from their site on my phone and was charged for them but never received them. I emailed them gave them everything they asked for and they told me I had spent them which I hadn;t because I never received them. When I asked them for a receipt of what I had supposedly purchased they sent me an email saying they weren;t going to respond to my email anymore. --- Additional Comments: A phone number to contact them would be nice. I want to either receive the robux or get a refund.

My Roblox account was hacked and I tried contacting the Roblox support, they didn;t help me, instead of getting a rollback, they banned my account. I;m not sure why, they told me ;Your account has been moderated for facilitating account theft by receiving and/or moving stolen items.;, I tried sending Roblox an appeal email but they rejected saying ;Your

account was terminated for participating in the buying or selling of Items, Robux, or Accounts in exchange for Real World Currency. I want to know why my account was deleted. --- Additional Comments: I want my account unbanned, and a rollback.

I for 2nd time purchased a Roblox card since when using my bank card I have had replaced 5 times and refunds over \$1000 due to this company continuously attacking my account up to \$357 in 1 day. I just got another ROBLOX card this time from Get Go owned by Giant Eagle placed \$25 on the card and unable to redeem. Placed info to redeem doesn't let you then after it says it has taken it little place to use says play then error message says card already redeemed. The other card I purchased from Walmart I want my money back these people are crooks unable to reach page they send you to for help not a working page keeps sending you back and forth unable to submit the complaint. 2nd card same issue loss \$50 --- Additional Comments: i would like a full replacements for the purchase of these cards as unable to get in touch with this group of crooks. They continue to steal peoples money through debit and credit cards and the ROBLOX cards fail to work just takes your money

This company advertises itself as kid friendly and a safe environment for children to have fun. After my child spent over \$200 on an item she was targeted and the item was stolen in a scam. When she tried to explain what happened she was ignored by this company. They have the ability to return her purchased item and remove the person or persons that exploited my daughter which they state is their goal for a safe place. --- Additional Comments: Return the stolen item and remove those that are exploiting children on the site.

I added 450 Robux to my child's account for her to purchase items on Roblox. Roblox deducted 335 Robux for an item called 'Sponsored Game for Web'. My child never made this purchase. I emailed their support multiple times but they are refusing to refund the robux or giving me an explanation for what this item 'Sponsored Game for Web' is? My child is not sponsoring any game on the Web. --- Additional Comments: I need Roblox to explain to me why they deducted 335 Robux for 'Sponsored Game for Web'? We did not authorize this purchase. They also need to refund the Robux.

Roblox has bad business practices that result in the destruction and loss of digital possessions for which the customer has paid real money.

These bad practices amount to fraud. We have been defrauded of 60 dollars' worth of digital possessions.

Our daughter was locked out of her account for no apparent reason. The automated system and the people collude to make account recovery impossible.

I recently contacted Roblox customer support about my account being compromised. I gave them all the evidence and they helped me get back my account and banned the person who stole my items. However they also deleted the items they stole. And when i asked for them to be restored Roblox refused, stating they can't do so after 30 days. But I know this is false since I've seen a YouTube video where a person gets hacked In march, and then emails Roblox In July and still gets his items back. So why would Roblox rather delete my items instead of giving them back? I've paid for these items. --- Additional Comments: I would like to have my items restored.

My daughters Roblox account was hacked. I emailed support with everything needed to recover her account, even sent in a credit card statement with Robux purchases and even gave billing address. They refuse to get the account back and replied to the statement with we are unable to assist you further... Roblox Has NO phone support and I want my daughters to account back otherwise you can

refund me for all the Robux I've bought over the past couple years. --- Additional Comments: Give my daughters account back to her or refund all the Robux purchases within the past 2 years.

My daughter who is under 13 years of age has been using Roblox for less than a year. At the time she set up her account, the Coronavirus pandemic was just getting going and she created a user name that included the word 'corona' in it. She then played, created games as part of a virtual camp she attended, and got gift cards for her birthday to purchase Robux (money in the game to buy things like clothing, game passes, and servers for playing with friends, etc.) She used the gift cards and was having fun with playing games in her spare time. Suddenly, her account was terminated for violating user name policy. She had no idea what was wrong with her user name (I'm guessing maybe it has to do with the beer of the same name, but innocently, she never even heard of it!) There is no way to change the user name. There is only an appeal form that gets no response. Our money is just gone - such a scam. The only good thing is it was a teaching moment for her about online scams, I taught her about checking the BBB before spending money on a game, and how to report a company that scams you. If the user name violated policy, why did they allow it to be created in the first place and then use it for months?? --- Additional Comments: I would like to get our \$50 back since it was spent on things that can only be used in a game that has been suspended for no good reason at all.

my son has a monthly subscription. 2200 roblox a month to spend. made 1 perched for 100 roblox and it took every thing in the account. we have submitted 4 support tickets only to have the account locked every time. having to jump through hoops to make a new password. with no outer resole. --- Additional Comments: i want the remainder 2100 roblox credited to the account.

My minor children set up accounts without permission. I want all information deleted and they are saying that I do not live in California so they will not do. They also asked me to upload my id (give them MORE personal information ) when they are refusing to delete my 6 and 7 year olds information. --- Additional Comments: ALL INFORMATION PERMANENTLY DELETED ASSOCIATED WITH MY CHILDREN.

Purchased a roblox gift card from Walgreens in New Jersey .the amount was \$40.00 dollars . I redeemed the gift card however the credit was not put on my account. I have emailed the company however they informed me that it was credited to my account, I do not have this credit and roblox has blocked my account now,

roblox has not given me my credit or refunded my money so they fraudulent took my money, Other- Other Update

Account owner was using the gaming service hosted by Roblox when a virtual cyber-bullying and extortion attempt was falsly made against the account owner by another player hosted in the game. The other user falsely claimed the acocunt owner had scammed the user from virtual purchases made in the game. Fact is the account owner never had any contact with the other user before. The account owner attempted to report cyber-bullying and harassments, only to find out the other user reported the account owner for false fraud and scamming. Roblox banned the account owner without any due process appeals process whatsoever. Attempts to make additional appeals were denied and ignored by Roblox. At the time of the ban, the account owner had ~\$200 in game credits that have now been forfeited and assumed by Roblox. Additional attempts to recover a refund or restore the account have been ignored. No evidence or due process was permitted by Roblox at any point. --- Additional Comments: I am requesting a refund of credits. I do not wish to conduct further business with this service due to their lack of fair processes and unwillingness to police activity on their hosted platform.

I made a recent purchase for 4500 Robux from Roblox for \$49.99, which are used to buy everything imaginable within this game app. I contacted Roblox to find out why my child's account would

not show a credit of those Robux in my child's account for a period of two days only to complete endless Contact Forms without a real response. Why? So I decided to request a refund from my card processor and provided the necessary info they needed. I am not in the habit of purchasing digital goods (which should be immediate and precise), and not receiving them for several days and then have no explanation or reason for such a delay. Several days later I receive a response from Roblox that the user account was compromised and that a restore of the account and all items my be necessary. No success with reset or login once again. After attempting this I now get a message stating that "Our content monitors have determined that your behavior at Roblox has been in violation of our terms" and that the account was terminated/deleted with a Moderator Note: Your account has been moderated because one or more of the charges on the account were reported as unauthorized or disputed by the billing account holder. ARE YOU SERIOUS RIGHT NOW? So as a consumer I can be taken advantage of by somewhat of a monopolistic gaming company, that preys on the fact that millions of kids live by the very existence of this app and this in turn poses a unique advantage of such a business to make all the rules knowing that parents have spent \$1,000's and thousands of dollars to buy robux to purchase everything under the sun in this game... then get threatened when they utilize a consumer right to dispute a charge for merchandise they never receive. I agree with every individual who has had a similar experience, the FTC needs to get some heavy regulation on this type of activity or a class action suit needs to begin asap to return every penny, dime and dollar ever spent to build each and every child's imaginary existence within this game. If it was up to me things would be different, but these children rely on this nonsense and its a part of their lives. If we assume that the over 150 million users on this platform that at least half (75K) of them are children, that is a lot of money to divvy up at \$1K-\$2K in digital purchases per household estimated between \$75B and \$150B. I know I have spend at least a few thousand or close enough to it. This is as an investment at this point. This company is calling all the shots and making all the rules and the expense of each and every right we hold as a consumer if you don't abide by you will be deleted, terminated, canceled like an appointment and basically at the mercy of Roblox because our kids want to and depend on this Roblox to live happily ever after - and give us parents the blues having to write endless emails and begging and pleading to keep accounts open (where we spend our money) to be treated like nothing of value to the lowest possi --- Additional Comments: Because this is bigger than me as a parent and my child has this game on speed dial, and I now consider it an investment with all of the money I have spent on previous purchases to buy clothing, avatar changes, homes, cars, food, special room entry, and just about anything else imaginable within this app - Roblox needs to review its moderators and work to maintain its loyal consumers (these kids) and figure out a way to make this a positive experience for all parties involved by not making us parents go through this monotony of endless emails, contact forms and pleadings in an effort to keep an account we are not even using. My child's account needs to be reinstated on principle and the fact that no violation has occurred on this end only on the end that seems to take advantage of the fact that these kids are most affected by their decisions. Please stop doing this Roblox, I just don't have the time and patience to do this anymore. If you all want to cut down on viol

I accidentally set my birthdate to 10/3/2020 and there refusing to change it. They claim that under coppa law they Can't change my dob! --- Additional Comments: Reset my dob to what I had set before.

I purchased a premium membership for my daughters account in Roblox. I recieved the receipt, my bank account was debited the amount but no product. I contacted Roblox for support, provided them with all proof that they asked for and choose not to provide the product to my daughters account. This is the second time this has happened. The first time I went through the hoops and they provided the purchased product while stating M-CM-;M-BM-^@M-BM-^ as a courtesy we will grant you one month if this product M-CM-;M-BM-^@M-BM-^]. I paid for the product. They had no

comments after I replied asking them how it's a courtesy when I paid. Contacting them this time they stated that they cannot grant another product to her account as it's already been done once before. Even after seeing that I paid for it. --- Additional Comments: I want the money either to be refunded or I want my daughters account to be given the product I paid for. They are stealing from a 10 year old girl! One who worked hard to earn some money so she could spent it on their platform. This is ridiculous

I bought a gift card for \$40 worth of their in game currency, Robux. I redeemed \$20 worth and they will not let me redeem my other \$20. I've emailed multiple times and they refuse to credit my account. I've shown them everything I can, the receipt of purchase, the gift card. They refuse to show me on my account where I was credited the full \$40 and not just \$20. They are lying and trying to steal \$20 from me. --- Additional Comments: I want them to credit my account for the remaining \$20 I paid for.

My daughter got two \$25 gift cards for her birthday. We used them to buy 4500 Robux in the game. She started with 4 Robux. Less than an hour later, her account was drained of all 4504 of her Robux. The transaction shows she bought an owl (she didn't) for 4504 Robux. I opened a ticket on the website and have not heard anything. The Roblox user agreement states that a player that is a victim of fraud will be refunded once. The player who the Robux went to has no friends, items, or anything. It seems quite obvious that the account exists solely to steal things from the children playing the game. --- Additional Comments: Please refund the value of the Robux and/or the Robux. It's really hard to explain to a ten year old on her birthday that there are bad people out there who are preying on kids on your site to make money. It's even harder to explain to her why your company stands by and let's it happen.

Adopt me app was given 20 dollars. My son bought two frost dragons but never got them. The app took his money still. They blew it off and refuse to issue a refund or the frost dragons. They closed the ticket and said they contacted us, they never did. They then said its an outside app and they would not issue the refund. Hlw could it be an outside app in Roblox. Makes zero sense. My son wanted to buy his 5 year old sister a frost dragon. Instead he got ripped off. He is 7 so he tried again for himself. It was 20 dollars USC and he got nothing. --- Additional Comments: My email is b(6) and his account is b(6). I want them to give him the two frost dragons on his account. Otherwise refund the money. 20 dollars to our bank account. I would rather he get the frost dragons though

My account was hacked and I had rare items traded out by the hacker a few months ago. Upon seeing this, I immediately contacted Roblox within the 30-day window and received no help. I waited for months and decided to try again recently, being told there was nothing they can do since it was outside of the 30-day window. I feel like they just did not wish to help me so they ignored me both times. I have spent many years and an abundance of money with this company, so seeing how little they care about their players disappoints me. I have heard of Roblox charging other players secretly and having bad customer service, but I did not expect this. --- Additional Comments: To obtain my lost items

I purchased Robux for my daughter to use on this platform and the games were glitching and taking her robux away. She had over 200 robux confiscated on their glitchy platform and when she and I contacted the developer and Roblox they stated they could not refund her robux regardless of any glitches. They stated that the developer could not refund the robux. They told me to simply report the issue but there will be absolutely no refund. What kind of business allows the purchase of robux on it's platform and denies the refund of stolen robux from it's own platform. These are children. There's no responsibility or accountability for their faulty products. --- Additional Comments: Refund the 249 robux and fix the gaming issue or do not allow the purchase of robux to be used on your platform. Fix all bugs and issues to prevent things like this from happening, and absolutely do not tell someone that we simply are robbed and there's nothing we you do about

it. Children play here, and also disallow anyone from having offensive and inappropriate names here. This platform is for all ages.

I've contacted customer support, appealing for my termination, and I have made multiple appeals regarding my situation and I was provided very little information regarding my situation, I was appealing for a false claim against my account. They refused to revoke the decision made on my account, I've replied to these claims, asking for information to prove this claim, I believe I've been falsely accused of, and I quote "creating a game with inappropriate content.", the thing is, they won't provide me with the information to accuse my account of the following, and I question this, by asking for them to please link me the game which was reviewed as "inappropriate", but they continue to ignore my question. They reply with the following, "Your account was correctly terminated and the decision will not be revoked.", now not only does this not answer my question, but it also looks unprofessional, and it doesn't help me either. I continue to appeal this, with the same response as prior, no answers, and no useful information was given. I truly believe they made a mistake, however they deny investigating further, still not answering my question. I also, asked for my appeal to be reviewed by a superior, in hope that they would reconsider, I'm still yet to hear back on this. This appeal is addressing the termination of my account "b(6)". Customer support refuses to relay necessary information, they genuinely seem unwilling to help, which is why I'm looking for further help. --- Additional Comments: For my termination to be reconsidered, and proper review of my account, and more closure.

This company continues to rip off children. Not only do they close accounts that parents have spent thousands of dollars on, they rip minor's off with false advertising, misleading buttons to click and trickery. They don't have a number where you can talk to a person and when you file complaints and ask for resolutions, they reply with automatic email responses. You purchase items virtually with hard earned money and they steal the items back so you have to repurchase them. This company rips off under age children and deceives them. I sent them this email and they replied with multiple auto responses. They don't care and don't want to come up with resolutions. I know there are hundreds of parents wanting to file a class action suit against them. Here is the email I sent them and they denied my request...b(6)>Thu, Sep 17, 5:08 PM (7 days ago)to infoHi, I'm trying to reach someone who I can explain a very sensitive situation to. This is b(6)'s mom. He's the user of the old account r6ad. b(6) lost this account last year due to supposed unauthorized purchases on my credit card. At the time that this happened, my children and I had been evicted from our home and we were living in a hotel. We were all homeless and going through the worst times of our lives. The reason for the eviction is I had to make my husband, who was being physically abusive to my son, leave. I had to have him arrested. I know all of this probably sounds like too much information but I am BEGGING for some compassion. My son made purchases while he was depressed in the hotel. I didn't have the money at the time to pay for this. Therefore, you refunded the money but closed his account. We had spent probably hundreds if not thousands of dollars in his Roblox game. My son was crying last night over this account because it's his favorite game and his heart was broken to lose this account. PLEASE, PLEASE, PLEASE, can we please have this account reopened? I'm BEGGING for your kindness, compassion and heart. This was an awful time for us and I feel so so guilty as a mother. If you could give him his account back I feel it would make a bad time not seem so bad. He will never make unauthorized purchases again. I pray someone with compassion will understand what I'm trying to say and make Jeremy happier than he's been in a long time. Sorry for the long email, I'm just trying to explain how much this would mean to us. We will continue in the future to spend money on Roblox. Again, just begging for another chance. Also, one account that was closed didn't have ANY unauthorized charges on it. Please feel free to call or email me anytime with any questions. Warmly, b(6) --- Additional

Comments: Re-open both accounts with all of our former purchases. One account that was closed didn't even have unauthorized purchases. This is cruel to do to children. The accounts are...b(6) and b(6)

ON 10/08/2020 I bought 880 Robux for my grandson b(6) on his ipad. They did not appear in his account and we thought the purchase did not go through. So I purchase another 880 Robux and the same thing happened. I contacted Roblox support regarding this and they said he did receive the Robux and used them to purchase 2 KINDLE Boasts(?). b(6) did not even know what they were and I know the Robux were never on his account. I requested a refund and removal of the said purchase items. They refused to refund. There should have been a remaining balance after said purchase of 170 robux which was not in the account either. When questioned about this their reply was they were unable to provide any further information or response regarding this inquiry. Total purchase amount was \$21.18. --- Additional Comments: Removal of said purchases and refund of Robux or money.

I have purchased some robux for my daughter twice for 19.99 and as of yet it has not been received in her account. I have contacted roblox multiple time about this issue but without any provide. I even email them both receipts showing that i have purchased the robux and still nothing. --- Additional Comments: I want a full refund of my money or for them to credit my daughter account for the two purchased item.

I have bought Gift Cards to use for the purpose of purchase made via their online gaming community. Continually now, these gift cards do not actually work. They have it set up to show up on their end that when the gift card is redeemed, the transaction looks seems complete, but then the actual balance or what they call 'Robux' is never actually updated to reflect the amount of the gift card. This has happened to me several times now and they probably have me for about \$100+ now. My autistic son adores this gaming platform and I refuse to punish him for their shortcomings. Every single time I contact their support team, they refuse to address or rectify the situation and are in fact quite rude and demeaning. They also have the upper hand if they don't feel like addressing your concern because everything is done via email. So if they're done with the situation, they end the email thread and that's that. I am calling for this multi billion dollar company to have a little more respect for it's customers (who are primarily children!) and actually address their shortcomings. I would LOVE just once to have those gift cards actually work like they're supposed to. At this time I am more than comfortable with labeling this a scam for your investigators to look into. I have plenty of screenshots and photos to provide if needed. This last encounter is my last straw. I bought a \$10 gift card. Went home to redeem for my son. Followed all the steps, transaction complete, go to play game and use the newly acquired Robux (should have been 1,000 there) and the balance is still to this very minute 0. They are trying to say it was spent. How do you spend something you never had to begin with. That's why it's a scam. They have it appear that everything goes through and then make you feel like you or your child must have spent it or the account was hacked. It was less than 2 minutes between the time of redeeming to when I reported it the first time. That wouldn't have even been possible. Stealing from children is just beyond atrocious and unconscionable. --- Additional Comments: I would like that \$10 refunded or for the \$1,000 'Robux' to be credited to my son's account as it should have been.

ROBLOX does not have ANY customer service etiquette. They like to take advantage of customers and especially the younger crowd they know they are catering too. I recently reached out to Roblox support after purchasing a Roblox (Robux) from a Ralph's market. After several days of trying to input the pin number in any which way possible, we decided to follow up with Ralphs and Roblox to resolve the matter. We were told by Krogers they can not return any Roblox gifts cards as the contract with Roblox does not allow for this to take place and that any disputes HAS to go through Roblox. It took several days and several emails we provided all the necessary information and documentation yet we were not given any resolution or helpful support. We in the end were told

that they have done all that they can do to assist us. Mind you, the Roblox giftcard does not work, nor was my daughter's account credited in any shape or form. To add insult to injury, they flat out deleted my daughters account because we reached out to Roblox support to help us up. I can not believe the actions of this company. --- Additional Comments: A. Better customer service etiquette!!!B. Restore my daughter's account!!!C. Credit what we paid for!!!!Don't shut someone up just because they've reached out for a solution!!!

Roblox is one of the most frequently used gaming platforms for kids. As a parent, I have found that kids get scammed and hacked on the Roblox platform, and then the company is completely unresponsive in getting help or a refund. I have heard that this is a regular practice for that company. This should not be allowed. The Massachusetts attorney-general should stand up for the children of the Commonwealth and sue this company for not doing more to protect the kids on that popular game platform from scams and having their accounts hacked.

I do not know if this is wrong or not, but a popular game called Roblox, owned by the Roblox Corporation, does not pay their users currency at all, unless they have a membership. And if they do have that membership, they are only paid monthly. As a result of this, many bots have promoted sites on the game promising free money, but it hacks your account instead. I have never gone to those website, but not paying users might have to be the reason behind the bots.

I bought a membership on their website but they didn't give me the membership.

We purchased a gift card called ROBLOX for \$12.00 with a Pin # of b(6) and it said that you have to a verification process. This is impossible. The verification consists of spinning animals in different directions and no matter what you do it is wrong. A simple verification of clicking on a picture would have been more effective. The company is making the verification process impossible and is wasting one's time and money. This is misrepresentation and the FTC should investigate to see how they can be fined for taking people's money. We did file a complaint and the ticket # we have b(6) and that is the reference number. Their whole verification process needs review by the FTC as it seems their goal is to frustrate people and then not credit the consumer for what they paid for. --- Additional Comments: I would like them to mail a refund check for \$12.00 or credit the account for the amount purchased.

My account, b(6), is not stolen and I did not steal anything.I should not have been banned when I had my limiteds stolen FROM ME. Why was I banned when I was a victim?? This is an insane moderation mistake. I want my account restored with the limiteds as it was before I was stolen from. The ticket id I reported the scammer under is #b(6). If you check it you will see I said I own my account and wanted a rollback, NOT an account deletion. Please restore my items worth hundreds of dollars please! --- Additional Comments: Restoration of my account with my limiteds rollback to me.

On 9/23 my daughter's Roblox account was locked. She used her phone number associated with the account to reset the password (which I have text messages with 6-digit codes to prove). It worked for a few hours only to have the account locked again, she was not signing in or out, it kicked off the server. She tried resetting the password again thinking she was being hacked because she has the diamond dragon (apparently a big deal in the game) but this time the messaged would not go through with the code. I contacted customer service and was told there is no phone number of her account, once again I have previous messages from Roblox on the same day on the same username. They cannot reactivate her account. reactivate her account. Besides her hurt feeling, because she has been logging in for 475+ days straight and her most prized digital possession is now gone, I have given her Robux for gifts and awards for taking her painful shots for a chronic condition, we have a subscription service as well. I cannot cancel the subscription and get a refund back the Robux because I cannot access the account. Customer service is not helping. I am now stuck paying the subscription for what? I honestly rather have the account reactivated because my daughter needs it as an outlet but I also



out \$\$ --- Additional Comments: I would love it if her account could be reconnected I have the billing info if somehow her phone number got deleted. If that is not possible I need my money back.

Roblox is an online children's game. They sell "Robux," which is a virtual currency you buy with real money. I bought my daughter \$10 worth of this currency, which equates to 800 "Robux." On the game's page, many virtual clothing items and accessories are sold for Robux. The average clothing item equals out to just a few cents, usually in the ballpark of 6-10 Robux per item. My daughter purchased an item listed at 8 Robux, but was charged an unbelievable 774 Robux, which as it happened, was exactly how many Robux she had left after a single other minor purchase. I've checked the item's price myself to make sure there were no mistakes, but it continues to be listed at 8 Robux, equal to about a nickel, not nearly \$10. Contacting customer support generates a generic reply of "there are no refunds for Robux and we can provide no further information" and repeated requests will be met with the same answer. No answer as to why an item is selling for almost 100 times the listed price, no answer as to how it was conveniently the exact amount she had remaining. This is not the first time I've had a similar issue with Roblox, many of their games pop up confirmation windows prompting you to buy something, often at random, and if playing with a gamepad, the confirm button is mapped to the jump button, which means in games where you're primarily jumping, you'll get blindsided by prompts that will essentially auto-purchase items, as there is no secondary confirmation, purchases are instant, one-button affairs. Again, in a children's game. Hitting the cancel button sends the confirmation window away, but deviously there is an animation of it scrolling up off the top of the screen, and if the confirm button is hit at any point before the window is fully gone, it will STILL trigger a purchase! This on top of their rampant use of copyrighted materials without permission and zero protection for consumers makes me think the entire game is one big scam. Their no-refund, no-investigation policy is crippling to a good user experience which they leverage by knowing kids love the product and will attempt to continue getting more Robux for new accessories. This company makes an enormous amount of money and runs one of the most popular video games in the world, but operates like a scam ran out of someone's basement.

The website robuxday.com began advertising on Youtube approx. 09/27/2020. Here is the first advertisement link I have recorded: (<https://youtu.be/i60QD0CsxNU>) and here is the second one: ([https://youtu.be/sOAKjqR5\\_LE](https://youtu.be/sOAKjqR5_LE)). If I have excluded any information, feel free to contact me at b(6).

Consumer stated that charges were made to her BB&T and will not give a refund. Consumer stated that her daughter was playing a game on internet Roblox using a prepaid gift card, they stored her previous BB&T debit card and charges to Amazon. Consumer stated that she got a membership with Roblox for \$19.00.

I purchased 800 Roblox at the beginning of September. I used up 567 and that is seen on the activity history. As of September 26th, I now only have 1 Roblox. They cannot tell me where the missing 252 Roblox are. When I emailed asking where they went, first they replied I purchased a private server. I showed them the screenshot where the private server is inactive. They have not been able to show me what happened to the missing 252 Roblox. I have written them at least 6 times and no one is able to give me a straight answer --- Additional Comments: I would like a refund for my Roblox as I have no idea how they are charging me for things. I want a refund of my original 800 Roblox as this has taken up so much of my time trying to pin point where the Roblox were and were not spent.

so about 1 month ago my account is hacked or something i cant log in or anything.username: b(6) --- Additional Comments: to get my account back

August 22, 2020 my son was logged out of his Roblox account by the Roblox system. We have been trying to get back in to his account since then, emailing Roblox support, did everything they asked,

reinstalled, rebooted, creating another email account - everything. They just keep sending password resets that do not work. We created a second Roblox account just to be able to send a support request- and the second Roblox account works fine- so its not anything in our system. Also no one can sign in to our account on any computer, anywhere, we have asked friends to try. Roblox has made our account unusable for no reason. --- Additional Comments: Restore our access to our account- not just a password reset that does not work, or move my son's progress and possessions to another account, or refund the \$500.00 we have spent on that account and we will just use the second account.

My 9 year old son's account was terminated by Roblox. Apparently, they claimed he was making a phishing game to steal peoples passwords? First of all, he's 9 and had been using the same account for over 3 years. And nothing like this ever happened before. All of a sudden he's a mad hacker writing programs to steal passwords? He claims someone in Roblox mislead him about how to make a game? He was very confused and had no idea what he did wrong. He was taken advantage of and Roblox handled this terribly. They should have more safeguards in place to protect kids, not terminate their accounts after they are manipulated while the perpetrator is still on the platform. He was just devastated and it happened the night before his birthday. Sadly, the appeals process was terrible, no details, no explanation at all. No concern for the welfare of the child, which you would think would be their top priority. Sadly, they could care less. --- Additional Comments: I would like his account reinstated. Or a refund for all of the money spent to build his account over the years.

Twice I have give money to the Roblox company so my daughter would be able to purchase items from their online store but neither time was my daughter's account credited. The first time I paid directly through the website in the amount of \$2.27. After contacting them, we went back and forth in several emails. The end result was them saying it was credited, of which it was not, and the conversation went dead. The second time I lost money was when I bought a \$25 gift card for my daughters birthday, because she begs for money for her Roblox account. My hope from buying a gift card, which I purchased at Target, was that if we paid differently then maybe we would have a better chance at it being credited to her account. Unfortunately no luck. Her account did not end up with the \$25 in it. I contacted the Roblox company, submitted all the info they asked for, and the end result was a bunch of emails and them claiming it had been credited. Once again, it has not been credited. The only place it's being credited to is their banking account. My daughter has yet to buy anything for her Roblox account. --- Additional Comments: I want my daughters account credited or a refund sent to me.

My 12-year-old was tricked through the game platform into accessing a third-party app that revealed his username and password, allowing the gamer to steal his inventory and his money which he has invested his allowance over the past three years. Support and security are terrible, with repeated emails asking me, the parent, to jump through hoops to verify the account before they will investigate, including finding a screenshot of the VERY FIRST transaction dated 2018 before they would proceed. I have already provided proof of billing, screenshots of what took place as well as verification of the email associated with the account, but they are determined to make it more difficult to begin an investigation, obviously hoping that as a busy, working parent, I will become frustrated and let it go. Parents, BEWARE THIS GAME AND THIS COMPANY!! THERE ARE LOOPHOLES FOR THIEVES WHO CAN ACCESS YOUR CHILD'S PERSONAL INFORMATION, \*\*\* COMPUTERS AND STEAL WITHIN THE PLATFORM. THERE ARE ALSO OPPORTUNITIES FOR ADULT GAMERS TO POSE AS CHILDREN AND LURE CHILDREN THROUGH THE CHAT PROGRAM WITHIN THE GAME. If there is an issue, ROBLOX will make it almost impossible to investigate and will take no responsibility for what takes place on their platform. User's recommendation: STAY AWAY - Especially from Adopt Me. Product or Service Mentioned: Roblox Video Game. Monetary Loss: \$2000 + --- Additional Comments: Direct contact and not the continued run around via email asking for a screenshot of a

receipt in June 2018 - you have my cc in your system as you have been billing me through my son's game use for over two years. You also have the information on what he has spent with you, what was in his account and the person who hacked his account and took his money and his game characters. My son is 12 and this game is marketed as a kid-safe, kid-friendly game and it is NOT! It is a scary platform that takes kid's money, is open to scammers and adults reselling characters on ebay, and it allows potential stalkers to connect with children online.

In summary, the company (Roblox) offered a 'Premium Battle Pass' on their online store that didn't mention anything in the description about it having already expired. My niece bought said battle pass (twice), spending \$10, thinking it was glitched the first time. After the fact, we found out that said battle pass wasn't working because it had been expired since June (more than 2 months ago) even though we bought it on 08/27/2020. Yes, this was in their store and available for purchase for more than two months after it ceased functionality. Said 'Premium Battle Pass' was offered through their system and their company (Roblox) directly gained money from this transaction. We requested a refund from the company since we didn't even get the service we paid for. We didn't even ask for cash and said we'd accept their digital currency, but even though they had the power to reissue us the cost of the transaction, they refused. It is extremely likely that more than just my niece fell victim to their scam and false advertising (e.g. Stating that you will provide a service, and then providing less than what was promised) since it was available for purchase this whole time. I'm pretty sure what they did is illegal and wanted to report this. --- Additional Comments: I'd like our \$10.00 back since we didn't get the service we paid for, let alone any service.

I am extremely disappointed with the Lack of security and Customer support that Roblox offers. My Son, b(6), sent ROBLOX an email via their Customer Support to get back his items that were wrongfully stolen from him. He had 2 Step Verification enabled on his account yet Roblox denied his claim to recover his items. He has worked very hard for the privilege of being able to own those 2 items. He is being accused of violating their terms of service! I want to know in what way is he violating the terms of service? 'Buying or Selling Roblox items or currency for real world money is in violation of our Terms of Use.' He has never bought or sold anything for real world money. I gave him the items via my account for him to keep and when its wrongfully taken from him all you do is blame him and let the robbers keep HIS items? This is absolutely absurd, ROBLOX fix your Customer Service and return his items. The Ticket number is: b(6) His ROBLOX username is: b(6) --- Additional Comments: I want my Son's items returned to his account and the thief to be banned off the site.

My account b(6) was hacked and I sent two emails to your customer support service. They asked me for proof of purchase and I did. Then they asked me to show a ROBLOX card I redeemed years ago that I don't remember. Then they said M-CM-'M-BM-^@M-BM-^we're sorry but it's not your account M-CM-'M-BM-^@M-BM-^]. ROBLOX WAKE UP ITS MY ACCOUNT. The hacker also changed the password and email so great there is a limited chance of me getting it recovered. --- Additional Comments: Please restore my account and follow up with my tickets!!!

Someone used my Paypal info and spend nearly 800 USD (99.99 USD \* 8 Transactions). I tried to contact Paypal but they closed the case citing that they cannot do anything. Transaction b(6) .each transaction is for 99.99 and happened on 27th Sep 2020 HSBC Visa Platinum Credit Card VISA Credit Card x-b(6) Other-Other Update

My child lost a pet she bought on this game. I tried contacting this business to explain what happened. My child cried for an hour I am not kidding and I explained how she felt and the situation. They did not show any concerns and basically told me there was nothing they could do. I re contact them and one asked for her email to verify account. I was hoping this time they would do something to make this right, once again they had a chance of mind and said they couldn't do anything for

her. It's almost as if they did this within the computer system to gain extra money and points and get off on breaking a child's heart. I also warned parents online of this behavior and warned them about what this does to a child's emotional well being. --- Additional Comments: The 9.99 that was spent on bucks for this game so she can get her animal back that was taken.

I purchased 19.99 from Roblox on 8/30/2020. I received email confirmation and all was fine. Then on 09042020 the company debited my card again. When I reach out to the internet I chat was started and when i stated what happened and asked for my account to be credited, then no more replies. My card number was not saved and they just took the money out of my account. No one has reached out to me. I also August of 2019 I purchased Roblox gift card for my son. When we went to activate it the site said number had been used however it was not. Same thing happen in December of 2019. I did reach out to the company and we never heard back. I believe this company is committing fraud. I have proof of my December purchase but lost the receipt for the August purchase. My account shows the company took money on 08302020(this is legit) and on 09042020(this one is not legit. --- Additional Comments: I would like my money back from the August and December 2019 purchase and the money they stole from me on 09042020.

Hi so basically my daughters Roblox account got hacked , and I notified Roblox because her valuable items were stolen from her account. It was a BIG mistake contacting Roblox because all they did was block me out of my OWN account and they are giving me hell to get it back. Had I never would of called them to tell them I got hacked, all would of been fine. Imagine that! How does this company allow such thing? I buy robUX , no problem. I get hacked, Can't get my account back. So what they are requesting is a specific date on my iTunes that doesn't even exist. I even went to the extent to call iTunes and get that so call specific receipt they want and they told me that date doesn't exist. So basically I'm screwed and can't get my account back, even though I can prove my email and prove that I'm owner of the iTunes account and prove MANY purchases I've made to Roblox. No, that isn't enough to get my account back. They just want an imaginary receipt with a made up date so I cannot get my account back. I asked to get corporate email but no one wants to provide with info. I need a supervisor to look into this. My daughter is super upset she cannot play anymore. We bought her character different items and moves but she can't use anymore. Shame on Roblox. I will definitely ban them if I can't get this problem solved. You would think they want your business. What a joke of a company!!! --- Additional Comments: To unlock my account

My account got hacked due to roblox's weak security issues. I had \$500 worth of items stolen from me in minutes. Roblox has a one time courtesy rollback of your account if this happens, I tried to get this rollback and they refused to it saying I was 'participating in real world trading.' Basically saying I was selling my items for real world cash or buying them I have no idea but I specifically remember buying those items as a kid directly from Roblox 10 years ago because I like collecting items. Now they're gone and Roblox is calling me a rule breaker and protecting the scammer who is exploiting roblox's security flaws. --- Additional Comments: Rollback my account before it got hacked, don't be lazy and say I was breaking rules to avoid actually helping the customer who has been loyal to your game since I was a child.

My daughter whom is a minor plays and does purchases on this game Roblox. My daughter has a learning disability and had been scammed before on this site while trying to do a trade. The gave me information on how to secure our account and not be hacked or scammed again and also retrieved my daughters items from the scammer.I then took and did the highest security on her account with having to have a pin and verification code to make any changes. Her account wasn't set up to do trades or sale any items as she uses all gift money to buy from them it's over \$2000 she has spent in the last few years with Roblox . They tell me they can't do anything about this yet I have a list of the ones who hacked her account and sold her items yet she didn't get the money for

items sold nor was even authorized to trade or sale items . They are saying they can't do anything and I'm upset to no end on how for one anyone was able to access her account to begin with . They are able to look and see she didn't sale these items had she sold them she would have the robux to show . I simple want them to either refund her stolen goods or give her items that where stolen back to her that's it. It's sad to think they will risk loosing a good customer who has gone all steps to keep their child safe. --- Additional Comments: I simple want her robux given back for the items that were stolen and sold or even better her items given back that where stole

I purchased Robux Card for my son for his Birthday. The site is not allowing us to redeem our code due to the very difficult captcha settings the company has placed forth. We have all tried to do the captcha and we have not any success. I would like a refund of my money. I spent \$50 for my son birthday --- Additional Comments: I would like a refund.

I have a Roblox account since 2015 for my child. In September 2020, the \$19.99 monthly payment for Premium service was taken on 9/1/20 as normal, however, the 2200 Robux were not delivered to the account. The 'Premium' notion has disappeared from the settings. The numerous emails to Roblox customer support have not been fruitful. This issue also happened in August 2020 but eventually was resolved after many emails and several days. This time, I do not seem to get anywhere with the company. 2 weeks after they took my payment, the service has not been delivered. I also have another Roblox account, and it's been fine. --- Additional Comments: I want the Robux that come with the Premium service that I paid for to be delivered to the account,

Hello! So recently, my ROBLOX account was deleted. I was confused as to why this happened and reached out to the ROBLOX support team. They emailed me back with little information, saying, M-CM-';M-BM-^@M-BM-^ Your account b(6) was deleted because one or more of the charges on the account were reported as unauthorized or disputed by the payment holder.M-CM-';M-BM-^@M-BM-^] Except for the fact that I have not made ANY purchases on this account for the past few years. To the best of my knowledge, I do not have a credit card or paypal linked to this account. I tried calling the support team and they did not get back to me. I asked for specifics on what charges were made, but they were being very vague about the whole situation. I am the adult in charge of this account and as far as i'm concerned, they deleted my account for no reason. --- Additional Comments: I just wish for my account to be reopened.

On 8/22/2020 I made a initial purchase from my Wells Fargo Bank account of 800 Robuxs for 9.99 to be added to my 13 year old daughters account. The Robuxs briefly appeared in her account 'b(6)' and then disappeared when she went to make a purchase in the game. After attempting to reach the customer service department with no results. Sent a email stating the issue and then repeated the process and purchased another 800 Robuxs for 9.99. Same thing happened. The Robuxs showed briefly in the balance however never appeared in the game. The third and final time I again trying to please her I paid another 9.99 with the exact same results. Initially they assigned Ref #: b(6) to my complaint and asked that I prove this had happened. The initial reply was sent from Will in customer Support. I sent screens shots which is the only thing I could do and provided the bank reference info. Last reply from b(6) said 'Were sorry but we're unable to provide any further information or response regarding this inquiry' and I never received the 2400 Robuxs to her account or any refund of my money. The bank transactions are as follows: (#1. b(6) ( #2. b(6) (3#. b(6) each in the amount of 9.99 posted on 8/24/2020.

I have a unauthorized charge from Roblox and I have been unable to contact them for resolution. There's no customer service phone number. When attempting to submit a request online thru the Roblox website, it does not process the info. --- Additional Comments: To identify who/what account used my credit card and to have the charges refunded.

While trying to purchase an upgrade in app, I was charged but the app crashed so I could not get the Robux. Thinking this would be a simple fix I emailed the company. They told me I was wrong and that I needed to contact Apple, so I did. They told me to contact the app manufacturer. When I told roblox this they again said I was wrong. I Sent them a copy of my statement which they decided was not enough to prove a charge. It's unfair that I have to accept this charge and am being refused help. --- Additional Comments: Just give me my \$3 back or credit the robux to my account. That's literally all I want. Why is it so hard.

Looking for help regarding my daughter's account and I get none. She created an account without an email address and we are trying to transfer it over but she doesn't remember her password. They offer me no help whatsoever because she didn't put an email on file. I sent them pictures, and can provide any other type of information but no help. --- Additional Comments: all I need is a password reset so we can transfer her account. Very simple and reasonable request

I purchased Robux for my daughter, she has to come to me for the password in order to get them. I have purchased them before. After my payment was confirmed, I went to her account and it still showed 0. I waited an hour, usually the balance would reflect instantly. I email Google Play and they direct me to Roblox. The first response was let me check, the next email said my daughter made purchases. I explained that it was impossible, but they said they did what they could. --- Additional Comments: Add the Robux to my daughter's account.

My daughter received two gift cards for her birthday from her grandmother at the start of it she purchased 1 game totaling 21.43 however after scanning both gift cards onto the roblox company platform both cards were depleted of said funds \$25 and \$50 gift cards not have 1\$/.15cent balances There are no words to describe how utterly pissed and disgusted I'm right !!! I am requesting my daughters birthday money be reissued to her ! --- Additional Comments: Thorough investigating need be done ! Shame on you roblox !!!

Roblox locked me out of my account and refuses to get the account back. I had 2-step verification enabled on my account for years now with the verified email address on file since 2013. However a few days ago I was suddenly logged out of my Roblox account. I proceeded to log back in & entered the correct password and it popped up the 2-step verification page. I went to check my email for it and it shows that it has been deleted due to inactivity. So I was unable to log into the account at this point because I can't even access the email for the 2-step verification code. I contacted Roblox support and they REFUSED to help me. They kept repeating that they needed me to contact their support page with the 'verified' email. Well how am I supposed to access my email address if it is disabled? I explained this several times and they just kept repeating the same thing over and over again and closed the ticket. So aggravating that customer support does not even want to help. They gave the first three letters of my email address as if I don't know what the email address was. This is their fault in the end because they were supposed to detect if the email address on file does not work anymore (which is literally what every other site such as Twitter does) and deactivate the 2-step verification once they detected the email no longer valid. They left me with absolutely no way to get back into my account and customer service did not even bother to help me with the issue. I contacted support with another ticket saying it was hacked to see if they could at least disable the account in which they did not. They once again repeated the same exact thing requesting me to contact them via the email that isn't even valid anymore. Shame on Roblox Corp for not preventing the issue in the first place and customer service did not even bother to help. - -- Additional Comments: Roblox should get my locked account back & that they should fix the 2-step verification issue so it does not happen to other players.

On 9/4/2020, I was attempting to log into my ROBLOX Account named 'b(6)', only to find out ROBLOX Required a Password Change. I tried every email address I had available but to no avail, I send a complaint to ROBLOX and I doubt I will hear back from them. I've had poor experiences

with the ROBLOX Corporation but never like this. This is completely unacceptable and thus why I am filing the complaint. --- Additional Comments: Regain access of my ROBLOX Account &#39;b(6)&#39;.

In summary, the company (Roblox) offered a &quot;Premium Battle Pass&quot; on their online store that didn&#39;t mention anything in the description about it having already expired. My niece bought said battle pass (twice), spending \$10, thinking it was glitched the first time. After the fact, we found out that said battle pass wasn&#39;t working because it had been expired since June (more than 2 months ago) even though we bought it on 08/27/2020. Yes, this was in their store and available for purchase for more than two months after it ceased functionality. Said &quot;Premium Battle Pass&quot; was offered through their system and their company (Roblox) directly gained money from this transaction. We requested a refund from the company since we didn&#39;t even get the service we paid for. We didn&#39;t even ask for cash and said we&#39;d accept their digital currency, but even though they had the power to reissue us the cost of the transaction, they refused. It is extremely likely that more than just my niece fell victim to their scam and false advertising (e.g. Stating that you will provide a service, and then providing less than what was promised) since it was available for purchase this whole time. I&#39;m pretty sure what they did is illegal and wanted to report this.

I received a Roblox gift card for Christmas and finally tried to redeem it. Roblox response was that it was already redeemed and without proof of purchase, they could not do anything. Bare in mind that this is scratch card which I just scratched to reveal pin. They could probably determine that the card was activated in MA (where I live) so if the card was redeemed elsewhere that redemption is likely fraudulent, but I am left with nothing. --- Additional Comments: Honor the giftcard. These are virtual items to be used in game. They do not loose any money.

My 7yr old son had a roblox account that took \$460 off my card without my perrmission. When I found out the next day I called roblox customer service to dispute the charges. They agreeded to do that but said I had to contact google play a third party first and get some stupid numbers. I did that and after I got the runaround for couple weeks I got ahold of google play. They couldnt do anything about the situation of course and directed me back to rolblox. I am going in the pass the buck loop and know this is a scam to get peoples money and info and then not have a recourse to get it back. My story is like the rest of thepeople they are scamming for large amounts of money and then not giving it back when caught doing it and making you go thru different 3rd parties that cantdo anything about the situation. I just want my money back and never deal with them again. I am about to take it to a different recourse. --- Additional Comments: I would like to be refunded my money.

Over a month ago on 7/16/20 I sent a trade to a user by the name of b(6) from the account b(6) using Roblox&#39;s trading system. The items that were sent are worth over 370,000 robux as of now and at the time they were sent the items were worth 500,000 robux. This is a lot of money. To give an idea about how much this is, 450 robux costs about 5 dollars. Anyways the trade was sent and accepted so all should be well right? Wrong, unfortunately due to a bug in Roblox the trade got stuck in M-CM-&#39;M-BM-^@M-BM-^ProcessingM-CM-&#39;M-BM-^@M-BM-^] and somehow my items, all of them, we&#39;re taken but I never received the item I sent for. So I basically lost over 1k USD in Roblox items because of a glitch that is there fault. The same day this happened I sent them an email to get the issue resolved. I was told it would take M-CM-&#39;M-BM-^@M-BM-^1-10 business daysM-CM-&#39;M-BM-^@M-BM-^] but it has been well over a month and all they ever tell me is that they M-CM-&#39;M-BM-^@M-BM-^Don&#39;t have a time line for when this issue may be fixedM-CM-&#39;M-BM-^@M-BM-^]. I am worried they cannot fix the issue because this is not an isolated incident, it has happened to other people and they have been blown off by support the same way I&#39;m being blown off. I worked very hard to get the items that I lost and they were wrongfully taken from me. --- Additional Comments: I would like to receive the item I should have received when the trade was accepted, my username is problematlc and the item I sent for and did not receive is called the Dominus Vespertilio, the items that were taken from me are the following: Dominus

Praefectus, Ice Valkyrie, Dominus Formidulosus, and lastly the Bubble Trouble face. Thank you for your time and understanding!-b(6)

Re: Roblox Customer Care Ticket b(6) This company is impossible to reach to resolve issues. My daughter purchased coins in their game and her money was taken by the next day. They do not respond to emails or phone calls. I was told to send information Of what was stolen and when to an email address but that email address is not correct. I have had no response for 2 months. This business seems to exist to steal money from children.Purchase was 6/27/20. Purchased light side 570. This was the purchase she did not make. --- Additional Comments: Refund the money either to my credit card or to the account

www.roblox.com ebsite won't let me deleted child account. If an account is created it can never be deleted. I.e monthly active user numbers can never godown. So theoretically it can have more user accounts than all the people living on earth and hence inflate their financials. --- Additional Comments: Want www.roblox.com to let kids account to be deleted if the parents deem so.

My 8 year old daughter encouraged me to play Roblox with her, so I created an account. Per Roblox recommendations, my child needs to add a parent email to keep her account secure. We did this. 1. On July 13, I discovered a breach of my own account and filed a Support Ticket: b(6) to get my account and 420 missing Robux restored to my account. 2. On July 23, I discovered a breach to my daughter's account and filed a Support Ticket: b(6). However, because my email address is attached to my daughter's account, I also realized that I had the ability to take back her account myself, and I closed the ticket. It was at this time that I added two-factor authentication to her account, as Roblox recommends. 3. On July 26, my personal account was restored, with the missing Robux, as a one time courtesy; and a note to ensure that two-factor authentication was enabled on my account. 4. On Aug. 12 (within the 30-day notification policy), we noticed that my daughter's Robux subscription did not renew. Upon further investigation, we noticed that, on July 23, the day her account was hacked, the entire balance of her Robux gift card, 1,871 Robux, was spent on an item designed to transfer the Robux to the hacker's account. I opened Support ticket b(6). I explained that two-factor authentication was enabled, and I provided the screen shot of the transaction on 7/23, as well as all prior ticket numbers. 5. On Aug. 17, I was told that my daughter's account could not be restored with the missing Robux because I already benefitted from their one-time courtesy. That I was warned to add two-factor authentication to my account. However, I did this to both my AND my daughter's account before my account was restored, and I feel my daughter, who is a CHILD, is being punished here because she used my email address just as Roblox instructed her to do, thereby connecting our accounts. That SHE is not benefitting from Roblox's one-time courtesy because she is a child. Had she used my husband's email address, maybe this would have played out differently. --- Additional Comments: I am asking that my daughter be granted, as a one-time courtesy, the restoration of the 1,871 Robux missing from her account because of a breach that will never happen again as a result of two-factor authentication. A minor child should not be penalized for adding a parent email address to her account, per Roblox instructions.

In past one month Roblox has charged a total around \$256 through Apple iTunes. First they charged \$185.56 on August 5th, 2020 and when I made complaint they refunded Apx. \$131.80. Then I see there are charges of apx \$16.00 on August 16, 2020 and then another charge of apx \$70 on August 30, 2020. All my ipads are in my control with different singin id. I made complaint and they are not buzzing and continued to charge my account. I see Apple is already fighting law suit for many unauthorized charges. You should also look into game called Roblox who makes the charges through Apple. Please also let them remove the condition that if I need to use the phone then I have to put my credit card information in the phone. This condition should be illegal. Thank you.



A gift card was applied to an incorrect account, and I have exchanged an exhaustive amount of emails in order to rectify a seemingly simple refund or account transfer of 'gaming currency'. --- Additional Comments: Transfer gift card amount to the correct username as detailed in Roblox Customer Support Ticket b(6)

This site is allowing minor children to be exploited and taken advantage of through scammers. My daughter was scammed into trading five valuable items where the scammers did not return them. There is no customer support line or applicable way of contacting anyone with the company or any developers of the games. They are basically letting anyone create a scamming game for minors to rip them off and take their money with no repercussions. It is sort of like the check scams but designed for minor kids. This is definitely exploitation of minor children. --- Additional Comments: I expect a resolution to this problem and all items taken returned to her. I also like to see the scammer removed from the site and measures taken to stop scammers.

On July 30th my daughter and several of her friends accounts were hacked. Many items were taken from her account. We were able to get the password reset but none of the items were restored. I filed the following complaints, b(6) & b(6). This happened around 10:30pm our time. I wrote to Roblox requesting a reset of the items. The girls once able to get in the account were left nasty messages in their journals. This is disturbing that this type of hacking is now happening and items are being taken by other users and Roblox refuses to acknowledge or restore the items that were hers. --- Additional Comments: I want the items that were in her account prior to her account being hacked restored to her.

paid for 1 time 4.99 on my card got a security call about possible fraud today payment of \$153 as follows:roblox / robux stealing money next day takes payments total of \$153 as follows: 19.99 4.99 1.99 .99 1.99 9.99 2.99 9.99 19.99 3.00 .99 .99 1.99 .99 4.99. Card was shut down dispute entered this is 5th card replaced done on all of my cards I have used the very next day after a 0.99 or 4.99 purchase they start hitting my card for the same amount still waiting for resolution with my Bank of America account for the same amount a month ago as well as several other accounts they have done the same thing with I have all of the information for each time it was done unauthorized charges and payments are just taken no one is doing 15 transactions in a day for a game for their 7 year old I am going to follow through with a class action lawsuit for these people they are crooks and they have no way of being contacted through a phone call and no response to give you the money back they are stealing --- Additional Comments: I want all of my money back this is not the first time they have done this in the last months and for the same amount

I had purchased 19.99 Roblox for my son on Saturday with my bankcard. I notice later that day there were two extra charges of 49.99 and 19.99 along with two other small charges. I sent an email to Roblox stating that there was a glitch and requesting a refund. I also stated in the email that this was not my sons fault but a glitch in the system. Roblox responded back to the email stating that the money will be returned but it was my sons fault and his account has been deactivated. I tried appealing the decision but again this company blamed a 10 year old. and refused to reactivate the account. --- Additional Comments: I would like to be contacted and my sons account reactivated with his all gaming material not removed

My 12 year old son who has been a faithful Roblox player for over 4 years, who invested thousands of dollars of his own money and has paid to take Roblox Game Development courses to learn their M-CM-'M-BM-^@M-BM-^\\LuaM-CM-'M-BM-^@M-BM-^] programming code account was deleted without warning. (Account b(6)) During the appeal process we asked what specifically he did wrong and received the canned response M-CM-'M-BM-^@M-BM-^\\Your account was correctly terminatedM-CM-'M-BM-^@M-BM-^&M-CM-'M-BM-^@M-BM-^] with no further investigation or information even after I attempted to directly contact Roblox. My son has fallen into a horrible depression as he wanted to be a programmer some day and now his world was ripped from

him. All the time and money he invested was wasted on a game that due to their terms and conditions that you have to agree to play can be moderated for any simple reason and then not explained to you. Parents beware that this game is a scam to take money from children then delete their account so they can spend money to recreate all of their work. --- Additional Comments: Reinstate his account or refund all of the money he has spent in the last year.

I recently submitted a ticket to Roblox about a game that took Robux as payment for in-game content. Within 1 month of purchasing the in-game content the game was deleted, either by Roblox or the Developer. I requested the Robux be refunded to be utilized in a different game. They replied with a copy / pasted email. Here is what followed:b(6) (Roblox)Jul 26, 2020, 3:00 AM PDTHello b(6),Thank you for contacting Roblox Customer Care. The features that a game offers via passes, in-game purchases, or with a game in general are determined and maintained by the game developer and not by Roblox. These purchases are non-refundable through Roblox. However, we do recommend that you contact the developer to let them know about any issue you're experiencing and provide any feedback about your game experience. Game developers will not be able to provide a refund of Robux, but they do appreciate being made aware of issues so that they can fix any problems and make improvements.You can contact the developer of the game by sending a direct message to them. The developer will be listed on the game's main page, under the title. If the by line directs to a group rather than an individual user, you can send a message to the owner of the group, which will be listed on the left side of the group's page under the group's image. For more information on how to send a personal message to another user, please see the How to Send Messages to Other Players help article.If you are seeing anything inappropriate on the site or that otherwise breaks the rules, please don't hesitate to use the Report Abuse feature.Remember, Roblox has millions of different games I attempted to explain further, but was replied to with the same email. I requested the contact information of the developer. Again, the same information, this time with possible ways to contact the developer, which were useless and null. I requested a supervisor and received the same copy/paste reply. --- Additional Comments: If Roblox truly cares about it's users and community they will refund the Robux or the monetary value. Otherwise, I would like to contact a Class Action Attorney to fulfill this request through the court system.

Roblox Customer Support Ticket b(6) On 8/4/20 on her iPad my 10 year old daughter was allowed to purchase \$800 Robux for \$9.99 from the iTunes store. The app froze and said it was processing payment for about 5 minutes and we had to close the app and open it back up. When we opened it back up it showed that there was a shirt purchased on her account for \$800 Robux that she did not do (see Image0 and Image2 attached). Attached and below are screen shots of the iTunes purchase as well as the shots of her account showing the purchase. To spell it out for you: Image0 shows her purchase of the \$800 in Robux and Image2 shows the 8/4/20 purchase that SHE DID NOT MAKE. Her user name was \_\_\_\_\_ but one of the 10 different customer support employees changed it to my email address which is unacceptable. I called the customer support phone number and it says that they have no real people to answer the phone in customer support and I would need to email. I emailed customer service this same email with the information above and attached the screenshot with proof of the described above 10 times from 8/4 to 8/11. Every single time they sent me an email saying to change your password. The 9th response from customer support they changed her user name to my email address which I did not ask for and do not consent to. On my 10th email response to customer support after they changed her user name to my email address, I asked to refer my email to a manager or the legal department and received the below email from customer support: IMPORTANT NOTE: We no longer support direct email inquiries to this email address. If you cannot

find the answer to your inquiry with the below resources, \*\* YOU MUST RESUBMIT YOUR INQUIRY VIA OUR SUPPORT FORM HERE: [www.roblox.com/support](http://www.roblox.com/support) \*\*. Further replies to this ticket will not be sent by our Roblox team. You can check our help pages (<https://rblox.co/robloxsupport>) and Developer Hub (<https://developer.roblox.com/>) for answers to many common questions. Please do not reply to this message. Replies to this message are not supported. --- Additional Comments: Change my daughters user name back to what it was and NOT my email. Refund her the \$800 in Robux to her account.

I emailed Roblox about a user who harasses me and eventually changed his on-site username to be against me. He has threatened me multiple times all of which have been reported on-site. I am unable to block him on-site due to some of the threats sent by his group members. Support just told me to report him on-site about the issues and that they do not accept off-site evidence. Once I told them I had reported him on-site and the issue was still there, they told me M-CM-#M-BM-^@M-BM-^\\ We#re sorry but we#re unable to provide you with any further information or response regarding this inquiry. M-CM-#M-BM-^@M-BM-^] The account is still there and nothing has been done despite his harassment of me and changing of his username against me. --- Additional Comments: Either ban the account for harassment (preferred) or change the username of the account.

My son is 14 years and is an avid gamer on Roblox since 2013 - username #b(6)#. On July 3rd, we were notified by our credit card company that 2 of our cards had been compromised and that there were a number of fraudulent charges including some on Roblox. Both cards numbers were blocked immediately. Roblox locked his account - we raised ticket number b(6) for the issue. I was asked to call and provide details of the fraudulent charges and the account was unblocked. However, a day later, his account was blocked again and the request to unblock it via ticket number b(6) was denied. We emailed them repeatedly about the issue and met with the same response that it is their policy to ban accounts that dispute charges (regardless of whether they were genuine or fraudulent). They have now gone ahead and blocked my son#s email address so he cannot email them anymore. --- Additional Comments: Unblocking of my son#s account #b(6)#; from Roblox so that he can enjoy the game again.

Roblox creates a virtual currency platform of Robux credits. Users can buy Robux and then spend the credits on in-app purchases. App developers can then earn credits from users who buy their in-app offerings. There is an active app that does not deliver on purchases in the app. It simply takes kids Robux credits and does not update in the app fully. Per Roblox support tickets, they have denied responsibility for anything on their platform and they won#t refund any credits. Both the developer and Roblox have profited off this. Roblox received the funds for the credits and the app-developer the virtual Robux currency. They have communicated via support ticket that they deny all responsibility for their marketplace. That we should simply ask the developer to update the app. Neither is acceptable solution, as the developer won#t respond and the credits are gone. Roblox should really take back the 650 Robux from the app developer and credit back that amount to our son#s account. The purchase was not delivered. Roblox either stands behind its product and platform, or it does not. --- Additional Comments: Roblox should really take back the 650 Robux from the app developer and credit back that amount to our son#s account. The purchase was not delivered. Roblox either stands behind its product and platform, or it does not.

CFPB Issue Type: Trouble using the card | Trouble using the card to spend money in a store or online - -- What Happened: We purchased a Robux gift card through Amazon.com in order to buy Robux for my son#s gamer profile, b(6) for the game ROBLOX. The pin code for the card was: b(6). We redeemed the card through his game console (XBOX) and did not receive any Robux to use. We have tried to work with Roblox, but they have emailed back nonsense replies, even though we gave them pin codes, gamer profiles, etc. We have provided all the information they need to credit us with what

we purchased! I think because it is \$10, they expect us to get discouraged. But it was very upsetting to my son and I had to pay more money to finally receive Robux for him to spend. I want them to know that they cannot do this to people and that our hard earned money needs to be respected. --- Have contacted: CC Issuer --- Fair Resolution: Roblox needs to credit our account with 800 Robux.

My two young children 6 and 10 years old were playing the Roblox game murder mystery 2 and the background music that was playing switch from the roblox music to two men having sex aggressively for all the children playing to hear!! It switches back and forth and its so obvious what is going on!! The game can obviously be hacked into somehow and pedophiles are having sex for all the children to listen to!! This is a form of sexual abuse over the internet!! Please investigate. Thank you and God Bless.?? #SaveOurChildren Other-Other Update

i warned them to stop harrasing kids online and they threatened to kill me and my family and they hacked into my daughters phone and told me her name and school she goes to and stole hundreds of dollars from me.

someone hacked my account and spent roblox money that I had just purchased. i contacted the App owner. They offered no help and assumed I was the one who purchased the items. 2 exact items for 2 different prices. one was \$20 for a virtual shirt. i did not purchase these items. i dont feel safe any longer and feel this company needs to be held accountable. After contacting them and describing the issue they didn't even address the issue. They essentially told me to pee up a rope.

I had purchased some currency that I used to buy a M-CM-#39;M-BM-^@M-BM-^private serverM-CM-#39;M-BM-^@M-BM-^] for a game on the Roblox platform called Mad City. After purchasing said server, I found out through trial and error, that use of that server is not available on Xbox One, which is where my child plays. There was nowhere that that information was disclosed, I had assumed that purchasing of the server would be accessible wherever my child would play. After attempting to contact the developer of the Mad City game, as well as the creator, and reviving no reply to 3 separate messages each, that is when I contacted Roblox customer support. The only resolution they were able to give, was to contact the developer. And, as I stated, they will not reply to my inquiry. --- Additional Comments: I would like to be refunded my 500 M-CM-#39;M-BM-^@M-BM-^RobuxM-CM-#39;M-BM-^@M-BM-^] I spent on the server, as there is no way for me nor my son to even access it on Xbox. (Again, that was never disclosed anywhere during the purchase.)

Under my close supervision, my child has been using roblox.com. I purchased a \$10 giftcard for her to use on the website to purchahse some of the online currency. Her account was hacked. We contacted Roblox on the issue. They asked my 13 year old to take care of the issue herself by contacting where her money was spent. There are many signs on the account that it wasn't her. The money was used in a game that she does not play. The items bought with the money are not in her online profile either. I am appaled that this large corporation would tell a 13 year old to figure out who hacked her account. This is an improper response from a website targeting children. Other-Other Update

So I've been with Roblox for about 7-8 years, over that time I have collected what is called limited. Limited can be transferred into real life currency. Well recently I decided to go back on Roblox after 2-3 years of not playing to go and maybe sell my limited goods (I left them because they gain value the longer you leave them) and my account had be compromised during this 2-3 year period. They M-CM-#39;M-BM-^@M-BM-^helpedM-CM-#39;M-BM-^@M-BM-^] me into getting my account safer but maybe they need to make it so my account isn't getting hacked. I emailed customer support and after waiting 5-6 days for an answer, the answer basically told me that there's nothing they can do to restore thousands of dollars of currency back to me. If I did the math one of those limiteds valued at their robux currency to trade in to real life currency it's like \$20,000-\$30,000 And they just expect me to brush that off? I worked very hard to get those valued items and the fact that I could leave Roblox with my account secure and come back with nothing

makes me sick. They basically said I'm out of luck... --- Additional Comments: I just want some compensation for the thousands of dollars in limiteds they allowed to get taken. I want every single limited that got taken while my account was compromised replaced. I should be able to leave for 3+ years and not have to worry about Roblox's security being weak and someone being able to compromise my account. Thanks.

The website focuses on a #1 game on Roblox called Adopt Me!, where many users spend money to buy virtual currency to buy items for the game. It seems that the website also provides a log in pop-up on the right-top corner, where the username and password can be exposed to the host of the website. I handle a very popular Fandom website based on this game and there is a Discussion area (basically, like a forum). Users have been posting this website to scam users, though the people in the community have already been informed to be careful. The link itself is very much similar to the actual one, except the website is "vwww-roblox.com"; instead of "www.roblox.com", which is the real one.

CFPB Issue Type: Problem with a lender or other company charging your account | Transaction was not authorized --- What Happened: I have a First Citizen Bank Visa debit card. My grand daughter 13 years old ordered a game or something off the internet for \$10 or \$20 but once she did that I got all kind of hits from Pay Pal Road BlockThey kept going until they cleaned out my account. All she did was ordered one game. I went to the bank and told them,. They said don't worry about it. They out the money back in and they said they would investigated it. They said there was nothing they could do about it and took the money back. I tried to reach the Roblox and Pay Pal on the phone but could not reach them. There are 10 charges that all happened in one day. No one from the bank has mailed me anything as to the status of the complaint. I just so happened to call and they told me. They told me we are at about \$926 that I owe. --- Have contacted: CC Issuer --- Fair Resolution: I want my money back. All these things that got ordered no one here wants or needs or ordered.

Hello there, After a conversation of 13 emails with Roblox (Roblox Customer Support Ticket b(6) - username: b(6)), they seem helpless. After terminating my account for a misunderstanding, which I've provided many evidence against and had the person who caused the entire problem to email them admitting his wrongdoings and that this issue was caused by him (Roblox Customer Support Ticket b(6) - user: b(6)), all I get from Roblox are automated responses saying "Sorry, we can't help any further with this inquiry". The problem is that with this I lost access to the game that I have released in the platform, that allowed me to cash the robux I've earned into real life money via the Developer Exchange program without any issues, aswell as get invited to multiple Roblox beta programs. I am a fast growing developer with 100,000,000+ plays, generating around \$60,000 USD monthly. With this, they're now telling me that my ban reason went from "Buying, selling or trading Robux or Roblox virtual items outside of the website" to "breaking the ToS on multiple accounts" (this one happening to be b(6)'s ban note), when besides those two being totally different ban notes, b(6) is my first ever account receiving any moderation actions. It's almost as if they for some reason thought me and Mr. b(6) (the guy who caused this mess) (User b(6)) are the same person. They need to investigate that me and b(6) are NOT connected. I sent them evidence that proves he was hired to work for me as a 3D Artist and that I wasn't aware of his past moderation history (which I'm totally unrelated to either way and which apparently is what caused the problem, as I got banned 20 minutes after he did when I had no previous incidents). I sent them conversations and the original PDF file so they could check all the proof. Besides this, we do NOT share the same real name, or location, as you can check in your system. With that being said, I requested a thorough investigation of this issue, from someone within the Appeals department. This because I was told a specialist would be reviewing the case, and less than a day after, an employee from a totally different department (b(6) from the Customer Support, as signed in their previous email) gave me a response that

doesn't seem to match this case. I tried to get the information I've provided to be properly analyzed, as I am currently maintaining a very popular game generating lots of revenue that I am unable to attend to right now because of this inconvenience. I have nearly \$20,000 USD sitting in my Roblox group that has been taken away from me due to this false moderation and pending salaries to pay. All this has been ignored by their support team, and there is nothing so far but automated responses and lack of effort on investigating this. If they check the evidence I sent in the ticket, this situation will 100% be fixed. I'll be available to clear any possible doubts or anything you may need. Thank you for your time. Sincerely, b(6)

We have an account through Roblox that my daughter uses to play inside the app. Recently, over \$500 of fraudulent charges were billed to the credit card on file for purchases that we did not make. Roblox customer service notified me that any Apple/iTunes charges must be refunded through Apple support, which I have contacted to no avail. Neither company, Roblox or Apple, will take responsibility for the fraudulent charges made to my account. I have repeatedly asked Roblox customer service to confirm that the existing Roblox account has been deleted permanently, but the only answers I receive are pre-formatted responses that never address my request. This business has been extremely difficult to deal with and is not actively assisting customers with complaints. They are, rather, sending bot-like responses that do not deal directly with any customer concerns. --- Additional Comments: Confirm that the Roblox account has been closed permanently.

I bought \$25, 2000 robux for my daughter for her birthday on the 28th, I put them on her account, after I had put them on her account I saw her account needed an update so of course we updated it, after the update all the robux had disappeared, I contacted roblox customer service and they never addressed my problem instead they sent me an email about how to change my password! I then bought another \$25, 2000 robux, I put them on once again thinking it was just the update that messed it up and again they disappeared! I want my \$50 dollars back or the 4000 robux! I want this problem fixed! You guys took away the only present my daughter asked for! I also have screen shots and emails to prove everything! --- Additional Comments: Refunded the \$50, or the 4000 put on the account!

I made a purchase from Roblox for my son three or four days ago. The digital product was not delivered. Roblox customer service has continued to ask the same questions over and over in our email exchange, despite all relevant details being included in my initial support ticket. They do not appear to be working to resolve the issue for us. They have taken my money, but my son still does not have his product. Customer service seems to be actively drawing out this process. They are insisting on screen shots of things that never appeared on my screen as M-CM-^@M-BM-^proof.M-CM-^@M-BM-^ I never received a confirmation of purchase, however they have taken my money. --- Additional Comments: I want the product delivered and/or a refund to my bank account.

To whom it may concern, I had contacted the ROBLOX corporation concerning my account &#39;b(6)&#39; on ROBLOX; using the email b(6) that they have on file. According to their customer service, my ticket numbers were #b(6) and #b(6). Recently, my account had been hacked into using a ROBLOXTOKEN, a cookie, that was able to bypass email and phone verifications; I'd like to add that it's odd that a website that tries to ensure customer safety would be cookie-based... which is easily hackable. The most concerning part of this all is that I had a great number of assets on the account. I had lost items labeled as &#39;Green Sparkle Time Fedora&#39; and &#39;Eyes of Emeraldwrath&#39;; with a combined value of over \$1000 USD. Not only that, but these items had held sentimental value to me. It was even more shocking considering that I would not have lost these items if ROBLOX had accurate representation of their security measures. On the website, I had enabled email verification, phone verification, and put pin verifications as well; all according to their policy. However, my items would not have been able to get out of my account unless I had ROBLOX

membership.\*\*\*This is where my specific complaint lies\*\*How was a hacker able to buy membership on my account without verification? Hacking the ROBLOXTOKEN only allows access into the account... it doesn't disable any authentication measures past it. In that sense, how can ROBLOX claim to ensure customer safety or account integrity if they don't require authentication to add a card, buy membership, etc, on an account? I had messaged their customer support this question, however, they ignored my concerns and responded with automated bots. They claimed since I had a rollback on my account prior, that it is my fault and that I will not be getting my items back; a net loss of thousands of dollars. However, I argue that they are truly at fault due to not requiring authentication measures to buy membership on an account that, subsequently, compromised it. It shouldn't have been able to happen in the first place if they had basic account security like any other website does to authenticate transactions. It's absolutely ridiculous that they've only responded to me with automated messages.Thank you so much for your time --- Additional Comments: My desired outcome is to have my two items back restored to my account as, while my account was compromised, they did not ensure account security as advertised on their website in regards to billing.

So recently I got my account TERMINATED without any reason behind it. I looked at the screen displayed, and the moderators did not show a picture of what it was that I got banned for. As any person would, I decided to fill out one of their M-CM-#39;M-BM-^@M-BM-^support formsM-CM-#39;M-BM-^@M-BM-^] that are supposed to ensure their cooperation in the matter. After about 48 hours, they finally responded to me. All they said was that they M-CM-#39;M-BM-^@M-BM-^couldn'tM-CM-#39;M-BM-^@M-BM-^] tell my what the image was and where it was uploaded. The annoying part was that they didn't actually undergo an investigation into the banning of my account, they just deleted it.Now roblox says that you have 30 days to resolve the matter with the moderators.I decided to send some more emails to try and get the account back and actually find the reason for this harsh punishment.Their argument is that they are M-CM-#39;M-BM-^@M-BM-^protecting children for explicit content,M-CM-#39;M-BM-^@M-BM-^] but how could you ever DELETE a CHILDS account, especially during a crisis like this, where the only thing keeping them busy is video games.After I sent more emails, they just started copy and pasting the same message in and saying that they have M-CM-#39;M-BM-^@M-BM-^dealt with the situationM-CM-#39;M-BM-^@M-BM-^] and that they won't respond to any more inquiries.As a M-CM-#39;M-BM-^@M-BM-^formerM-CM-#39;M-BM-^@M-BM-^] Roblox player myself, I found this incredibly disrespectful. I spent 3 solid years playing on this account with my friends, and over \$200 on R\$. --- Additional Comments: I would want my account back, and compensation for what they have done. This compensation would be in their in game currency - Robux -. I am wanting over 800

I have established 4 accounts with this company for my granddaughter to play. There are in app purchases and I have spent hundreds of dollars for her to purchase items. Each time we have inevitably been unable to sign into the accounts and have to establish a new account. I've complained to this company on multiple occasions without satisfaction. Each time the account is lost I am told that they are unable to verify that the account belongs to me. They never have any problem taking my money and running. I am tired of reinvesting in this game. It really seems like this is deliberate so they can force you to pay more and more money to Te-establish yourself in the game. The screen names each time have been similar: b(6), b(6), b(6), b(6). I am once again unable to sign into the account. Each time we try to sign in we are redirected. I have received no satisfaction after 4 to 5 contracts. --- Additional Comments: I want them to make b(6) available to us again and make an adjustment to allow us to have \$200 - \$300 worth of credits so she is able to repurchases items we Bought previously. This is their gaming system and they certainly have the ability to fix this sign on so my granddaughter can continue her play.

My roblox account called b(6) was hacked due to Roblox's error, my limited items were stolen and Roblox is refusing to help me, they won't reply to my emails. My account was first hacked on June 19, the person who had hacked me on that day bought Premium membership on my account with their own billing information so that they could steal all my limiteds and put them on their own account. I emailed roblox on the day I was hacked and everything was eventually fixed, I got my account and all my limited items back on July 8. Then on July 11, my account was hacked again and my limiteds were stolen again despite the fact that I had 2 step verification enabled and a PIN code set on my account, I didn't get any email notification saying that my email address on the account or password was changed. I believe that the reason I was hacked the 2nd time was because the person who had stolen my account the first time, had e-mailed Roblox's support using his own information he used to buy Premium membership on June 19 to trick them into changing my account's email to his. On the same day this happened I e-mailed Roblox again about this and they gave me my account back and they removed the membership he bought off my account, but after this I e-mailed them about wanting to get my limiteds back again and they ignored me, never replying to my emails. I know that restoration of items is a one time courtesy, but it was not my fault my account was compromised the 2nd time, it was due to him tricking Roblox's support into giving him my account. --- Additional Comments: I want my limited items restored to my account and I want the email he used to purchase Premium on June 19 removed off my account, so he can't steal my account in the same way again.

Purchased online credit for my child to play this game online. Game did not work so was unable to use credit. Emailed company asking for a refund on 7/6/2020, company responded 7/7/2020 asking for the information regarding the purchase, 7/8/2020 I provided the company with transaction details. 7/8/2020 they responded that they confirmed the transaction went through, that's it. 7/8/2020 I responded indicating, I would like a refund. 7/9/2020 they responded with computer instructions. 7/11/2020 I asked for a refund. 7/12/2020 they confirmed transaction. At no point did they directly address what I was asking for. I do not understand how customer service lacks at such a basic level. --- Additional Comments: Refund of \$19.99.

Items were purchased by my minor daughter for Robux. In order to have robux in the game, you need to purchase them with real money. Not longer after purchasing these in game items, the items were deleted. There is a total of 4 items purchased that were deleted. I have reached out to roblox regarding this matter of theft and they told me no refund. This is theft. Items were purchased that, shortly after purchasing, are no longer available. --- Additional Comments: Full refund of items purchased that we no longer have access to.

i believe this company's terms of use are outrageous and only benefit the company. They will delete your account if you file a dispute for charges because they say you shouldn't dispute them and instead should contact them first. This is in conflict to my bank's use agreement which states if i suspect fraud i need to contact my bank right away to ensure they can shut it down before it gets worse. I do not think this is fair for roblox to expect people not to file disputes on fraudulent charges and when they do to completely shut down your roblox account, not refund you any money, and be completely unwilling to listen to what happened. I had 2 roblox accounts closed because of this and each account had thousands of dollars of legit purchases and that is all gone plus they somehow furnished info to my bank showing the the purchases were "authorized" so i lost my accounts and didnt even get my money back. when i sent a support ticket asking for them to either reactivate my account or give me my money back they sent a catty reaponse back and refused to do either of those things. they should not be allowed to do this to people. Other-Other Update

On July 13th I purchased robux for my sons roblox account. We have done this hundreds of times at this point with no problem. This time we got an error message instead of a recite. I check my bank



account the 19.99 is pending so i know it went through i check his robux none are there. I immediatly contact roblox onn there form it takes 2 days to get an answer back. I am given Roblox Customer Care Ticket b(6) and my bank has paied the 19.99. At this point i have already called my bank and been informed that once paid roblox has to give the refund. At first i tell them i just want the robux. However i hvs been given the brush off for 2 almost 3 week with them telling me first my bank was going to magicly unpay them then. When i wrote back and told them that did not happen i was was told that i should just get robloxz cards instead. At this point i just want my money back and to be done with robox --- Additional Comments: i want my money refunded because i never received my product

Despite being fully cooperative and willing to go far above what is expected of a consumer to retrieve my stolen account including providing proof of identity in the form of state ID and more Roblox support has denied any cooperation or help due to the fact that my account does not have an email associated despite the fact that the issue very well may have been cause by a malicious third party due to evidence of having an email associated existing on the account in which money has been spent. --- Additional Comments: I want to be given back my roblox account as my ultimate goal. I would like an avenue to retrieval rather than just being told no when I offer many forms of identification because of a situation that I did not initiate and am not at fault for, which is extremely frustrating.

I sent this issue to Roblox Support and they did not resolve the issue. All they did was reset her account which I already did and have not responded to the multiple emails regarding this issue. Roblox Customer Care Ticket b(6)&#39;My daughter used about 300 Robux to buy potions in Adopt Me and another user : b(6) that she knows stole all her pets but 1 pet and now she can&#39;t play. I reset her password on my own. I looked up on You Tube and there are videos posted on how to steal other users pets on Adopt Me. I have spent a lot of money on Robux since the Pandemic started and my daughter is a Premium Member. Roblox should have better security so that 9 year olds cannot hack into others account. My daughter is very upset.&#39; --- Additional Comments: My daughter wants all her pets returned that this user stole.

My son purchased \$250 in an online game called Roblox without my permission. I asked for a refund. They said no. Then they deleted my account for &#39;disputed&#39; charges. They kept my money and deleted the account, thereby deleting the good I bought with said money. I have a screenshot of their response if needed. --- Additional Comments: I would either like the \$250 returned to me or reinstate my account. Ideally I want the company punished because there is zero chance I am the only person they have done this to. They took my money then deleted the product I bought.

Below are two emails that were sent to Roblox Corp. The company advertises going to 3rd party sites to buy these gift cards. We were looking for in game credits. Not robux. It&#39;s misleading to us as a consumer what we&#39;re getting. I stated politely that I see the card was just for Robux but why did we not get the premium member amount. They said that gift card is only for 2k robux. Yes correct for a normal player it&#39;s 2k. But premium members are supposed to receive more. 2310 to be exact. It states the card can&#39;t be used for a premium membership. In anyone&#39;s mind meaning you can&#39;t upgrade your membership to a premium account with this card. That doesn&#39;t apply to me. I have a premium membership already so I should get the premium membership amount of robux. Why would any intelligent person spend \$25 on a card that gives them less than they would get in game? If that was the case I would have spent my money in game that night and received the full amount of robux. Roblox Corportation advertises you to go to these 3rd party sites tricking parents and consumers to spend more money on a product vs buying in game. The gift card was purchased to add to my sons account so he could have enough to purchase the 99.99 for 11k Robux. He currently has an \$80 balance. When I redeemed the gift card it only gave him Robux and didn&#39;t add to the balance on his account. When it did redeem he only got 2k Robux instead

of the premium amount he should of at least gotten for his membership And the cost of \$25. It's very misleading for parents or kids. It's advertised to buy gift cards from your site to the 3rd party sites. At minimum I would like to see Roblox honor what a premium member should get for a \$25 gift card. We got 2k Roblox. We should get credited the remainder for his premium membership he's had for a while now. To trick someone into thinking they're buying a gift card for in game credits is ridiculous. Why would I spend \$25 for a gift card for only 2k Robux?? I would just buy Robux in game if that's what I wanted? It's a deceiving practice for parents and the BBB should be aware of this. These kids just want to play a game and us parents pay monthly for their subscription. To trick us into buying a \$25 gift card that gives us less Robux is just a way to scam us parents out of more money for less product. Any help would be appreciated. I --- Additional Comments: Credit my account the 310 Roblox that we would have normally gotten with being a premium member. I'm not asking for a refund or anything out of the ordinary. It's misleading advertising to us parents.

I disputed charges our autistic child made as my husband is out of work and we literally can not afford roblox charges. Its been over a week of back and forth with them. No refund and they suspended my child's account. They suspended an autistic child's account. And I just keep getting duplicate emails saying the account and refund is under review. --- Additional Comments: I want a refund and I want my child's account reopened. We set the parental locks on my husband's new device so it can not happen again.

I made a purchase and the item was never received. I have emailed proof to customer service 10 times and they continue to blow me off. They will not show me proof that the item was received even though they claim it was. --- Additional Comments: I want the money refunded. It was not a lot but it was a purchase for my young daughter who uses her allowance to play this game. We spend hundreds each week which will be stopping until this is resolved.

My daughter uses their service and couple days ago she was unable to log in and her password had been apparently reset. We went to the reset link, entered the email address and a message popped up that an email with a reset link has been sent. We never received the email even after trying this over 10 times. Now when we try doing this we get a message 'too many attempts, try again later'. I've submitted two tickets so far and in both cases we receive a generic email that the request has been received. Later we receive a second generic email from a support person essentially sending us back to the password reset link which doesn't work. After responding to the email and telling them the link doesn't work, we received a response that they are glad the issue is resolved and the ticket is closed. --- Additional Comments: We need to be able to log in to the account

This site is regularly allowing minor children to be exploited and taken advantage of through scammers. My daughter was scammed into trading valuable items for something worthless. There is no customer support line or applicable way of contacting anyone with the company or any developers of the games. They are basically letting anyone create a scamming game for minors to rip them off and take their money with no repercussions. It is sort of like the check scams but designed for minor kids. This is definitely exploitation of minor children. --- Additional Comments: I would like the items replaced which have a value of over 600 that were stolen from her. I also would like some moderation of the trading process, something that can recognize and stop illegal exploitation of these minor children.

Date purchased : 5/11/2020 PIN: (b(6))(b(6)) I PURCHASED THESE TWO GIFT CARDS BRAND NEW FROM ROBLOX AND THE CARDS WERE NEVER ABLE TO BE USED. I REACHED OUT TO THE COMPANY AND THEY STILL HAVE NOT GIVEN ME A RESOLUTION TO THIS ISSUE BBB PLEASE HELP??? THE CARDS WERE BAD AND THEY NEVER WORKED 'OUT OF THE BOX'; --- Additional Comments: I

WANT ROBLOX TO GIVE ME THE TWO \$25 REPLACEMENT TOTALING \$50'S IN REPLACEMENT CARDS.

My child's gaming account was terminated by Roblox for having unauthorized charges on the account holder's credit card. I contacted Roblox about this issue only having them give me no specific transaction dates or amounts. I also called my credit card company and verified that the purchases made to Roblox were not flagged as unauthorized. I have emailed Roblox copies of my credit card statement as well. They are now acknowledging that I am not the adult account holder and refuse to respond to any further questions or emails. --- Additional Comments: I would like to have specific information about the supposedly unauthorized charges that Roblox is stating were made. Also I would like my child's gaming account reinstated.

i purchased \$19.99 (1700 robux) on july 20/2020 thru paypal and never received the 1700 robux that i purchased. Contacted roblox and they keep saying it was added to my account. When i check its not there. Gave customer service proof of purchase and explained that i already had robux from previous purchases and that the 1700 was not credited to my account. --- Additional Comments: i would like to have the 1700 that i paid for to be credited to my robux balance.

My daughter and I tried to make some purchase on the app and while doing so, the app freezes and doesn't let you back in. You then need to completely go out of the app and what you bought isn't there but they take my money. I have reported it and they will not refund me my money. -- - Additional Comments: I would like a refund for the purchases that they took

My son used his money to purchase Robux he used them all to try and create a private server in a game within Roblox. The server wouldn't work at all we tried contacting Roblox and couldn't get anywhere so I finally asked for his 800 Robux back but I was told that they can't do that because the game is under a 3rd party programmer. They told me that I could contact the third party programmers but that they would not have any ability to refund my son his robux. They suggested I help them fix their issues by letting them know the problem we had. I feel as though the level of ridiculous is self explanatory... I was simply asking and am still asking that they return my sons 800 Robux. It's seems like such a simplistic request but clearly they seem to be in the business of scamming young children out of small amounts of money and figure most people won't complain too much about it. It is simple, their platform provides users with games and you pay them to buy coins to use while playing games on their platform. If you use your coins you should get something but when something doesn't work or you don't get it then your coins should be return --- Additional Comments: I want my sons account to be refunded the 800 Robux he paid for nothing

Roblox Customer Care Ticket b(6) Your company allows accounts to be created without purchases or an email address but then you do not have a mechanism to retrieve an account if the password is lost. This is not clear on sign up and am sure is unethical as a gaming company for a child that has played on the game for 3-6 months. I understand the issue you are raising but hopefully you understand mine now as I have a child that is upset. Surely you must have a method to retrieve account by verifying the mobile device it was played on or iP or location or other account specific information etc Also if you cannot help in the matter further, please direct me to your complaints department or management as would like to discuss this further with them as think this surely must be illegal or bordering on it. If you support accounts to be created without that information you must support passwords to be reset without that information. How many others are losing months of gameplay due to your lack of support to them? --- Additional Comments: Reset password once account has been verified (somehow) or send credits so I can create a new one as have lost 3-6months time

I purchased 4 \$25.00 gift cards for my granddaughters birthday, we uploaded the the cards (which I no longer have) but I do have the receipt where I purchased the cards (showing that they were

activated) and her credits are not showing up on her Iphone. --- Additional Comments: I would like for her to receive a refund for the \$100 purchase, thank you.

I have been a user of Roblox since 2009, spending a considerable amount of money on Robux and Builders Club membership. In 2017, a hacker has accessed my account and uploaded inappropriate assets causing my account to be terminated. I have contacted their support multiple times within the 30 day time period they have provided, but they have not responded to my appeals. A few months later I appeal again and still no answer. A few years later I notice they have an appeals form on their support page so I used that and they finally responded saying that the ban was applied more than 30 days ago and can no longer be reviewed. This is unfair as I have invested a lot of time and money into that account on their website and for all of it just to disappear is frustrating. --- Additional Comments: Restored access to my Roblox account.

Hello, Roblox You Deleted My Son's Account CoolChristopher For A Billing Issue However I Contacted You And Explained It Was An Error From My Credit Card But You Didn't Listen To Me. --- Additional Comments: Reopen my son's roblox account

My son was playing a game called roblox on the xbox (he's 6 years old) we'll I had him show me the game after discovering the charges and the game is designed so that everytime you touch something or even jump a prompt Comes up asking you to buy 10,000robux which comes out to be \$99.99 and if you are button mashing too get the prompt out if the way it's easy to accidentally buy now let alone he's 6 so the concept of money is minimal at best. Either way the game is designed to scam you out of a lot of money for virtually nothing.

I received a charge of \$19.99 on my PayPal account for Roblox that I did not authorize. I looked into both of my kids Roblox accounts and no charges were made and there were no extra Robux. Additionally, when I further looked into it, PayPal is not connected to either Roblox account. Due to Covid, I was unable to get a response from PayPal as to what happened, so I contacted Roblox asking them to look into it. While waiting for a response from Roblox, PayPal contacted me to tell me that there was fraudulent activity within my PayPal account and they deleted the charge. The Roblox that was ordered, didn't even go to any of my accounts because it was fraudulent. Roblox then emailed me to let me know that they deleted my account due to reported unauthorized charges. I emailed them back and explained that I never stated there were unauthorized charges, but asked them to look into it. I further explained that the unauthorized charges were made within PayPal and PayPal had addressed the situation. I further explained that it had nothing to do with my daughter's Roblox account and if they even bothered looking or reading my email, they would see that. After going in circle for days, they reactivated my daughter's account. However, when they reactivated her account, they said they took back the \$19.99 in items because I did not authorize the charges. I explained that no charges were even made on the account and the items they took in the amount OVER \$19.99 I had already paid for and purchased. Again, there were no charges or purchases during this time. Everything on the account has been previously paid for and not within the timeframe this has taken place. Roblox refuses to give me back the items they took out of my daughter's account in the amount of \$19.99. I want those items back as I paid for them. Their customer service is terrible and they don't even read the messages sent. I continue to keep getting the same automated message from them and had anyone taken one second to look into the account, this would have been a quick and easy fix. Shame on Roblox as they only care about money and DO NOT care about customers. Had my daughter not invested years and countless money in this game, I would have just deleted the account and been done with Roblox. Buyer beware! --- Additional Comments: I am glad my daughter's account has been reinstated, however I would like the items back totaling over \$19.99 that Roblox removed. I paid for these items and they were purchased before this incident ever took place. They can find all this in my account if they would just look into it. I was also told that if this ever happens again, they would permanently deactivate my daughter's

account, however nothing has happened to the account. I have tried to explain that to them repeatedly, but they are just not listening.

I received my cell phone bill and there were charges from Roblox Corporation for June 5 and June 6, 2020. For unknown purposes. I do not have a roblox account or know what it is. Therefore these charges were not purchased by me. The charges accumulated to \$47.01. I contacted my wireless carrier and they informed me I needed to contact roblox.com. I have contacted support, they asked for documentation of my bill, and they responded that documentation was received. Then the next interaction was to send the same documentation, that they had already stated they received. Therefore after several attempts at back and forth, I am contacting you for help to get rid of these charges. --- Additional Comments: I would like these charges to be refunded to me or credited to my wireless phone bill.

I purchased Robux, an in game currency, from Roblox. I made this purchase using PayPal on 20 Jul 2020. No goods or services have been provided. I attempted to resolve with the company and they acknowledged the issue and falsely claimed it was resolved closing the ticket/issue. --- Additional Comments: The goods/services purchased need to be provided or my money needs refunded.

Roblox is an online game my ten year old daughter has played since October 2019. One can make purchases of game money Robux for use in the game etc. In the last nine months my daughter has spent nearly \$400 of my money on this game. Recently I broke my iphone, the phone my daughter plays on, and the phone had to be replaced because it was beyond repair. My daughter tried to set up Roblox on the new iPhone, but forgot her password. I contacted the company through a simple forgot your password button. In order for them to help me, they said I would need to verify that this is indeed my Roblox account. I would need to send them a screenshot of the earliest receipt with the purchase amount, date, my name on it etc. I went back in my emails and the earliest receipt I could find was dated Oct. 10, 2019. It was not a membership fee, just a few dollars purchased on Roblox. I sent the screenshot. The reply I received said that what I sent them was insufficient and that I needed to follow the directions previously given in order for them to verify my account. This went back and forth a couple more times. I got in touch with Apple to help me find an earlier receipt, but the earliest one they had was the receipt dated Oct. 10, 2019. I told Roblox that and it seemed they were done with me already. They said they couldn't help me anymore with this issue. --- Additional Comments: What I want from Roblox is my daughter's password. I have given them exactly what they asked for in order to verify that this is our account. When I asked if there was some other way to verify it or additional information I could give them they cut me off.

They keep on charging extra 0.5% for sale tax. I have emailed multiple times to the support, and they have no desire to fix the problem. There isn't anything a customer can do to fix the sales tax being applied. Their database of sales tax assigned to zip code is incorrect. --- Additional Comments: Fix the sales tax percentage for my zip code, and refund the difference.

I have been a user of Roblox since 2009, spending a considerable amount of money on Robux and Builders Club membership. In 2017, a hacker has accessed my account and uploaded inappropriate assets causing my account to be terminated. I have contacted their support multiple times within the 30 day time period they have provided, but they have not responded to my appeals. A few months later I appeal again and still no answer. A few years later I notice they have an appeals form on their support page so I used that and they finally responded saying that the ban was applied more than 30 days ago and can no longer be reviewed. This is unfair as I have invested a lot of time and money into that account on their website and for all of it just to disappear is frustrating. --- Additional Comments: Restored access to my Roblox account.

I purchased a \$25 gift card, we added to account, but the money never showed up. After numerous emails and proof of receipts to Roblox they keep saying the money is added BUT IT NEVER IS. I asked for a phone number and now they won't respond. --- Additional Comments: I want what I paid for to be added to my account.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- My son (b(6)) received a text message on his phone from an Xbox player (gamer tag b(6)) to enter a code for some free in-game items. My phone was then charged for \$49.99 via my Verizon Mobile phone. This is a fraudulent transaction and I request that these charges are reversed. --- Method of Contact: I received a text message on my phone --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: Under 18

I purchased 49.99 worth of robux for my child. Her account was hacked and items purchased disappeared. I have sent emails and gone back and forth with customer support. They have not refunded my money nor have they responded to my follow up after saying they would escalate my concern. I have provided to them proof of my purchase and proof my daughter did not use the account. --- Additional Comments: I would like my account refunded or the robux replaced. Further more I am frustrated that I have been going back and forth for several weeks when I purchase from this company all the time.

I'm going to use \* star symbol to block out some of the letters in the username to avoid any hacks. Roblox has the correct usernames. My niece and nephew came to stay with me for awhile in May 2020 at that time i created a Roblox account for myself so we can play together. My account is b(6). My nephew account is b(6) i bought a Roblox card for \$15 when i tried to redeem the card for him another account was created by accident an b(6) the money went there instead of his account but i didn't realize this until much later after contacting them about the card money not showing up in his account several times. I just discovered the b(6) because i downloaded the app to my phone i had been playing on my kindle but i wanted to play on my phone as well. In any case when i downloaded to my phone i had to log in again but when i tried i didn't have a password set up so i requested a new password. But when i proceeded with the email to reset my password for b(6) it reset for b(6)! I contacted Roblox via email they're trying to say they can't find my b(6) because it's not connected to my email address which i don't understand since I've been playing since May 2020. --- Additional Comments: What i would like them to do is remove b(6) but move the robux money from b(6) and give it to b(6) for ten dollars from the card i bought at Wal-Mart for fifteen dollars there still five left on card. Then i want my account b(6) back to my email address so i can properly reset my password and not lose my progress. Also they connected my nephews account to my email address i need it to go back to his father's email address. They know the addresses and usernames I've been emailing them for awhile now with all the info

I bought a robux code for 10 dollars from Amazon, and when I redeem it, it doesn't give me anything. They run around like the mindless bots they are, all day, acting like I'm some fool. I am tired of being screwed over even 10 dollars, despite over 200 I have spent on this game, which even I am starting to get tired of. I would like my code to bring me my Robux. --- Additional Comments: They will allow me to use my code to get the 10\$ I paid for.

I have contacted Roblox unsuccessfully approximately 6 times now and the response i receive is ridiculous. I hold an account on my email address for my daughter. Approximately a week ago somebody used my account to create 3 new accounts. At first i thought it was some sort of mistake

and let it go but then when a fourth and fifth account were created i reached out to roblox. I do not authorize these accounts use my email address and i do not know what purpose and intent the person has with creating these accounts under another persons email address. I do not authorize these accounts to use my email. Roblox responded by saying that i indeed have an account registered to my email. THANKS FOR THAT i am well aware as i expressed in my message. I wrote back again and Roblox then wrote back and told me they reset my password. Great now my child is locked out and there are still 5 unauthorized accounts linked to my email. I wrote them again demanding the accounts be closed as it is ridiculous they would let someone use my email without my consent. They finally wrote back once again telling me that maybe somebody just used the email by mistake! ARE YOU SERIOUS? Obviously 5 accounts in somebody is up to no good. I wrote yet another email to roblox and i also reported all five accounts and since i have the email changed the passwords so the violator could not get into the accounts. Roblox finally agreed to delete the accounts which required yet another email to delete them even though i included the compromised account names in all of my emails. They deleted 4/5 accounts. Well low and behold the next day 2 new accounts created. and Today 2 more. My email address is blowing up. I refuse to block the email because what if this is some pervert trying to contact children its linked to me! I have called and left messages but due to covid they won't answer or call back. I have sent three emails and have no response. My account needs to be taken care of and they need to stop this from happening --- Additional Comments: Roblox needs to contact me to delete all of the unauthorized accounts. I also want to find a way to stop my email address from being used. I feel it is the same person as the accounts are created/stolen within minutes of each other. I receive the email every time they add my email address and they are minutes apart. Roblox seriously needs to fix their customer service issues. This is a game children play and it needs to be taken seriously!

CFPB Issue Type: Problem with a lender or other company charging your account | Transaction was not authorized --- What Happened: I am submitting a complaint for the second company involved. Please reference b(6) for the Paypal complaint. On June 28th I received a receipt from a company called RBX.COOL indicating I had made a purchase with them via Paypal; I have no knowledge of the company and no prior dealing, so I emailed them and then checked my bank account. RBX indicated I had purchased something in regards to gaming; I do not, nor have I ever gamed, physically, or online, nor does anyone in my household, as I live alone. There was a charge on my bank account for RBX.Cool. When I contacted the company, they indicated that someone had physically entered in my bank info, and email. I told them this was fraud, and they told me the company the person paid was roblox.com. I attempted to contact roblox, but they have no means to contact them unless you are a gamer and have an account with them. The thief created a paypal account with my information to obtain these gaming credits, or monies, using my email address, home address, phone number and bank account. I attempted to contact Paypal, and hit the same roadblock with speaking with a person on the phone, and not being able to communicate by email because the fraudster has the login information. RBX.COOL emailed me back and provided the user ID of the gamer, and the IP address, and indicated they blocked my email from their website. On 7/6, the fraudster again made a purchase with RBX.COOL, using the stolen paypal credentials. It is after hours, and they have not contacted me back as of yet, which I understand why. I am extremely troubled that both Paypal and Roblox, have no means by which a consumer can report fraud if they do not have an account with them. If they do, it is not discernable from simply going on their website, and using the contact options. TL;DR- Someone has opened a paypal account under my name, using all of my information, then made purchases, under my name, with a third party to obtain resources to be able to game, and I cannot reach two of the three companies involved. Please note, I have a strong belief that the thief works for a major restaurant because that is the only change in my banking habits using this particular card. --- Have contacted: CC Issuer --- Fair Resolution: Provide/back into the user name provided to determine who

is stealing my information, close the fraudulent paypal account, help validate the place of employment of the gamer. I have since closed the first account the thief used, which means they are now using another persons credit card or banking information with my credentials on paypal. Paypal and Roblox should simplify the process for non users claiming fraud.

CFPB Issue Type: Problem with a purchase shown on your statement | Card was charged for something you did not purchase with the card --- What Happened: On June 28th I received a receipt from a company called RBX.COOL indicating I had made a purchase with them via Paypal; I have no knowledge of the company and no prior dealing, so I emailed them and then checked my bank account. RBX indicated I had purchased something in regards to gaming; I do not, nor have I ever gamed, physically, or online, nor does anyone in my household, as I live alone. There was a charge on my bank account for RBX.Cool. When I contacted the company, they indicated that someone had physically entered in my bank info, and email. I told them this was fraud, and they told me the company the person paid was roblox.com. I attempted to contact roblox, but they have no means to contact them unless you are a gamer and have an account with them. The thief created a paypal account with my information to obtain these gaming credits, or monies, usng my email address, home address, phone number and bank account. I attempted to contact Paypal, and hit the same roadblock with speaking with a person on the phone, and not being able to communicate by email because the fraudster has the login information. RBX.COOL emailed me back and provided the user ID of the gamer, and the IP address, and indicated they blocked my email from their website. On 7/6, the fraudster again made a purchase with RBX.COOL, using the stolen paypay credentials. It is after hours, and they have not contacted me back as of yet, which I understand why. I am extremely troubled that both Paypal and Roblox, have no means by which a consumer can report fraud if they do not have an account with them. If they do, it is not discernable from simply going on their website, and using the contact options. TL;DR- Someone has opened a paypal account under my name, using all of my information, then made purchases, under my name, with a third party to obtain resources to be able to game, and I cannot reach two of the three companies involved. Please note, I have a strong belief that the thief works for a major restaurant because that is the only change in my banking habits using this particular card. --- Have contacted: CC Issuer --- Fair Resolution: Provide/back into the user name provided to determine who is stealing my information, close the fraudulent paypal account, help validate the place of employment of the gamer. I have since closed the first account the thief used, which means they are now using another persons credit card or banking information with my credentials on paypal. Paypal and Roblox should simplify the process for non users claiming fraud.

On July 3, 2020 at about 6:30 AM my son's Roblox account b(6) was hacked. I noticed this at approximately 7:45 AM, I received an email that the password and email were both changed. I promptly filed a report with Roblox. At 8:30 AM a charge was made to my PayPal for 9.99, the cost of a premium membership. I had previous cancelled my son's premium subscription, it was even declined by PayPal two days prior. Any in game currency was spent by the hacker. I did not hear back from Roblox customer service until around 11:30 AM that morning, at which time we regained access. That's when we noticed the charges. I asked Roblox for help with this situation but they simply gave me the run around. I felt I had no choice but to dispute the single 9.99 transaction with PayPal. On July 5, 2020 my son's Roblox account was locked, an account I have spent a few hundred dollars on. They proceeded to tell me the card holder had to contact them regarding the transaction. I am the PayPal and card holder. My son's account needs to be reinstated or I need a refund for all the money I have spent on their services since the account was opened By them locking his account he no longer has access to anything I spent money on. --- Additional Comments: Reinstatement of b(6) or full refund on all purchases since this account was opened.

Roblox stealing robux from my accounts; deleting some accounts because I requested a refund --- Additional Comments: I want them to reactivate my accounts and give Robux back which was paid for



with cash. They deactivated my account because of a dispute where I demanded they stop recurring payments to my credit card. I saw nowhere that said "recurring payments" when buying robux. This is the third or fourth similar case of missing robux, being hacked and things stolen, etc, with this company. They word things to trick under age children into buying, and they lack any kind of review when making purchases. Very easy to hit the wrong button. They payment methods are designed to trick people and it has to stop

I have tried since April to contact this company with NO response. I had charges on my card in April that I did not authorize and now I have \$154.98 worth of charges again. The charged in \$19.09 increments about 6 times. I have tried to call them and am only able to leave a voice mail with my email address. What kind of company has no phone response and will not even allow me to enter a help ticket on their website because I don't a user name. I even tried the forgot password/user name link and I get nothing. --- Additional Comments: I would like to be refunded for ALL charges on my account \$154.98. I have contacted my bank already to dispute the charges but was told that because they're entering the charges as if I was in a store purchasing an item the bank can't stop the charges.

Roblox allows fraudulent content to scam children of their money and then denies all responsibility. My daughter spent 250 Robluxs on content within the site promising her a rare pet Shadow Dragon for use within the Adopt Me game. She never received it and was very upset. I reported the content and emailed Roblox asking for a refund. They told me to contact a game developer. I sent the developer of Adopt me games a screenshot of her purchase and the game developer told me the content my daughter bought from a fraudulent developer and to report it to Roblox and ask them for a refund. I opened a second ticket with screen shoots of developer of Adopt me games response and of the item/seller in which Roblux customer support did nothing. A third ticket was opened when the store and the seller was deleted and Roblox told us to "contact the developer" and hid behind their terms of service. The latest ticket was handled by a senior customer support tech who gave us the same responses after a lengthy "review". Ticket# b(6) --- Additional Comments: A refund

I purchased a \$25.00 game card the magnetic strip was defective causing the access code to be illegible. I tried contacting the companies support line. They do not have any contact info on their website. I reached out to several employees listed on LinkedIn and no one has responded. I want this card replaced, for the company to give us the access information to activate the card or I want to be reimbursed. --- Additional Comments: I want this card replaced, for the company to give us the access information to activate the card or I want to be reimbursed.

Hello,Somehow my son made 5 charges for \$19.99 to this company while playing Minecraft on the Xbox, he was using my account and he claims he has no idea how he was charged as there was no popups telling him to buy anything. I have made sure the settings prevent in-game purchases, can you please ask to reverse these charges?I tried to contact Roblox through their support portal but after I filled out the form, it went into a "Verify" loop asking me over and over to verify by rotating images which I did successfully 4 times before looking up their email instead. The email responded to me telling me to go to the portal.The Xbox name on the account is b(6), and all 5 charges show as;CHECKCARD 06/30 ROBLOX \* 1-855-333-473 855-3334734 CAI see no records of these charges in my XBox, or in my on-line Microsoft account that is tied to the XBox, so I have no idea how they were made.Thanks --- Additional Comments: Refund of my money.

Well I was hacked and the person who hacked me took my items and sold it. I worked hard and spent hard-working money for my things in Roblox. So now I would like my items back. Please and thank you. I have did everything I could for these items and I feel like I should get them back. --- Additional Comments: Return my hard-working items back.

I have spent almost 5 days in contact with Roblox on my son's email since that's attached to his account and mine. Last fall I purchased my son a \$25 Roblox card from GameStop and within a few days his account was M-CM-;M-BM-^@M-BM-^\\locked/hackedM-CM-;M-BM-^@M-BM-^] and he couldn't gain access. I decided he didn't need to play anymore. With COVID-19 and limited options, this has been a way for him to play with friends from school and his cousins. Within the last month to month an a half I purchased first a \$10 code from GameStop, then two additional \$10 cards, and about a week ago a \$25 card. Now within a couple days his account is locked and no verification process works, etc. Through NUMEROUS attempts to get assistance from Roblox customer service we are continuously told that we need the PIN number from the very first card ever purchased to verify ownership and that there is NO other possible way AT ALL to verify the account ownership. I can tell them around the time and the amount of the first card that I remember, but that's about it. At this point the company has stolen about \$65 that we spent for my son to play in the last month and a half. They are refusing to help me unlock my son's account. They have an entire page devoted to the fact that accounts are hacked, yet do nothing to protect the safety of accounts. They do not specify that you will need a pin from the first card to help verify ownership in the event of something happening. The company does not give you any options to set up to recover passwords, unlock or recover accounts in any way when you set them up. I know because I completely gave up on my son's original account and just made him a new one because my son couldn't access his old account when he tried again after awhile of inactivity and I just got sick of trying. Since I've spent so much on this game on this account, I'm not willing to just let it go now. I feel as if they have no regard for actual customers with an actual problem and no care over them losing money. They are perfectly fine with stealing from paying customers. It's not okay, and given the current circumstances of people being quarantined or under shelter in place orders, this makes the issue even more upsetting. --- Additional Comments: I simply want my son's account to be unlocked and returned to him. They need to allow us to set something up to protect from future issues, and I want credit put onto the account to make up for the lost credit from his account being compromised.

I discovered 5 separate charges made on my account from Roblox, which I had to Google, discovering it was an online gaming platform. Each charge was \$19.14 apiece, and were made several minutes apart. I immediately contacted my bank to issue a new debit card, as my information was clearly breeched. Roblox states on their website that they would prefer you contact them directly to resolve fraudulent charges. I spent days in communication with their support team, sending the same information repeatedly. As of this morning, I received a message from their support that stated they could not assist me any further and that they would not respond to the ticket thread any longer. This is a direct response to me providing the information on each of the charges and the compromised card, as requested. I am shocked that their system allowed for multiple charges to be made virtually back to back with no suspicion of fraud. I am disgusted with their ;support; team and their refusal to be transparent and provide a solution for this fraud. I have now reported these as fraud with my bank, as Roblox refuses to resolve the issue. --- Additional Comments: I want them to reverse these charges immediately, and block whatever user has breeched my personal information, or tries to use my information in the future. I have never and will never utilize their platform. Nobody was authorized to use my information, and this was a complete breach of my information by a stranger. I want my name and information blocked and unable to be used on their server in the future.

On April 3rd 2020, I purchased robux in the amount of 20.00 dollars. My 9 year old daughter used 10 % towards robux. She forgot her password for that account and began emailing in May asking the support team to help retrieve her password but they needed proof and asked for the ; receipt ; , she emailed the proof of purchase from our checking account and then they asked for the password she forgot. b(6) has been on repeat for a month and a half. The final straw is that the roblox

support team emailed her saying her problem has been resolved when it actually has not been in the least. --- Additional Comments: A full refund is expected in return for this stressful juggling act on behalf of my daughter.
On 6/25/20 my 12 year old son used his pre-loaded credit card that his grandmother provided him to make a purchase 400 units of game currency from Roblox at the cost of \$5.00, which he has not received. We have made repeated attempts to Customer Support online and they have yet to respond. We have tried calling and they are not taking phone calls. They require you to submit everything online. We don't want to have to cancel his card, as he enjoys using it for gaming purposes. It's only \$5, but that's not the point. He paid for something and he has not received what he paid for. --- Additional Comments: Credit my sons Roblox account the 400 units he paid for.
I got my money stolen from my Roblox account by other user in the game, he stole 440 robux from me, I can prove he stole it from me and the admin is not going to refund me my money --- Additional Comments: Get my money back
roblox allowed a fraudulent game and its scamming people out of there money and roblox does not want to resolve the issue they keep passing back and forth between them and one other party and one steps up to help with the issue they are condoning scamming and illegal activity --- Additional Comments: just want my robux back all 1,000 of them that i was scammed out of
On June 28th I received a receipt from a company called RBX.COOL indicating I had made a purchase with them via Paypal; I have no knowledge of the company and no prior dealing, so I emailed them and then checked my bank account. RBX indicated I had purchased something in regards to gaming; I do not, nor have I ever gamed, physically, or online, nor does anyone in my household, as I live alone. There was a charge on my bank account for RBX.Cool. When I contacted the company, they indicated that someone had physically entered in my bank info, and email. I told them this was fraud, and they told me the company the person paid was roblox.com. I attempted to contact roblox, but they have no means to contact them unless you are a gamer and have an account with them. The thief created a paypal account with my information to obtain these gaming credits, or monies, usng my email address, home address, phone number and bank account. I attempted to contact Paypal, and hit the same roadblock with speaking with a person on the phone, and not being able to communicate by email because the fraudster has the login information. RBX.COOL emailed me back and provided the user ID of the gamer, and the IP address, and indicated they blocked my email from their website. On 7/6, the fraudster again made a purchase with RBX.COOL, using the stolen paypal credentials. It is after hours, and they have not contacted me back as of yet, which I understand why. I am extremely troubled that both Paypal and Roblox, have no means by which a consumer can report fraud. If they do, it is not discernable from simply going on their website, and using the contact options. TL;DR- Someone has opened a paypal account under my name, using all of my information, then made purchases, and continues to, under my name, with a third party to obtain resources to be able to game, and I cannot reach two of the three companies involved. Please note, I have a strong belief that the thief works for a major restaurant because that is the only change in my banking habits using this particular card. Other-Other Update
Consumer is calling because he purchased a game online consumer decided to return the game and requested a refund. Consumer states that he paid \$50 by using a apple card. Consumer was told that he will need to open a bank account to get the refund.
in recent weeks i made apurchase for two small payments as of july 2020 i have up to 10 charges from a debit card on a daily basis. i reported the charges to my bank to change the information. i do believe my information was compromised for these charges to be made. after removing all my information from the internet phones and games i still am being charged.

My son made the purchases above to purchase a "game pass" for a particular game within Roblox. Less than 24 hours after purchasing the game pass, he was banned from the game for "flying" (an action allowed by his game pass). It seems that this game is setup in such a way where many players can ban each other without sufficient cause. Thus, he purchased a very expensive game pass for this game which has not been delivered. --- Additional Comments: I would like a refund of the amount paid for this game pass, as the product was not delivered. The total amount spent on this pass is \$138.23 inclusive of tax.

A seller using the Roblox platform used the "Adopt me" name in their store to sell items that cannot be used in the "Adopt me" games, have no servers to use the item in and the developer is no longer listed/able to be contacted via the platform. Roblox customer support has responded to all my inquiries with canned/standard replies without addressing the issue. They are ignoring the blatant fraud and are using the terms and agreement to protect scammers.----- Ticket b(6) was closed by roblox customer support (Carson): We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time. Prior responses : We have already stated in the previous response that you need to contact the developer to let them know about any issue you're experiencing and provide any feedback about your game experience. Game developers will appreciate being made aware of issues so that they can fix any problems and make improvements. You can contact the developer of the game by sending a direct message to them. The developer will be listed on the game's main page, under the title. If the by line directs to a group rather than an individual user, you can send a message to the owner of the group, which will be listed on the left side of the group's page under the group's image. As already informed, at this time there is not a way to get Robux back once you have made a purchase in the catalog. All purchases require players to click on a confirmation box as a precaution against making accidental purchases. If you are having an issue with a Roblox item that you purchased, then please make sure to provide us with more details, including a link to the item. Please keep in mind that the items that are moderated or removed from access by the creator may not be eligible for a refund. While we are not able to offer a refund of Robux, there are many ways to earn Robux on Roblox. We encourage you to read this help article on How to Get Robux.----- Ticket b(6) : b(6) (Roblox) Thank you for your response. We're sorry to hear that you are missing some in-game items or currency for this specific game. Please note that all games on Roblox are made by other users, so this means that all items and currency for that specific game are created and stored by the game creator. This also means that Roblox is not able to access or alter the scripts that store this game specific information. While we do understand your frustration, we are not able to assist with restoring any missing items or currency from specific games. We can only assist with missing items purchased from the Roblox Catalog or missing Robux. --- Additional Comments: A refund of the roblox

Hello, I was recently terminated from Roblox for a false reason. I have been on this platform for over 5 years now. I'm an active developer on the platform which means I make a virtual currency and can exchange it for real life currency (USD) This program is called M-CM-"M-BM-^@M-BM-^\\DevExM-CM-"M-BM-^@M-BM-^] in which I have participated in for over 2 years now. Please refer to the link provided for more information <https://www.roblox.com/developer-exchange/help>. Over the last 2 months I have exchanged over a million Robux (in-game currency) for USD which converted to over \$3,000 USD, and in the past 2 years has earned me almost \$10,000. Please refer to the link for the first payment made to me from Roblox Corp. [https://i.gyazo.com/b\(6\).png](https://i.gyazo.com/b(6).png) and [https://i.gyazo.com/b\(6\)](https://i.gyazo.com/b(6)) to my bank. This screenshot also provides all the payments made to me from Roblox. [https://i.gyazo.com/b\(6\)](https://i.gyazo.com/b(6)) termination. [https://i.gyazo.com/b\(6\);M-BM-^@M-BM-^\\Your](https://i.gyazo.com/b(6);M-BM-^@M-BM-^\\Your) account has been moderated for buying, selling, or trading Robux or virtual Roblox items outside of the Roblox website. M-CM-"M-BM-^@M-BM-^] However I have never partaken in this kind of

activity. The main reason I would never do anything of this nature is because of something like this happening, my account being deleted. I would also never want to violate their Terms of Use due to the fact it would jeopardize my Dev-Ex and income. This is my job and violating Roblox's Terms of Use would never be something I would be involved with. The Moderation team at Roblox has a terrible reputation for banning people for false reasons and I happen to be one of them. Now for the reasoning why I'm innocent. Roblox believes that I was selling my Robux (Virtual currency) for USD in which I wasn't. Roblox has virtual items which players can buy on their M-CM-&#39;M-BM-^@M-BM-^CatalogM-CM-&#39;M-BM-^@M-BM-^] or M-CM-&#39;M-BM-^@M-BM-^Avatar ShopM-CM-&#39;M-BM-^@M-BM-^] refer to the link to see what the catalog contains. <https://www.roblox.com/catalog/?Category=2&Subcategory=2&SortType=5> In which some of the items are categorized as M-CM-&#39;M-BM-^@M-BM-^LimitedM-CM-&#39;M-BM-^@M-BM-^] meaning they can be traded within the platform for Robux or other limieds. This also means each item has its own M-CM-&#39;M-BM-^@M-BM-^value or RAPM-CM-&#39;M-BM-^@M-BM-^] RAP is how many Robux the item is worth. I happened to purchase one of these limited items known as M-CM-&#39;M-BM-^@M-BM-^Dominus AureusM-CM-&#39;M-BM-^@M-BM-^] which was valued at around 800,000 Robux at the time. Refer to the link to view this item. <https://www.roblox.com/catalog/138932314/Dominus-Aureus>. However, when purchasing this item I didn't buy it directly from the item page. I contacted multiple owners of this item and asked if they would sell it through T-Shirt funds. In which, any user on Roblox can create virtual clothing and sell it for Robux (Virtual currency) The reasoning for me buying it with this method was to avoid the taxes Roblox puts on limites known as M-CM-&#39;M-BM-^@M-BM-^Marketplace feesM-CM-&#39;M-BM-^@M-BM-^] This allows Roblox to take a percentage of your Robux (Virtual currency) when purchasing b(6) --- Additional Comments: I would like to be untermiated/unbanned from this platform so I can continue my job here. My username is &#39;b(6)&#39; user ID: b(6), and email linked to account is b(6)

I downloaded the Roblox app on April 14, 2018 for my middle daughter. Since then, my youngest daughter (now 10yrs old) was able to access the app without my knowledged and establish an account. This year her friend presented her with gift cards to be used to buy add-ons in the app. Witout my involvement, my daughter added the gift cards (valued at \$50.00) to the account, only to have the credits removed from her account two days later. I contacted the company for assistance but was advised that they could not verify my ownership interest in the account, despite having provided a copy of my download receipt from 2018. From there, they disabled the account. My daughter is now left with no value to her gift cards and no account. The company made no attempt to protect her interests or privacy by requiring a parent email or disclosure. The company has ignored the fact that another user was able to fraudulently access the gift card balances.

my phone got stolen. someone installed a roblox game and charged my debit card around 1000 . unauthorized charges. I notified roblox and sent all the info they requested but they just kept emailing be more request and excuses leading me on they also kept instucting me not to notify the bank because it would be out of there hands and they would not be able to resolve this quickly with reimbursement. They never did anything I spends alot of time and money sending info through staples. Did finally notify the bank. Other-Other Update

I reported fraudulent charges to the customer service team that were made on my sons account. Customer service responded and said that their internal tool could not verify that the charges were fraudulent but provided no detail. My son lost about \$40 with these charges and their customer service team did nothing but provide a generic answer that does not make me feel confident that they thoroughly researched the issue. I feel as if they have just did not want to refund any of the charges. When I pushed on the issue asking for additional details regarding what the findings were they never provided an answer. This level of support is unacceptable. Especially for a platform with

such weak password rules as numbers only. --- Additional Comments: I want funds returned to my sons account.

I am calling for a ban appeal, I've tried emailing roblox for months but I always ended up with robotic answers and wasn't really given info so I'd like for an actual chance to explain what happened. So basically one day my friend in real life messaged me telling me he had bought an account that was stacked with robux and limited items. He offered to buy me some robux and give me some limited items if I bought Builders Club on the account which I did. He paid the robux to my group and allowed me to enter the account to sell the limited items to myself. I had paid some of the robux to my friends account b(6). All was well until a few days later I log in to see I got banned M-CM-&#39;M-BM-^@M-BM-^Account theftM-CM-&#39;M-BM-^@M-BM-^] and my other friend who owned M-CM-&#39;M-BM-^@M-BM-^b(6)-CM-&#39;M-BM-^@M-BM-^] tells me he got banned because ownership could not be determined. This is when I messaged my friend who gave me the robux M-CM-&#39;M-BM-^@M-BM-^b(6)-CM-&#39;M-BM-^@M-BM-^] and he starts to tell me he actually stole the account by scamming him on fortnite. At this moment I was furious and went to email roblox immediately because it was one huge misunderstanding and my friend who stole the account vouched to confess what he did because he felt bad for getting me and my other friend banned. But at this point, I keep sending ban appeals and emails to roblox but I just keep receiving robotic replies. Please let me get a chance to explain myself! I have so much proof I really didn't know about the theft. I can even get the perpetrator to admit! I've been playing for so long and spent over 300 dollars on this game. I really would not have any reason to steal someone's account. Sincerely, b(6) --- Additional Comments: I want to receive both of my accounts back because I had no involvement in the thefts of that mans account and I have proof.

I paid for 800 Robux on my sons account using my American Express on December 27, 2019. The Roblox website said it did not go through the first time so I repeated it. Then it said it could not go through again, so I put my credit card in again. It still said it didn't work but we looked at the Robux and 800 were there so we figured it must have worked. I woke up the next morning and saw that I was charged twice and an extra 800 Robux were in my sons account. This was not my fault as their website told me my credit card would not go through and that it timed out. I emailed their company and never heard back and never received a response or any refund. Fast forward to May 5, 2020 when my 9 year old son had 450 Robux taken from him for an M-CM-&#39;M-BM-^@M-BM-^Adidas sweatshirtM-CM-&#39;M-BM-^@M-BM-^] that he never purchased. I emailed Roblox customer service about getting his Robux back. After 9 emails and Roblox telling me to go to b(6) to get the receipts they needed to verify the account, which I did, I was told they could not help me. The last email I sent was on June 1 and I never heard from them again. During this time they also shut down my sons account so he could no longer play on it. It boggles my mind how such a huge company can have such horrible customer service. How can they not right these wrongs that occur? I have never worked with a company that has been so unhelpful. I would like for my sons account to be opened and for him to get back his 450 Robux and for me to be reimbursed for the 800 Robux their website pretty much charged me without my knowing. --- Additional Comments: I would like for my sons account to be opened and for him to get back his 450 Robux and for me to be reimbursed for the 800 Robux their website pretty much charged me without my knowing.

I purchased Roblox for my daughter several months ago. The application continues to charge my card at times when no one is using it. I stopped allowing my daughter to use the app, removed from our phones, yet it keeps happening and I've had to pay hundreds of dollars and change my credit card twice. This is unacceptable. --- Additional Comments: I need a refund for all charges.

Hello the reason for me contacting the Better Business Bureau today on (June 14th at around 7:00) is because of a recent problem not only I am having but others too. On ROBLOX I have created an alt account to move over some of the things to that account from my old one. After Moving all the things

over to that account I try to log in but it keeps saying M-CM-^M-BM-^@M-BM-^Incorrect Password or UsernameM-CM-^M-BM-^@M-BM-^] Even though I'm certain that my password is correct because I have use this password for many things. I then tried contacting ROBLOX customer Service team, but they repeat to me that they can only reset my password if I have a receipt of any purchases made on that new account but I have not made any purchases on this account and I do not have a verified Email to get back in. Meaning I have put all my data into a new account that will be forever lost. Please keep in mind that I'm not the only one that has experienced this on (June 14th) others have stated on Reddit that they had basically did what I did and can't get back in due to not having made a purchase on that account and not having a verified email. --- Additional Comments: What I would like to see happen is for me and everyone else having this issue to get their account back as well as ROBLOX changing there system. I do not think that we need have brought something to verify that we're the owner of that account. I have lost all my stuff because I Did not M-CM-^M-BM-^@M-BM-^purchaseM-CM-^M-BM-^@M-BM-^ anything on my new account.

I have been loyal to this brand for over 11 years and this is where I started my Youtube platform as well. I recently logged in to secure my account as I hadn't accessed it in over 5 years easily, however I was met with a message stated my account was terminated in late 2019 due to violating their TOS. But again, I, as the owner of the account, haven't logged in in over 5 years so I couldn't possibly have breached their TOS. I reached out to them in great detail about this hoping that they would take some sort of action, either by resetting the account or compensating me for my loss as I had paid them over \$150 dollars total playing the game. Alas though, they said I can essentially just get fucked and refused to discuss the matter further with me. I then attempted to resubmit a support form but my account was BLACKLISTED from the support page and I am now unable to submit further forms regarding that account. I just finished terminating an internet agreement with Comcast and that was beyond hell. But this experience.... this was worse. Highly unsatisfied with Roblox's customer care, ESPECIALLY for people who are loyal to the brand. Don't bother with this game, Minecraft is better in every way anyway... --- Additional Comments: I would love to have my full account back, ideally. But I know Roblox is a \*\*\*\*\* so I really just want my username back as a functioning account under my control.

My card is billed for a monthly subscription for robux for accounts sister b(6) and b(6). For april and may my card has been billed but no robux were added to these accts. I have emailed and left messages with no response. Please look at my billed card and credit the robux to those accts. Thank you. b(6) --- Additional Comments: Please credit the 2 accts with the robux that have been billed to my card. I've even tried to by some to give them robux until this is settled but they dont get credited either.

ROBLOX is refusing to change the name of the group after the name got changed because of a DMCA, the name is currently Content deleted (b(6)).We're requesting it be changed to: b(6) They've changed group names in the past because they've been DMCAed and I don't see no difference in this case, this group has 120K+ members. --- Additional Comments: I want the group name to be changed to: b(6)

a very young minor grandchild purchased several games with my visa card on her mothers phone.Roblox did initially respond asking for : date and amounts of purchase, last four digits of billing card, zip code of billing card, users names and emails, bank transactions.i worked through the week-end from Friday 6/5/2020 to Monday6/8/2020. I have had no response to date.when I send another email or go to their help support, i will get an automated message saying to use the correct ticket number, I do use the correct ticket number, however it appears that everytime I send a request for status another work ticket is generated.I just want an answer if they are doing anything, I feel like they (roblox) is stalling till I run out of time to get my refund back. --- Additional Comments: 1. a

response to what exactly are they doing in response to my help request.2. refund all of the transactions it is around\$300.00.my granddaughter is only 3 years old, and plays roblox all the time, I have no idea how she was able to order 10 transactions on 6/3/2020. her parents did not realize it till the next day they did inform me and I related information in the course of three days to roblox.

Easter 2020 I allowed my daughter to use an iTunes gift for 5.00 to purchase Robux. That day and for the last several weeks, someone has hacked into her account making multiple purchases totaling 35.00. I have changed password numerous times, enabled two step verification and other security measures. Nothing has worked. I have emailed Roblox numerous times over the last two months. They continue to say the account wasn't hacked. She can only use the iPad in my presence so I know it wasn't her. Purchases were being made on days when she didn't even have the iPad. Someone is making these purchases. She does not have the password to even make purchases yet Roblox continues to say the account was not hacked. I sent them a screenshot yesterday showing them that I no longer have access to the transaction page to see the purchases. It only shows friend requests that she didn't make. They requested a screenshot of the transactions and again I told them I can no longer see that in the account. I want them to acknowledge that the account was hacked, replace the robux that was stolen from her, and fix this so it doesn't happen again. --- Additional Comments: I want them to acknowledge that the account was hacked, replace the robux that was stolen from her, refund me for the purchases I didn't make, and fix this so it doesn't happen again.

Last week I emailed Roblox because someone had entered into my account and used all my robux to buy a shirt worth 100+ robux. I told Roblox that I did some investigation and found out this exact same thing was happening to other people which was made evident if you looked in the comments of the shirt. Roblox staff asked me some questions and I replied to them all. Days past and I check my email to see if Roblox had finally replied and the only message I got was M-CM-&#39;M-BM-^@M-BM-^\\As ownership can not be verified, we are unable to assist you further with this account.M-CM-&#39;M-BM-^@M-BM-^] So I logged onto my account and found out I got banned. I had initially emailed you because I had gotten hacked and in return, I get banned and the sole explanation is one sentence? So I sent an appeal and after almost a week of waiting, I get the same message. I&#39;ve been playing since 2008 and have spent a lot of money on this game. It&#39;s very sad to see how you treat your customers. --- Additional Comments: I want my account back and if that&#39;s not possible, I would like to know why my account got banned by an actual human and not an automated message.

is like to report a gaming app found on Google play named Roblox. i realize i blow the whistle on many companies,and feel justified in all my complaints. with claims of over 100 million downloads and rated for ages 10+,one can play for free on a basic level only.to participate in many activities one must purchase &quot;robux&quot;.if one gets locked out of ones gmail account as i have,one must start a new account and one loses all robux as well as all purchases made. A tough pill to swallow,but buyer beware. the latest problem im having is in a new roblox game called adopt a pet monkey.in this platform people as well as gullible children can &quot;trade&quot; with others a breeding ground for hustlers as my daughter learned.because you can give your&quot; pet&quot; to a person,whos avatar can look like anything and the person can just keep it.now it says dont trade outside the game because they cannot protect you.however they fail to protect kids IN the game as well. and of course,just as with Google there is no accountability. ok to add insult to injury,the &quot;adopt me&quot; game advertizsd &quot;mega pets&quot; my daughter and myself purchased some, and they never showed up,i can find NO info on when they will or if that too was a scam.now i hesitate to use the term organized crime,but when kids are being hustled and you see kid after kid saying &quot;please give me my pet back&quot; i have to call a spade a spade. please look into it. thank you Other-Other Update



Contacted Roblox by email. My son couldn't log in an account so b(6) at Roblox suggests I send them the earliest possible receipt record so they can identify if the account belongs to me. I have provided Roblox 3 times all different receipts showing various transactions toward this Roblox account. They will not help me log back in. I would like my refund of all monies spent on this account or whatever reasonable amount I have spent on it since they can't help me resolve this simple issue. I want my account unblocked or refunded I have spent a lot of money on this account please help me resolve. --- Additional Comments: Refund or resolution.

Hello, my username is b(6) I have tried to recover one of my old accounts. I have provided many other sources of verification but I still get the same copy and paste response over and over again and I have contacted support many times and I still get the same response. I know what the emails are and told support that but the problem is that since this is an old account, the emails got deactivated from the email lists by the service provider and I have tried to contact them but they said they couldn't recover them. The emails were b(6) and b(6). I have also provided several photos and videos of proof of ownership. I have also included various examples of verification including the last password I tried on the support ticket. I have read the support articles and it said: 'If your account did not have an email address or a credit card/PayPal purchase, we can still work with you to try to verify ownership and return the account.' I have tried to reason with them but I still get the same response. --- Additional Comments: I finish to get access to my account again and have my password reset because I keep getting no help from the support tickets.

i made a purchase of 100.00 for Robux. When we tried to use it. Roblox showed it was previously used within minutes of purchase, which was completely impossible. I have tirelessly contacted customer service through telephone left countless voice messages and countless emails with no resolution or answer. The only thing I have received was a automated email asking to reset my password which I have done countless times. After some research I have found not to be the only consumer affected by this and never receive any answers to this issue or any acknowledgement whatsoever. This is \$100 of hard earned money that has not been accounted for by them or even recognized. The only proof I have is the charge from my bank and the email confirmation as well. Please help. This is not fair to kids all over who get robbed and think they can get away with it. --- Additional Comments: Either a refund of the \$106.00 or the purchased \$100 of Robux.

After contacting them about charges appearing on my credit card, they completely ignored my support ticket. Two weeks later I questioned the charges from a third party called b(6) with my credit card company. In response, they completely deleted my daughters account without notice or warning. This is not even the card I have on file with them for recurring charges and their site says they only allow 1 card to be registered. --- Additional Comments: Her account needs to be restored. They also need to provide adequate procedures to handle billing issues. There is no one on the site to view a transaction log or understand what happened and no one will contact you.

ticket number is b(6). My account got scammed of the item in the game called 'Adopt me' by a user b(6) on May 29 around 8 or 9 pm est. I followed up 4 times with Roblox by email since then but have not heard anything back from Roblox. Act Th --- Additional Comments: (a) to give me back my item 'ride fly neon unicorn' and (b) ban the scammer to avoid future scamming by this member in the Roblox community.

My almost 12 year old account that had more than 1000\$ worth of items was hacked into. Person who hacked into the account purchased a premium membership for 5\$, which is required to move items to another account, thus stealing what I owned. I caught them in the middle of the act and managed to revoke access from any malicious users on the account. Said hacker then canceled the payment for the membership they bought on my account. This caused the company to punish me by terminating my account that I had dedicated almost 12 years and spent hundreds of dollars on, not to mention the account being easily worth thousands. I attempted to contact support multiple times,

each time they said to send them info regarding the issue, yet they do not check the multiple emails I've sent when they requested. I am always redirected to their support ticket part of the website that doesn't offer enough room to type out the entire issue, not even including the information they want to ask for. I let them know this was an issue with someone hacking into their server and trying to steal my account, yet they persist to tell me to get the card owner (who keep in mind hacks into their server and steals accounts) to call them. --- Additional Comments: My desired outcome is to have my account re-enabled just how it was prior to having someone break into my account through their servers. I even offered to pay for any lost of profit that was caused by my account on their end.

They allow children under 13 to join without any parental consent, allow them to talk to strangers and do not have any ability for the account to be deleted or the child's information to be removed

The company made me pay them the amount and promised to pay me back with 10,000 extra so i agreed. Other-Other Update

I have sent multiple emails over the course of 5 days, only to get a different CSR and response not answering my questions. My 10 year old twins spent their bday money (\$25 each) to buy Roblox gift cards from Walmart to use for their accounts. When we inputted the numbers both said that the number had already been applied. Two separate cards with different numbers saying the same thing. When we check their Roblox bank, it shows the Robux are not there. My kids are in tears and I have sent copies of my purchase receipts, their login info, and pictures of the gift card. I just want them to get those Robux credited to their accounts! --- Additional Comments: I would like the \$25 in Robux credited into both my children's accounts. We have spent plenty of money at this company and this is heartbreaking to see their bday presents wasted!

My daughter bought a pet from a roblox game which had mirrored the developer DreamCraft to the point that they used the same name just with accents 'D. They had created a new page which was designed to mislead players into believing this was the normal game Adopt Me. My daughter inadvertently clicked on this one and spent her robux in game on a pet. The money was take (350 robux) and she received no pet. Roblox are refusing to acknowledge this issue and have repeatedly told me to contact the developer, Adopt Me despite me explaining multiple times that the developer is not Adopt Me, but another developer attempting to imitate Adopt Me. This fraudulent developer has now been closed and put under review by Roblox, which clearly acknowledges that there have been issues with the developer. They still continue to tell me to contact the developer - despite me again explaining that I am not able to contact the developer as Roblox have placed them under review. I would simply like my daughters money to be returned to her account as it is through the games official channels that she has been defrauded out of money. --- Additional Comments: I would like a full refund of the moneys owed plus compensation for the time I have wasted on this as follows:350 robux to be refunded50 robux as apology400 robux total.

ROBLOX terminated an account b(6) for the accusation of Adult Content being uploaded on 24 May 2020 at 22:34:57. This account is used by my 12 year old foster son of two years. He is developmentally disabled due to trauma, hence the reason for his placement in my home. I asked ROBLOX to send me a screen shot of the alleged adult content so I may address this issue with him and seek counseling if necessary. ROBLOX refused to send me a screenshot or description of the adult content. I replied that if they are unwilling or do not have evidence of the Adult content then the account needs to be reinstated. My Foster son receives positive reinforcement for good behavior by purchasing ROBUX for his account. within the last 2 years he has probably spent well over \$1000.00. When I asked him if he downloaded any content he did admit to downloading a heart and a picture of Bart Simpson. This is not the first time I had an issue with ROBLOX, however I was able to work the

issue out with them before. The banned the account before because I used my last name in the user account on a play of words &#39;b(6)&#39;. After discussion we came to terms with b(6). --- Additional Comments: I wish to either have the adult content that was allegedly downloaded by my 12 year old foster son sent to me so I may address the issue or have the account reactivated.

I authorized my granddaughter is purchase one game, when I checked my bank account there werr more charges including ads charges. They keep sending me emails saying they need one thing or another. I even sent them a copy of my bill statement. Finally I was told they could not help me.

In their Roblox video game, you can purchase what are called VIP Servers for a monthly charge. These games inside of their games are developed by individuals or groups of developers that are not part of the Roblox Company, but the way that you purchase and cancel your subscriptions is handled through their website. I purchased one and wasn&#39;t happy with it. I tried to cancel it before my subscription was up on 6/4, but it would not let me. It gave me a message saying that you cannot cancel a free server, but also that I was going to be charged again on the 4th. So I emailed customer service. They didn&#39;t respond until late on the 4th after I had already been charged, and basically just sent me a description of what a VIP Server is, and sent me to a help article. I asked them to refund me the money that I was charged, and they told me to email the developer. When I went to do that, the developer has the ability to message them turned off, so I can&#39;t. So I emailed Roblox again. They still refused to help or offer a refund. They told me that they, nor the developers of the individual games are able to issue a refund. I told them that there was obviously some glitch in their system, whether intentional or not, and that they should offer to make it right. So they responded &#39;We&#39;re sorry but we&#39;re unable to provide you with any further information or response regarding this inquiry.&#39;I feel that this is not only bad customer service, but that the developer was probably taking advantage of something in their system to deceptively charge customers unwillingly. The Roblox Corporation doesn&#39;t seem to care or take any responsibility for it, or make any type of attempt to arbitrate between players and the developers making the games. --- Additional Comments: I want a refund for the amount that my account was charged, which was 25 Robux (their digital currency). I would also like some explanation of why this was able to happen and what action was taken to correct it, either in their system or with the individual developer of the game.

My 8 year old daughter plays a game on your platform called &#39;Adopt Me&#39; on a regular basis. A new game showed up in the &#39;what your friends are playing&#39; area of her Roblox home screen. Her only friends are her sister, one neighbor and myself, all of whom have never played this new game. It was called &#39;Mega Neon Adopt Me Pets Market&#39; by developer &#39;itssannarblx&#39;. The game claims that if you purchase a special animal from them, the animal and a large amount of Adopt Me money will appear in your Adopt Me game within 24 hours. The game had an 87% &#39;like&#39; rating. My daughter trusted this game and made a purchase, which was a scam and no pet or money ever appeared in the actual Adopt Me game. My daughter used the report abuse feature to report the game. I also logged into my Roblox account that I use to play games with my daughters and used the Report Abuse feature explaining that the game steals Robux (which is real actual money that parents put into a child&#39;s account so they can purchase things on Roblox). I also sent a message to the Roblox customer service regarding the issue on May 7, 2020. I finally received a response from Roblox on May 13 where they essentially said they are just the platform and are not responsible for allowing third parties to create games that scam children out of their real money (although Roblox profits from this, accepts the money, and does nothing to stop it). They told me to contact the developer and use the Report Abuse feature. I was curious if the game was still in existence since my daughter and I both used the Report Abuse feature on May 7 to warn Roblox that this game was stealing money from children so I checked and the game was still on Roblox with an 87% &#39;like&#39; rating at this time. I responded to Roblox that I had already used

the report abuse feature and nothing was done to prevent this from happening to other children, and also that I could not contact the developer of the game because even though the game is still on Roblox, the developer no longer exists (when you click on their name it goes to a page not found error). I also used the Report Abuse feature yet again on May 13 to make Roblox remove the game since the sole purpose of the game is to steal money by promising a pet that is never delivered. I received a response from Roblox again claiming zero responsibility and telling me to contact the developer and use the Report Abuse feature (they obviously did not even read my message where I explained I could not contact the developer that no longer exists, that the game has now been reported by us 3 times, and the Roblox agent referred to the game as 'Adopt Me'; which WAS NOT the game I was messaging about). As of today, May 15, the game is STILL on Roblox with an 87% 'like'; rating. 193,000 children have visited the game. The sole purpose of the game is to steal money. Roblox has not removed the game. --- Additional Comments: Give my daughter her Robux back, remove the game from your platform and contact anybody whose children have spent money in the game with an offer to refund their Robux because we as consumers that spend money on your service making you wealthy should not have to jump through these hoops to get money back when you allow us to be scammed and turn a blind eye when you are explicitly told several times that certain games are scamming. And how exactly is the developer making the money from this game when the developer page no longer exists but yet the game still exists stealing Robux! It would appear Roblox is the one profiting from this scam.

Recently my account on roblox was hacked into. It took them 5 business days for someone to even read the support ticket properly that I had sent in about my account being hacked and improperly terminated over it. Now that everything is finally resolved, i get slapped in the face with my account being suspended, literally a couple days later, over the same issue that took them a week to fix the first time. Current moderation ticket: b(6) and previous one: b(6) --- Additional Comments: Have senior care agent fix these issues immediately and possible reimbursement for unfair moderation.

My son has a gaming account with Roblox. I purchased my son \$75.00 in Roblox game credit through Roblox gift cards. These gift cards were added to his Roblox account on 4/25/2020. The funds then disappeared without any reason. His account was not hacked; the funds just disappeared. I contacted Roblox initially on 4/25 to let them know about the funds disappearing. Then, after their looking into the account, they deactivated his account without my permission or knowledge. Since 4/25, through over TWENTY e-mails between Roblox and myself, I have only been able to have his account re-activated, but the \$75.00 still has yet to show up as game credit, which is what Roblox gift cards show up as. I am VERY frustrated, because I have been asked by Roblox customer care to provide them so much information, with no results provided after their requests were fulfilled. They have stolen money as far as I am concerned, and there isn't anyone providing actual, credible assistance! --- Additional Comments: I would like for Roblox to contact me through email and to provide \$75.00 in game credits for my son, as should have been done.

My child was harassed and told by a group of players in game they were going to hack/ban accounts. Moments later she was kicked out of server and couldn't login. I assisted her attempts and after a few minutes I was able to click login but was presented with a page saying her account had been terminated (not banned/no warnings). It had several boxes that said adult content. Didn't explain anything and never received any emails about any violation to Roblox from the account. No previous bad behavior or anything. I was sitting with her and know for a fact that she didn't upload or post anything relating to 'adult content'. I have many Parental controls set up on all of my children's devices and any games/account I set those up with parental controls. I never received an email on her account or my 'parent' account saying her account had been terminated or that any violations were made. Also never received any typed of payment or billing confirmation from them. Only receipt of a purchase you will find is through your bank or

financial institution. This is very bad business and in all seems like a scam. I had just purchased a premium membership for hers and my sons accounts. I have sent numerous emails to support but only get an automated response maybe once or twice a week. I cannot cancel her premium membership because to do so you have to login to the account and cancel in settings. So now her account still says terminated, I have no way to login and cancel this membership that is recurring! Despite what the company denies in their support FAQ this is not a safe site and there are people who can hack. If there is any issue in which you have to contact support they will not respond in any window of time thats acceptable. --- Additional Comments: I want reimbursed on both of my children's accounts. Any recurring billing stopped immediately and the accounts and information deleted from Roblox.

Roblox touts itself at "a safe and enjoyable environment for everyone" lending me to believe my child would be playing in a safe environment. Roblox offers chat filters, parental controls, etc. However, it is a money scam. Here is my proof: On May 14 2020 my child used purchased a "rank" within a game (about \$40USD). After said purchase, my child was permanently banned from the game. In essence, the money was stolen via a scam. I immediately reached out to Roblox on that day for help resolving the situation. After three email communications with Roblox, it says it cannot resolve the theft as it is an issue with the game developer. Through eventual email communication, I followed all instructions from Roblox to resolve the issue with the game developer, only there has been no communication from the developer. There is no direct way to communicate with the game developer. Roblox refuses to admit to the scam. According to my last communication with Roblox, "they cannot further assist me with this issue." And I should no longer request assistance from them with my complaint. In my research to contact the developer, I found hundreds of similar complaints against this particular game and developer. I brought the most current complaints to Roblox's attention in our email communication, only to be ignored. It is obvious that Roblox is condoning and protecting those who scam minors. Roblox requested I no longer contact them about this issue. How can this company continue to make the claim of a "safe and enjoyable environment for everyone" when the only enjoyment is by those who are earning money by scamming minors? Roblox is knowingly provide a platform for the scamming of minors? --- Additional Comments: I would like Roblox to take the necessary steps to contact the game developer and insist that a refund be issued. I would have accepted an unban, but I don't want to support a game developer that scams children.

My daughters account was hacked and taken over by another user. I have filed two tickets and left a message. I have the verification email of the user that changed the account. I want her account restored to her. I want to be contacted in regards to this. --- Additional Comments: Her account needs to be restored to her.

On 06/07/2020 my childs account was stolen by a hacker. Although I entered a parent's email, the roblox system allows the parents email to be changed without the parents consent. I can no longer access the account or reset the password. Roblox is not answering their phones or responding to email in a timely manner. The provide no means to recover an account. --- Additional Comments: I would like a call back at b(6) or I would like the account with the username "b(6)" returned to the original email on file which was b(6). This is a global business which should return emails or customer contact promptly.

Since about February 2020 I have noticed charges on my PayPal account - I have removed my credit card, unlinked it - and still continued to see charges. Contacted Roblox many times - they would refer me to iTunes who would not issue me refunds. I am out a lot of money and they keep charging me. I do not play Roblox, I have no idea what this stuff is. Asked them to disable anything - related to me, my emails, etc. at no avail. My email is b(6) - or b(6) - not sure what else they need to ID me. ---

Additional Comments: I want a refund of every single penny this company fraudulently took from me. I ALSO WANT TO HAVE NOTHING TO DO WITH THEM EVER AGAIN ONCE I GET MY MONEY BACK.

Do to a hacked email address we need to change the log in details of my daughters Roblox account. We have submitted probably 20 support requests and the agent just sends back the same canned response verbatim. They never address the issue. We have spent a lot of money on our Roblox account and we should be able to get access. I keep telling them we do not have access to the email address that we started the account with and they keep sending back the same link to reset our password. We cannot reset the password because we no longer have access to the email account that was hacked. We cannot log in because our 2 step verification is also tied to the now defunct email account. WE CANNOT reset or password as we HAVE NO ACCESS to our email on the account. We need Roblox to change the email address on our account from b(6) TO b(6) The hot mail address is defunct. We cannot reset the password. We cannot use 2 step verification. Account: b(6) used to b(6) I do not understand how a company can take peoples money and offer no support. They do not accept any phone calls. They only send back the same canned robot responses.

I want to complain about a subscription service that was made impossible to cancel, causing an unwanted charge to my account, and the refusal of the company to make any type of attempt at all to correct or refund. In their Roblox video game, you can purchase what are called VIP Servers for a monthly charge. These games inside of their games are developed by individuals or groups of developers that are not part of the Roblox Company, but the way that you purchase and cancel your subscriptions is handled through their website. I purchased one and wasn't happy with it. I tried to cancel it before my subscription was up on 6/4, but it would not let me. It gave me a message saying that you cannot cancel a free server, but also that I was going to be charged again on the 4th. So I emailed customer service. They didn't respond until late on the 4th after I had already been charged, and basically just sent me a description of what a VIP Server is, and sent me to a help article. I asked them to refund me the money that I was charged, and they told me to email the developer. When I went to do that, the developer has the ability to message them turned off, so I can't. So I emailed Roblox again. They still refused to help or offer a refund. They told me that they, nor the developers of the individual games are able to issue a refund. I told them that there was obviously some glitch in their system, whether intentional or not, and that they should offer to make it right. So they responded "We're sorry but we're unable to provide you with any further information or response regarding this inquiry." I feel that this is not only bad customer service, but that the developer was probably taking advantage of something in their system to deceptively charge customers unwillingly. The Roblox Corporation doesn't seem to care or take any responsibility for it, or make any type of attempt to arbitrate between players and the developers making the games. -#MLPredictedPSC

In 2018 my underage daughter signed up for a Roblox account (user name: b(6)). She recently came across some very concerning activity on the platform and is fearful that those participating in the concerning activity have access to her personal information. Both my wife and I have contacted Roblox support in multiple attempts to have the account deleted (ex: Roblox Customer Care Ticket b(6)), however Roblox is unable to comply with the request because neither an email address nor a phone number are associated with my daughter's account. I don't understand how a site that claims to be COPPA compliant - that purposely caters their system to young individuals - can allow an account to be created without requiring an email address or phone number for verifying parental consent? On the surface Roblox's practices seems to conflict with the FIPs and their ability to demonstrate accountability for complying with them - data accuracy/data quality, individual participation, collection limitation, and security safeguards. In addition, I argue that Roblox is demonstrating an unfair practice, as defined under section 5 of the FTC act, for not making mandatory at sign up the information they require to assist with a customer's request to delete

their information. At the end of the day I would like my daughter's account to be deleted. Thank you for your consideration. b(6)

We tried to add Robucks using our Google Pay accounts and it kept on saying "Purchase was not completed" so we kept trying. Now my husband has \$350 in charges and I have \$200 in charges. My daughters account did not have an email address associated with her account so we never got receipts. We tried sending screenshots to Roblox support of our card statements that showed all of the Roblox charges and they told us we needed receipt numbers. My daughters account was not credited the Robucks yet we still had charges on our accounts. --- Additional Comments: Refund of all charges to my husbands account and mine

Child received \$75 "ROBUX" gift card. Within hours, her account was hacked, the \$75 in product stolen. "Customer service" useless- just keeps asking meaningless questions that go nowhere, form responses. --- Additional Comments: Either a refund of the amount (\$75), or a replacement of the \$75 purchase on the site.

My daughter purchased a pet in Roblox game for 200 Robux. It said it would be delivered within 24 hours. The next day the game she purchased it in was deleted and there is no way to contact anyone that developed the game even though that's the only thing Roblox customer care has said to do. If Roblox is going to have a platform that allows other people to charge especially kids for Robux which take real money then they need to be responsible for what those other people do when they scam kids. Roblox is just as responsible as the scammers are if they don't take responsibility for their platform. --- Additional Comments: My daughter is either refunded her 200 Robux or giving the in-game item she purchased. I would also like to hear from customer support a solution other than talk to the developer of the game when that is impossible because it was deleted from the platform. It is not a solution it's a cop out. If customer support would actually look into this and check transaction logs they would see that it is not possible to do what they say to do. It is Roblox platform and they should be held responsible for scams of real money within their platform. Especially since they are making money off of these scams as well.

I have had several issues with my daughter's account or belongings in the games disappearing. I have spent over \$1000.00 in in-app purchases. I was told last time that my account was probably hacked and not to give my information out to others. This next time, the app stopped working and her entire account was lost again. Still have not heard back from the Roblox customer service. They do not care and have told me before that this is not their problem. I have bank statements and emails showing all of this. --- Additional Comments: I either want the products I paid for and her accounts recovered which I'm sure they can do since they have my credit card information or a refund on both lost accounts and all of the things I spent money on.

My son spent several hundred dollars on Roblox. His account was hacked and when I attempted to request assistance, he was locked out of the account. I was told they could not verify it was his and to provide proof of purchase. I provided bank statements, Apple purchase statements, and PayPal emails. I was told none of that verified it was his account and could not be helped. This took several hours of my time and chatting with a company they kept sending me to. The ticket number was b(6). -- Additional Comments: I either need his account opened back up to him WITH ALL of his purchases restored or to be refunded every dime that he has spent on the game.

Roblox Customer Care Ticket b(6) My son bought 2 games for Robux and the games are a scam, there not the game it's meant to be or advertised on 1 and the other isn't anything but a blank canvas. I have tried to take this up with Roblox customer support but there advising me to contact the developer (which isn't possible) and report them via the report section and they can gain advise but can't refund you. Which is useless because I have been robbed and I'm looking for a refund. The developers know exactly what they're doing and scamming children out of Robux

which should be controlled by roblox but Instead roblox customer support are saying they can't do anything, which I'm seem hard to believe. My son has bought 2 games which were scams, amounting to 415 robux (around \$5) the games are advertised to be something when there not and robbed my son --- Additional Comments: A refund of robux or the amount 415 robux are worth (around \$5)

On Roblox, I was one of the richest players in the world on there game. I had a value of 7 million Robux(20k Dollars). Recently an employee sold information(passwords, usernames, and emails) to a hacker. The hacker used this information to steal all high profile accounts such as mine. 20 THOUSAND DOLLARS, was stolen from me and I have been emailing support for 2 months to no avail. They will not help, they will not acknowledge, they simply ignore. This website hired an employee to keep us safe, keep our accounts secure. That employee sold my information and now I am down 20 thousand dollars. Roblox is an evil, and corrupt website. I demand retribution and I am not being helped in any way. I have been so professional about emailing them and all they do is respond with pre writtens emails helping me in no way. This company deserves to be shut down. I deserve my money back. --- Additional Comments: I demand an apology. Support has been incredibly rude to me and have not given me any peace of mind. I demand all my items back, I demand an apology from Roblox for allowing my 20 thousand dollar account to be hacked and stolen. I want all my items to be refunded, and I want everyone at support to understand they cannot just respond every email with the same pre written text. I want my items back, I spent a decade earning them only for an employee they hired to sell my information for money.

Hello. I was in a group on Roblox called M-CM-';M-BM-^@M-BM-^C.S.A. Army.M-CM-';M-BM-^@M-BM-^] It was a Confederate reenactment group. We were the largest and most active civil war group on Roblox, having 8000 members. There are some groups that have community civil war groups with botted members, but no larger Confederate groups. We had training every day with generally 30-40 attendees, and raids once a week with 90-100 people there. Not the largest group on Roblox by any means, but respectable, especially considering the activity of many groups that were larger than us. We were led by an account called M-CM-';M-BM-^@M-BM-^b(6).M-CM-';M-BM-^@M-BM-^] His account was years old, and since he took the group over in 2013, without exaggeration I can tell you he got on nearly every day for training. Our group and our leader were banned unfairly a few days after our 10th anniversary. In fact, our leader didn't even receiver a moderator's note on his ban, so he wasn't even told which rule he broke and yet he is permanently terminated! The reason I use the word M-CM-';M-BM-^@M-BM-^unfairlyM-CM-';M-BM-^@M-BM-^] in regard to our ban is because we followed the rules as closely as we could. Firstly, we could not have been banned for the flag we used. We used to use the battle flag years ago, but when Roblox banned it, our fort was banned alongside it. We replaced the battle flag with the national flag, and our fort was unbanned. We even had a moderator tell us that it was alright. Secondly, we never promoted inappropriate content or actions. Of course a Confederate group may attract some bad apples, but we quickly banned those who espoused racist ideals. Also, although it's absurd I need to clarify this, we never did and would never have discriminated based on race, and we were happy to have members of all different backgrounds. There aren't even other rules that pertain to our group, but we followed the entire rule book. I myself spent years coming to group events nearly every day as well. I talked to and joined voice calls with many of the other officers of the group, and consider them my genuine friends. I think that is what Roblox is supposed to be about. We were friends who were playing on our own platform. We committed no heinous acts, and didn't break Roblox's rules. I think David Baszucki, Roblox's CEO, said it best. In an interview by Forbes. When asked why he created Roblox, he responded with this: 'Seeing how kids lit up when they were creating things using our physics software made me think of what would be the ultimate platform for our imagination. Also I like construction toys and I



saw the direction 3-D rendering was going. It became clear to me that there was an opportunity to create an immersive, 3-D, multi-player platform in the cloud where people could imagine, create and share their experiences together. That is exactly what myself and my friends did. We came together and imagined and created. It saddens me to see an active group that harmed no one banned for getting popular, or at least that seems to be why it was banned. --- Additional Comments: I ask that the aforementioned Roblox group, which can be found at this link: [https://www.roblox.com/groups/b\(6\)/content-deleted-54654#!/about](https://www.roblox.com/groups/b(6)/content-deleted-54654#!/about) as well as the account of our leader, found here: [https://www.roblox.com/users/b\(6\)/profile](https://www.roblox.com/users/b(6)/profile) be unbanned from Roblox and that we be allowed to continue our past activity. We are even willing to change our name and use a different flag, even though we do not believe that we broke the rules before, so that we could have our group back.

My daughters account was hacked. I have filled out the forms on the website but I have not heard from the company yet. She just purchased 50.00 in Roblox last week from gifts cards she received for her birthday and she is concerned about the amounts of pets she has on her account. This year alone she has spent over 200.00 and is very concerned that she is going to lose everything. I am just looking for some help. --- Additional Comments: I just need access to her account. I can not get an email to change the password and all her items in Adopt me restored To May 21st. She is also extremely upset about missing her daily rewards she has worked so hard for her streak.

i Wold like this Game Rails Unlimited to be TAKEN OFF ROBLOX its a Disgrace to the Train Community --- Additional Comments: This Game Fakes Names like RS CCX ON AMRAIL (FAKE) its AMTRAK CN CSX and NS Use Real Names not Fake also Redo the AMfleets to COASTLINER This Game Shal be Taken Down it Should Never Be a Train Sim Game on Roblox its Impossibly Fake you Cant Do What people wold like to do A. Derailmentsi Hear Roblox By to Take this Awful Game off the Site for Infringing on the the Names that was with this Game

Since about seven days ago my account has been banned. I paid my mom to use her card, but she ended up finding something for over \$100 on her card that she didn't spend. She disputed it, and the bank made a big uh oh because for some reason they assumed she meant all purchases after, too. Or something like that. To put it simply, my \$10 + \$20 purchase got mixed in with what she disputed, and my account was banned. My mom contacted the bank when I realized my account was banned. This took a few days because she said she never disputed my purchase and she didn't understand what happend. I finally said she should just call the bank and clear it up once and for all. And of course, she realized what happened. She talked to them day before yesterday. yesterday my account was reviewed and is still banned for the same reason as before. I have sent two emails to roblox about this since calls can't be made. On the day I was banned, and one yesterday. Considering they reviewed my account yesterday and didn't email me, I have no way of knowing what's happening. I'm also not sure how long it would take them to realize they were refunded but since they reviewed my account yesterday they had to have gotten their money back. So why haven't I gotten any emails about this? Does anyone know what could be going on? The money WAS my money. I just gave it to my mom to use her card. So I'm kind of upset that they probably got refunded but refuse to email me about what they're doing, because that's \$30 wasted. Not to mention all of the hundreds I've spent previously on this company for my account. If someone could clear up why seven days and one account review later I still have no emails and no account, it would really help. Thanks! --- Additional Comments: I want ROBLOX to understand the banks mistake and return me my account, because a week is far too long to wait. Especially when they've received the money back from my purchase.

On march the 11th my son made 12 unauthorized transaction without permission. I have been contacting them for weeks and they have been giving me the run around. I sent all documentation

they have asked for still nothing. First it was a lady name b(6) reference number b(6) --- Additional Comments: To get a refund from this company

On 5/9/20 my five year old daughter made two accidental purchases on the Microsoft store for \$4.95 order# (b(6)) and \$199.99 order#b(6) for Roblox coins that were never used. Microsoft notified me of the two charges through my email within minutes of the purchases. As soon as I was notified of the charges I automatically requested a return refund through the Microsoft refund support. I received an email back on 5/11/20 from Microsoft refund support informing me they have refunded the \$4.95 back to my account, but denied the \$199.99 b(6) because I'm not eligible for refund under Microsoft Terms of sale. My parental controls were activated on my Xbox account. I believe due to Microsoft's last update my parental controls may have been reset, which may have allowed these accidental purchases. Due to COVID-19 our work and financial situation has been affected and the \$199.99 purchase is a huge burden on us right now. It would be greatly helpful to be forgiven for this mistake and our money refunded. We are trying all attempts to settle this mistake. I have emailed Microsoft refund support multiple times requesting to speak with a supervisor or manager that I can explain the situation to and the unusual circumstances we are all in right now. They have denied my appeal and my multiple requests at speaking to someone else. Due to the lack of customer service from Microsoft refund support, I then tried to contact Microsoft Support for Xbox on 5/11/20 Service request# b(6) and also on 5/21/20 Service request# b(6). Unfortunately both service request were closed with an automatic email response saying "Thank you for using Microsoft products and services, we appreciate your business. This email is to confirm that your support case has been closed, the details of the service request case are as follows: Service Request #: b(6), Closed Date: 5/21/2020 10:58:40 AM UTC," which clearly did not resolve the issue. I then attempted to contact Roblox support directly and their most current response is: "Hello Jose, Whenever possible, we work with parents and customers directly as part of our permissive refund policy to provide a refund for unauthorized purchases. Unfortunately, if the purchases are made through certain third-party mobile providers such as Microsoft/Xbox, only they may issue a refund of charges made through their services. Please contact the Microsoft/Xbox support team for further assistance: <https://beta.support.xbox.com/contact-us> Roblox does not store the full billing information associated with a purchase and billing information is not visible to Roblox user accounts. However, third-party providers may store billing information in order to complete purchases made through their service. Most third-party providers, including Microsoft/Xbox, also offer features and parental controls to help prevent unauthorized charges. Please be sure to review their support pages or ask for assistance from their support team on enabling these features. Sincerely, b(6) Billing Specialist Roblox Support" ....we feel we are getting bounced back and forth and would just appreciate help getting this matter resolved as it was a genuine mistake by a 5 year old. The issue remains unresolved and we are exhausting all efforts to settle this matter. Please help us in this time of need.

Many of my good friends on ROBLOX have donated me items over a few days but a hacker compromised my account and stole a lot of my expensive limiteds, I contacted customer service as soon as I could but they told me that their internal tracking tools shows that my account wasn't compromised. I was new to the world of trading and I didn't know that my items were being taken from me! I don't know how to explain to my friends.. I just want my items back or some of it back. --- Additional Comments: I want my items to be restored to my account, or at the very least some of them. I know that the valk was a lot of robux so at the very least restore the valk. and if possible restore the rest. thank you.

I have spent 3-4 weeks attempting to regain access to my daughter's account. I have spoken to multiple representatives through their support form (the only way to reach Roblox support). I provided multiple pieces of information showing that I made purchases on the account through Paypal along with other e-mails to show that I (and my daughter) were the original owner's of

the account. I was told by one representative to submit all the information using my Paypal account e-mail. When I did that, the new representative proceeded to have me go through the same process over again and then told me to resubmit the request for help using the e-mail I had ALREADY done. When I informed him of all this information he simply closed the help ticket. I have spent money on Robux that we are unable to use due to this and the company has made ZERO effort to try and help remedy the situation. Super frustrating. --- Additional Comments: I would like an apology for the way I was treated by the representatives as well as regaining access to our original account and the Robux associated with it.

My son signed up for a roblox membership for \$4.99 a month within a couple of hours he canceled the membership and upgraded to the \$10 membership. They are not showing that he even has a \$10 membership and are claiming that I never paid \$10 when I clearly did because it's on my account statement. I requested the \$4.99 refund since he canceled the subscription within a few minutes and they're not gonna refund me the money or give him the \$10 membership. --- Additional Comments: I would like the \$10 membership to be in effect and I would like my \$4.99 return to me

My kids b(6) age 8 and b(6) age 11 play Roblox and have made several small purchases through the Google app store. When the kids initiated their accounts they did not have emails or phone numbers that could be used to send recovery information to if they lost their passwords. I've contacted Roblox and was told that there was nothing they could do. I asked for links to reset their password or for refunds and I was denied by both Roblox and Google. The Roblox ticket numbers that I have been using to try to recover their accounts are b(6) and b(6). --- Additional Comments: I would drop all of this if they would send password reset links so I can get them back into their games.

Note: Please note that 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. --- I am filing this complaint on behalf of my daughter, b(6), whom just turned 13 on March, 22, 2020. At the times of these purchases, my daughter wasn't even permitted under the Children's Online Privacy Protection Act of 2000 to have an account on this company's site (ROBLOX.COM) without a parent's permission. This company promotes an online game where through in-game purchases you're able to get money (ROBUX) to spend on virtual items in the game. At the times of these purchases, my daughter was being bullied by children at her school, in an effort to gain their favor she made these purchases spending her allowance, birthday and Christmas monies to do so.

I have reached out to the company through their online ticketing system; I had explained that my daughter was being bullied, that she was a minor, and I requested that her MasterCard ending in b(6) be blocked from future purchases. I have been met with resistance from Roblox customer care. I asked for a refund of my minor daughter's purchases in doing so a ticket was opened on March 22, 2020 and closed on March 28, 2020 because I could not get the information they were asking for, fast enough. The ticket I opened ticket number: b(6) was done so after going through my daughter's purchases on Greenlight, which is a parent controlled debit card.

I discovered that, from January 24, 2019 until the filing of this complaint my daughter spent \$207.79 for ROBUX. Each transaction comes out of a different account, making it difficult to track and block from a parenting perspective through the Greenlight App. I feel that this is intentional because in general you cannot dispute transactions older than 90 days.

The ticket requested the following:

- List of the individual charges by date and amount

03/20/2020 5.34 b(6), H.b(6).COM, CA  
03/16/2020 5.34 b(6), H.b(6).COM, CA  
02/08/2020 5.34 b(6), H.b(6).COM, CA  
01/24/2020 5.34 b(6), H.b(6).COM, CA  
01/11/2020 5.34 b(6), H.b(6).COM, CA  
12/28/2019 5.34 b(6), H.b(6).COM, CA  
12/28/2019 5.34 b(6) \*ROBLOX, H.b(6).COM, CA  
12/24/2019 5.34 b(6) \*ROBLOX, H.b(6).COM, CA  
12/24/2019 21.39 b(6) \*ROBLOX, H.b(6).COM, CA  
12/24/2019 21.39 b(6), H.b(6).COM, CA  
12/24/2019 5.34 b(6), H.b(6).COM, CA  
12/24/2019 21.39 b(6), H.b(6).COM, CA  
12/14/2019 10.69 b(6) \*ROBLOX, 877-7976552, CA  
12/01/2019 5.34 b(6) \*ROBLOX, 877-7976552, CA  
11/07/2019 5.34 b(6), H.b(6).COM, CA  
11/08/2019 5.34 b(6), H.b(6).COM, CA  
11/08/2019 5.34 b(6), H.b(6).COM, CA  
11/17/2019 5.34 b(6), H.b(6).COM, CA  
11/17/2019 5.34 b(6), H.b(6).COM, CA  
10/25/2019 5.34 b(6), 8184356613, CA  
09/07/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
08/24/2019 5.34 b(6), 8184356613, CA  
08/13/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
07/30/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
07/18/2019 5.34 b(6), 8184356613, CA  
07/16/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
07/15/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
07/15/2019 5.34 b(6) \_ROBLOX, INTERNET YP  
07/08/2019 5.25 b(6), 8184356613, CA  
07/02/2019 5.25 b(6) \_ROBLOX, INTERNET YP  
05/14/2019 5.25 b(6) \_ROBLOX, INTERNET YP  
05/21/2019 5.25 b(6) \_ROBLOX, INTERNET YP  
05/25/2019 5.25 b(6) \_ROBLOX, INTERNET YP  
05/25/2019 5.25 b(6), 8184356613, CA  
03/24/2019 5.34 b(6) \*ROBLOX, H.b(6).COM, CA  
02/08/2019 5.34 b(6) \*ROBLOX, H.b(6).COM, CA  
01/24/2019 5.34 b(6) \*ROBLOX, H.b(6).COM, CA  
TOTAL 207.79

- The associated billing name:

b(6)

- The method of payment (b(6), PayPal, Google Play)

I am assuming b(6), since each charge are something to the effect in the transaction name.

- The last

In May of 2020 I selected a one-time for \$99 purchase on the Roblox profile page for my daughter who is a member. After that I received numerous unauthorized charges over the coming few days totaling almost to \$200 increments progressively greater from \$0.99 to 1999 to \$90. As anyone would

do I immediately contacted the bank and stop the charges I did not know how to contact Roblox but being on a fixed and limited income I could not stand by while my account was drained I only had 300 in my account and have bills to pay bottom line researching online I discover that Roblox has a problem with their security they allow cybercriminals to obtain information I'm not the first one this has happened to so I want to complain Roblox immediately cancelled my daughter's account deleting it which is very traumatic for a 10 year old who's been playing it for almost 2 years and I've never purchased credits that I recall till this point she's happy and excited and playing next thing you know her account is deleted because it said we disputed charges. Without looking at the account to determine if any credits were actually applied Roblox simply deleted her account I tried to contact Roblox they can't be reached and I want something done about this at least they could reinstate her account and give her some credits for the trouble she's been through this is not the way you treat customers it's inconsiderate to children who trust the game and play it this is very upsetting to everyone in our whole family at this point. --- Additional Comments: That her username would be reinstated that she could have her account back and it would be nice to be giving some credits to work with for the trouble she's been through at least if her account cannot be reinstated or recovered she is lost all the character she built and developed over a long. Of time that's really what we want repaired if that can be done.

My kids b(6) age 8 and b(6) age 11 play Roblox and have made several small purchases through the Google app store. When the kids initiated their accounts they did not have emails or phone numbers that could be used to send recovery information to if they lost their passwords. I've contacted Roblox and was told that there was nothing they could do. I asked for links to reset their password or for refunds and I was denied by both Roblox and Google. The Roblox ticket numbers that I have been using to try to recover their accounts are b(6) and b(6).

my daughters roblox account was banned because they said her user name was inappropriate. my daughters user name was hxny\_boba .My daughter has had this account for 3 years. We have 3 years of money paid into this account which I can prove through bank statements I know over 1500.00 and I want my money back or I want her account back. I have wrote them already and they wont respond please help us get our money back or her account. I can go and get every penny we have paid on there for her to be able to play from our bank statements I can prove every dime paid. I don't see how that user name was or is inappropriate. --- Additional Comments: I want her account back

google EA mobile google niantic.inc google payment limited google facebook google roblox google garena todas estas companias o emoresas hicieron cargos no autorizados a mi tarjeta de banco el dia 19,20,21,22, de mayo de 2020 de lo vual solicito un reembolso de mi dinero ala brevedad pisible graciaz no vonozco estas empresas nunca he tenido contacto con ellos ni por error hasta ahora despues de lo sucedido

I found many unexpected charges to my credit card from apple, and then when looking at the charges, they were for Robux from the Roblox game. I had made one \$5 purchase with our card for my daughter, turned off in app purchases, limited her time on the app to 3 hrs, and also turned on downtime on her iPad (only allow 2pm-7pm M-F). A few days later (Apr 25, Apr 26, 2020) a series of unexplained charges showed up totaling \$119.83. I immediately contacted roblox support with all the details of the transactions, and all i got was lip service. They told me they don't handle transactions, i need to contact apple. Also, i need to ensure no one has access to the device to make purchases, etc. When I got their initial response, i immediately removed our credit card from my apple ID account, because I didn't want to see any more scam purchases come through. I asked them very simple questions like 'were the purchases made from the roblox app? Were all the purchases made from the same IP address, etc. These are simple questions for a software company that deals with consumer apps to answer! They just brushed them off and continued to tell me to look elsewhere for a refund.

This is the roblox support reference number: reference number b(6) --- Additional Comments: I would like Roblox representative to contact me and get me a refund. I can give them my credit card number or other information for the refund. I would also them to tell me how the charges happened, because they didn't happen on our iPad.

To create an account it does not ask for confirmation of the password allowing for typos to be made in the password. We could not register recovery email or phone number without the password. There is no password reset option available unless you can use a recovery email or phone number. This has created a situation where we are completely locked out of my daughters account. We have spent almost \$100 in in game purchases and now we cannot access the account. I have called and emailed Roblox Support and only gotten a computer generated response. I cannot get in contact with a representative to show proof of purchase of the Roblox currency to make any progress at all in getting the account recovered. This situation is completely unethical in all respects. They have not made it possible to recover the account but they do have my money. This is a form of theft at this point. Please have someone contact me immediately. Support reference # b(6) --- Additional Comments: I would like to be contacted immediately by a support representative that can actually help me recover the account per my proof of purchases and other account details.

This app was downloaded and removed from my daughter's iPad before an account creation or anything for that matter was established. Security parameters were implemented, yet somehow, I received a charge for a subscription confirmation. Hours after I cancelled the subscription, I began to receive notification emails about additional purchases that NO ONE made on my debit card, as well as PayPal. I wrote to Apple for a refund request, and they refunded just the initial \$4.99. I'm still out of \$211.83. I am requesting a full refund for charges that weren't made, and certainly weren't authorized. --- Additional Comments: Full refund of remaining amount of \$211.83.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Roblox account is letting accept my sign in and password. It takes me to the main screen and doesn't let me reset or change my password. I checked my bank and there were multiple charges from these dates when my son wasn't able to log in. --- Method of Contact: Other --- Fraudulent Company Contact Method: Couldn't sign in. --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26 - 49

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Couldn't log in and there were charges in the bank card. --- Method of Contact: Other --- Fraudulent Company Contact Method: Can't log in --- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26 - 49

Consumer reports that her child made purchases off her CC. Consumer was not aware of the charges(\$1270). Consumer has reached out to apple for reimbursement. Consumer was not able to receive a reimbursement from Roblox do to Apple charges.

<p>Roblox Corporation closed my son's account after I had my credit card company reverse an unauthorized charge which my son(minor) charged without my permission. My son was allowed to spend \$100.00 dollars for his birthday (during the pandemic) on the game. He went on to spend \$154.18 without my permission. I had my credit card company reverse the additional \$54.18 spent. Roblox in turn closed my son's account. Roblox has refused to reactivate the account. The problem is my son has spent upwards of \$1500 dollars on his account in the past on game enhancements. Roblox in closing the account has taken the enhancements away from him without him. Their solution has been to start a new 'free' account, which will lead him to lose the \$1500 expenditures in his old account. The last ticket code from the email exchange is 'Roblox Customer Care Ticket b(6)'. My son's account/username in Roblox was b(6). previous --- Additional Comments: I would like ROBLOX to reinstate my son's account (DASUSPREMEDUDE) , so he can have access to his prior game expenditures, game enhancement total costs of \$1500.00.</p>
<p>I created an account for my son who is 11 years old. His account got canceled because they said there were unauthorized purchases. I file a fraud report with my financial institutions because I got charged \$4.99 three times and another \$9.99. I was credited the amount but then they canceled the account. When I asked why they said because there were unauthorized purchases and what was against their terms. I reached out and said yes the purchases were unauthorized because my son or me did not make them. If he wants to buy something I have to enter my credit card and billing information. So they are refusing to reinstate the accounts even though it was not us who made the purchases and it was done without our authority the company is penalizing us for other people's mistakes. --- Additional Comments: I want them to reinstate my son's account that I had made purchases on in its entirety</p>
<p>Charged 21.19 for Roblox but never received them. Tried calling customer service several times but can't get a hold of anyone. --- Additional Comments: Would like refund</p>
<p>I placed a purchase for 800 Robux on May 6th for my daughter and they were not deposited to her account. I contacted customer support with proof of purchase and never received any contact, I have emailed them every day and still no contact and nothing on her account. This is the second time in a week but the first time they were deposited 24 hours later to her account. But even that time I never received any contact from the email I sent. Customer support is nonexistent and COVID-19 is no excuse for this company to steal people's money and never return an email. --- Additional Comments: I would like to have the Robux on my daughter's account before I have to take this to my bank and pursue further action with theft.</p>
<p>A child made \$502.32 worth of fraudulent and UNAUTHORIZED charges. The minor in question has been profoundly disciplined and will not have internet access for 6 months of any kind. He had no permission to charge anything thru Google Play and the charges need to be reversed --- Additional Comments: Full refund and his account closed permanently</p>
<p>My son had created a Roblox account and he had this account for over 3 years. Well my nine years old son goes to change his password without me knowing. He had run into a hacker inside his game, who threatened to hack his account. And he forgot his password. There was no email or phone number connected with his account. So I went to the help section, where I was told I can find some help. I went to the customer service page and it clearly stated that I would be able to retrieve his account if he didn't have an Email or phone number connected, as long as I had made purchases on his account. So I submitted my customer service claim. And at first I got his username mixed up. His username is b(6) but when I submitted the ticket I put his username down as b(6). The customer service guy whose name is b(6) persisted to tell me that I had no verifiable way to prove that my son's account was really his. So I said I have bank statements and receipts to prove that my debit card was linked to his account. I provided my receipts. My son's user name was clearly printed at the bottom of my receipts. I had just purchased a 50.00 Roblox card as well as a 20.00 monthly subscription on his</p>

account. I provided my last 4 digits to my credit card , that is connected to my sons account. But b(6) still was not tryna assist me. I asked him to forward my request to a supervisor. Because Roblox policy specifically states that as long as I had purchased something on my sons account, that they would be able to retrieve my sons account. I spent over 100 dollars on his account in the last 2 months. --- Additional Comments: I would like to retrieve my sons account or refund me my money that I spent literally a day before he was locked out of his account.

My account was hacked and someone stole their in-game Robux from my account, which actually has a monetary value in that you have to purchase them. I cannot get them to respond to my emails to resolve --- Additional Comments: Respond and restitution

There are hundreds of dollars in charges that were made on my account by my minor child. I have tried to contact Roblox several times to have these unauthorized charges taken off my account. This happened on april 24 2020, and they are yet to contact me in any manner. --- Additional Comments: These charges need to be refunded to my google pay/verizon account in a timely manner as they were purchased by a minor with out parental consent

I purchased 100.00 of Robux for my son's account. In a game several players hacked into his robux, stole and purchased items for themselves. I contacted RoBlox and over a period of almost a onth provided them with screen shots of the players that stole the Robux. Now Roblox is trying to say that my 10 year old son purchased these items for these players, which is false. I want a refund of my money. It is apparent that Roblux is having this issue over and over again with players and refusing to admit it. --- Additional Comments: I want a refund.

Im an older sibling to a user who has played Royale High for over 3 years. Her username is b(6). This evening she lost her items and now a user is holding them hostage. She has spent over #100 on Robux on this game alone. --- Additional Comments: This is surely against your terms of services unless you are recommending other users they can do so. Although she wasnt hacked, she was blackmailed and as a result lost her best items that took her years to gain. In order to resolve this issue please could you potentially reward her account with Robux or get in contact with the developer. b(6) uses Roblox to escape real life as she has some real life struggles that have been exploited by another user. We can both provide evidence that we are who we say we are. It should be noted the user deleted all messages of them promising it give b(6) her belongings back

I have spent literally several hundred's of dollars for my daughter to have Roblox virtual currency. Purchases ARE password protected. I was billed by a different business for \$16.00, so obviously I called them and had the \$16.00 removed. The other company knew if they told Roblox that I didn't allow them to get away with randomly charging my bank card, they could go to Roblox saying there was M-CM-M-BM-^@M-BM-^ \fraudulent activityM-CM-M-BM-^@M-BM-^] and have the account blocked. They essentially threatened to have my child's account blocked by Roblox if I didn't allow their shady theft practice and use Roblox account security loopholes to extort funds. Roblox has done nothing to remedy the situation and is allowing shady companies to take advantage of their security practices to extort funds from Roblox customers. --- Additional Comments: I spent HUNDREDS of dollars with this company. I either want a COMPLETE refund of all charges made, or I want my child's account unblocked. Roblox should NOT encourage disreputable trash to take advantage of their customers.

On April 16 2020 I submitted a ticket b(6) because my son's account was hacked (someone friend requested him and even though he never accepted it, the person was able to take all of my son's LIMITED items). This is the second time his account has been hacked in about 2 years. My son provided screen shots of his items as well as of the hacker that took his items. Roblox responded that they won't do anything on returning my son's stolen items because they had replaced



some of his stuff from a previous hacker about 2 years ago. Funny thing is, is that when my son logged into his account yesterday he saw that the hacker was banned. My son has been playing Roblox for probably the better part of 8 years. I have definitely spent over a \$2000 over the course of those years (Game Card for Christmas/birthdays, etc). Since Roblox is NOT WILLING to help, then I WILL NOT further support them through the purchase of game card. --- Additional Comments: To have my son's items returned to him and for Roblox to do something about all of the hackers that are stealing from these kids!!!

I have spent thousands of dollars on my ROBLOX Account online and on families accounts and also on Gift cards from ROBLOX And when I got my account stolen by someone they will not help me.I have previously had an account restoration on 600 Robux 2 years ago but now I got hacked and lost my Dominus Praefectus, Bluesteel Domino Crown, Classic Fedora, and many other expensive high end items that I've purchased with my own money!! I believe someone at ROBLOX HQ gave information to a hacker to compromise my account and steal all of it. there has been reports of Roblox Insiders from India giving internal account access to hackers.I gave too much dedication and money to Roblox for them to slap me in the face like this. I just want my items back. They are mine and not the hacker's items. Please return what is mine and Grant me a second restoration. Thank you. --- Additional Comments: I want all the stolen items (limiteds) that were taken from my account replaced with identical items or my exact items that were stolen restored back to b(6). Thank You.

My child set up a Roblox account that had the password hacked and changed on him. I have contacted Roblox support repeatedly asking them to reset his password. I have spent a lot lot of money on in-game game content that he cannot access. My child did not set the game up with an email address or phone number, which is an interesting tactic on Roblox's part... Who allows account set up and in game purchases with no registration requirements?? As a result, support keeps asking for copies of the receipt from in-game purchases to prove identity. I have provided screenshots from my bank account and credit card demonstrating my in-game purchases that should perfectly match. I even provided a full screenshot of one of his gift cards he had placed on the account. I keep getting harassed for copies of receipts. As stated, my child did not enter an email into the game, so there is nowhere for the receipt to be sent. I have more than proven ownership of this account by showing that we are the ones actively purchasing in-game content and showing my credit cards that are linked to my identity, but customer service refuses to help. This is starting to look like fraud to me, I am starting to be convinced that they are deliberately changing passwords and keeping consumer funding. I want my account unlocked immediately or all of my money returned to me for in-game Content purchases. My next step if they cannot resolve this will be to report fraud to my credit card because at this point I am positive this is some scheme to take money from consumers. I have read thousands of reviews online for the same issue, these guys know what they are doing. --- Additional Comments: The company either needs to unlock my son's account and reset the password, or they need to refund my money. Those are the only two solutions that will be acceptable at this point

To Whom It May Concern,This is related to a Roblox system error which overcharged my daughter's account. We have to file this complaint since Roblox's customer support failed to provide any help so far.My daughter (b(6)) used 28 robux to buy an outfit on 04/22/2020. However the seller charged all her 195 robux. Her account balance became 0. Please see the attached transaction details. We tried to contact the seller, but the system showed that the seller's account has been cancelled. Then we contacted Roblox's customer support since we think this is a system error that should be corrected by company. When an item is listed as 28 robux, the system should not deduct 195 robux from the account. So far, their customer support just replied that they can do nothing about it. We think their reply is not acceptable. We paid to play the game. A company who design the system should be responsible to fix issues like this and protect their customer. We

request the company to refund 167 robux to my daughter's account. Thanks for taking care of this case! Please let me know if you need more information. --- Additional Comments: refund 167 robux to my daughter's Roblox account

My sons have gotten their accounts hacked three times. I have my personal credit cards attached to these accounts and roadblocks has been no effort to contact me in regards to my complaints and the fraudulent charges on my card. I have reached out to them multiple times in order to resolve this and they have shown no effort to get back to me to help me with this issue. I would not interest this website to anyone. --- Additional Comments: I honestly would just like a call back to address these issues the money that has been spent on these three accounts adjusted or refunded as well as the ability to regain access to these accounts immediately as they are accounts that belong to my family/sons. People who commit crimes and hack accounts on roblox should be found and suspended from using the application 1,000,000%. This is not professional and if they cannot control this type of behavior they should discontinue having a platform.

My autistic 9 year old daughter plays on Roblox. We regularly buy her 'robux' to use for in-game purchases. My daughter plays the game, called 'Ro-Bio: Improved 2' [located at: <https://www.roblox.com/games/4899799199/Ro-Bio-Improved-2> ] and has purchased all of the 'in-game' game passes for the game. However, when playing the game, she has been deprived of these in-game passes and purchases by other players given 'admin commands' purportedly by the game developer. It is both unethical and a violation of the Uniform Commercial Code to interfere arbitrarily or negligently with a customer's purchases. Unfortunately, many of these 'developers' and their appointed 'moderators' are underaged kids with neither the education nor the oversight to understand their boundaries. As an autistic, my daughter does not cope with these perceived injustices well, and she has on now three occasions left the game so frustrated it took adult intervention to help her calm down. Note that this is not a discrimination complaint, and the conduct being complained about would apparently happen to any child. However, my daughter's autism exacerbates her negative experience, which is why it's important for action to be taken to prevent it from continuing. Also note that while I cite one particular game above where my daughter's purchases were deprived by 'developers' and their 'moderators', this behavior is not isolated to this game or these individuals, and has happened less frequently with other games where she has purchased game passes as well. We have taken time to report these occurrences to Roblox using the in-game reporting system, but have never received a communication from Roblox regarding these complaints, nor has any action been taken to stop the inappropriate behavior raised in this complaint. Thus, we demand change through this medium. --- Additional Comments: As you, Roblox, are the agent for these often underaged developers, and as there is no way to contact the developer(s) directly, I expect you to take appropriate action to prevent continuation of these deprivations. I therefore implore you to: [1] address the game developers of the above game and put an end to 'moderator(s)' or 'developer(s)' interfering with or depriving players of their purchased game passes. [2] implement a site-wide policy against developers arbitrarily or capriciously interfering with purchased passes and items, and [3] implement a way for a player to report such violations/deprivations to Roblox so that the conduct can be acted upon appropriately.

My five year old niece was somehow able to acquire almost \$300 worth of in-game items from Roblox on 04/24/2020. I try to incorporate responsibility into her life by rewarding her \$1 or \$5 per week whenever she does her chores, and helps around the house. I know for a fact that whenever you do purchase Roblox coins it always asks you for a password for the transaction to go thru. How can a child make a total of 29 transactions totaling \$300, and bypass my security? I have heard her tell her younger cousin that she has gotten 'scam' in-game. It is very terrifying hearing a 6 year old say that she has gotten scam. When I asked her about it she said that a another player interacted with

her and stole her items and logged off. I don't know if she was scam by scammers that use robots in-game or individuals who look for naive players who are easy prey and steal items and money from them. I've come to realize that this game does not support a safe environment for kids or parent's bank information. I strongly recommend all parents to remove their card information and keep an eye out on all suspicious transactions in case this happens to them. I have sent an email to Roblox, but they have not yet responded. It is very frustrating especially at times like this when I have to deal with Covid-19 and being laid off. #b(6) --- Additional Comments: Support a safe environment for kids and be more secure about transactions made in-game.

My 9 yr old child was being harassed & scammed by someone on ROBLOX & then she was missing 280 Roblox from her account. (about 3 dollars) and their customer service as a cutesy to a child, a first time customer could not apply three dollars to her account. I was emailed that this could not be done. However I never gave them my child's account to look into this. Customer service lied to me and didn't even offer to assist me. In the intrum, my child was terrified, cried for 3 hrs and cried herself to sleep over three dollars. All this grief could have been avoided with good customer service. --- Additional Comments: Just add the three dollars to my child's account

I am reporting complain of roblox business for my niece Jessica Piao who is 11 years old. Her account at roblox has hacked by the other user. The user has changed password and my niece uername and the hacker is playing game on roblox with my niece account. My niece have opened new account and found out the hacker was using her account. so she asked the hacker to her account back, and the hacker said, if my niece gives the hacker some items, which my niece have bought items for her games on roblox, the hacker might consider giving her account back. My niece and I wrote an email and called many times to roblox to solve this problem and to get her account back from the hacker. However, the roblox support never replied back to us. It has been 5days since we reported hacking claims. This business is terrible business and it is harmful for children. They do business with and make money from vulnerable kids, but actually their customer service never existed. I've googled on solving hacking account on roblox, but every victims have said, roblox never solved problems or have never responded to them for 10years.

My minor child's user account was stolen. I sent customer support the CC receipt from transactions he made on the account. They no longer respond to my emails and never resolved the issue of restoring his account. I have reported them to my CC company. --- Additional Comments: Either restore his account or refund me all the micro transactions he has spent in their store.

I made an online purchase for online currency called ROBUX. I was charged by my bank \$10.88 however the money was not put into the gamer account. I wrote to the company and provided two screenshots of my bank statement and they said it was not a purchase receipt. I advised them that there was no purchase receipt because it was purchased online. The company has not applied the robux currency to my account and it will not issue a refund either. Their store cards also do not work. I have bought a store card and the registration number does not work on the Roblox website either and so I lost that \$20 as well. --- Additional Comments: I would like the \$10.88 I paid to be applied to my gamer account, or be refunded to my bank account.

Roblox account has been hacked 2 times. No one helps with the complaint or accepts responsibility, they just keep selling their gift cards. You can't contact directly, they emailed back once, problem was not resolved and now they don't respond to my numerous emails. I bought a \$25 gift card for my granddaughter for Valentine's Day, she was hacked 2 days later, I bought another \$25 gift card. --- Additional Comments: Would like a refund, but Roblox needs to be able to resolve issues by having better Customer service.

I filed a direct dispute with this company along with their associate company M-CM- & M-BM-^@M-BM-^ \xoellaM-CM- & M-BM-^@M-BM-^] for almost \$200 in unauthorized charges. I was

told by their agents NOT to file a dispute with my bank or they wouldn't be a lie to assist in refunding the transactions. So I did not file a dispute but when I asked my bank for the contact information for the charges they stated my card had to be canceled and I could receive another upon finding out the source of this issue since it wasn't of my own doing. The xoella company corrected the issue immediately and verified that only 3/11 charges were from their company and the rest has to be disputed with Roblox. I send all this information to Roblox who have taken almost 6 weeks to only have me re-dispute the issue and now I'm told that they never charged me and xoella refunded all my charges. And I was not to contact them for this particular issue going forward and to contact my institution. Which I can no longer do because I didn't report it immediately as advised by Roblox in the first place. So I now I have no account access and out the charges by a company with horrible service and assistance and attention to details. --- Additional Comments: I want the unauthorized charges to my account refunded immediately, to avoid seeking further criminal and legal action. The current status of our country should be enough to not try and steal people out of their money that's not easy to come by at this time.

Roblox Customer Care Ticket b(6)- b(6) RepresentativeMy son has an account of which we filed a complaint due to someone hacking into it and stealing two items of which he had just paid \$50 for each item. His Poppop had just put that money(\$100) on his account that morning, and by that afternoon while he was on the computer, Player b(6) had did this with me watch too. Pure hacker. I contacted them by email, took a picture of the user and the items. They replied asking for what I thought was the receipt used to purchase these items. I sent them receipt that his Poppop had up on his account, but that was not in the proper format. Note it was taking almost a full days time to get replies, but by the end of the first day, who ever did this to my son, now took over my sons account and now had locked us out. I notified them through the email that now we could not get back on his account but if they also wanted to see past receipts from the bank account that typically pays for that account I could show those to verify it was his account. They would not even respond to that, but only send same email asking for the same thing. What receipt are they asking for? I don't have another receipt besides the paypal that paid for the \$100 that bought the two items that were stolen. Now is entire account is gone with everything that was ever bought. --- Additional Comments: Give my son back his account and everything he had on there. This is a child. b(6) was not a good Rep nor did he answer any questions

Hello, my problem with the Roblox corporation is that I have constantly emailed them regarding the theft of items from my account and have not received anything helpful in return. To provide context of the situation my Roblox user was scammed by another user impersonating my close friend on the gamer platform, discord. This user tricked me into trading away 600k in what are called 'Limited' items (Items of value on Roblox's platform) in which I would in return receive a larger item. We were going to use a middleman (my best friend b(6) who is a trust user in the community) to hold the large item and all of my other items as a way of safely trading items (since Roblox's trade system only allows 4 items on each side of the deal, and I was trading over 100 for 1 large item). The person on discord (Who looked exactly like my friend- even with the same profile picture) told me to send my items to his 'alternative' account in which he would hold the items until the other user sent the large item to that middleman 'alternative' account. As it turned out, this user was just impersonating my friend and coerced me into sending 600k in Limited items to his 3 different alternative accounts (which he claimed were just his alts). Roblox rightfully banned the 3 alternative accounts in which my items were traded on to, but never returned my items. My issue is that in the past, Roblox has rollbacked accounts completely for their devs and major users (Like b(6)) yet refuse to help loyal customers like me (I've spent over 2000\$ on their platform since 2010. --- Additional Comments: Being that they have replaced users items in the past (sometimes more than once), I would like my items to be replaced. I see know reason why they

decided to apprehend the users responsible without returning my Limiteds, which I had worked so hard for. I have emailed and called Roblox multiple times without anything returned (except for automated email responses). As a loyal customer, I believe I deserve to be treated like one.

My son purchased robux online using my debit card. The purchase was for 1700 robux, the virtual coins used in the game. I have emailed the company numerous times only to be told that the were correctly received. However my son has never received the robux. They keep telling me about a different transaction for only 800, not the 1700 robux purchase. I have sent screenshots of the correct transaction on several emails. The purchase took \$19.99 out of my checking account. I just want either the robux applied or my money refunded to my account. I need someone to listen to my complaint with concern. --- Additional Comments: I just want to receive what I paid for or have a refund.

Roblox account with issue: b(6) April 10th, I asked Roblox to add my email address to my daughters account since she forgot to add it during registration. We tried adding my email address (b(6)) to her account but she could not remember her password. The reason we wanted to add my email address to the account is to avoid my daughter getting locked out. On April 12th, my daughter loaded two \$50 gift cards she received for Easter onto her account. I received an email receipt for one of the transactions. She proceeded to play the game and purchase a few items she's been dying to get to include some high heals. On April 13th, my daughter was devastated when she couldn't log into her account. She said she felt like Roblox was dishonest and stole her \$50. In addition, my daughters is really bummed out because school is closed and we are social distancing due to COVID-19 and Roblox was a nice escape for her and a nice way to socialize. I've been in contact with Roblox several times about adding my email to this account but they need proof of the initial purchase on this account. The issue is the initial \$19.99 purchase was made on December 26th with a gift card from my sister to my daughter for Christmas. I've contacts BankCorp is hopes of getting a receipt from this purchase but it is hard to track down gift card purchases. The only information I have is: Visa (or Mastercard) gift card Purchase Date: 12/26 Processing Company: Roblox (processed by b(6)) Lahst 4 of Card: XXXXb(6) Payment ID: b(6) Amount: \$19.99 I provided a copies of almost all other transactions for this account. I provided proof of purchase from my checking accounting and a transaction receipt for one of the \$25 gift cards on April 12th. 12/26/19 \$19.99 02/03/20 \$9.99 3/20/20 \$4.99 4/13/20 \$25.00 4/13/20 \$25.00 --- Additional Comments: I would like Roblox to add my email (b(6)) to the account of b(6) so my daughter and I can unlock her account OR I would like the items and badges or whatever the heck they collect transferred from b(6) to my daughters old account b(6) OR I would like a credit for the money I've invested on b(6) applied to b(6).

I have a niece that uses this game for entertainment. We occasionally add money on her account. The last two times she has been ripped of. She makes a purchase for clothing accessories on the game, the price states 200 robux only to have all of her money taken, which was 1700 robux. It was false advertisement of the price as well as account theft. We did not authorize the purchase for the price they took. This is the second time this has happened. They are blatantly taking advantage of children and their increases usage of roblox during a pandemic, to increase their profits. --- Additional Comments: I would like to either be reimbursed my original money or have the robux refunded in full.

During the month of March our child-a minor, was playing games in the Roblox database of games. She was in the game Adopt Me and was using what she thought to be monies that were affiliated with the game that she was playing. She had no idea that the money was being debited from our debit account. She is a minor child and had no insight as to how the game worked. We reached out to Roblox customer care and let them know the situation and the dates and amounts of the transactions only to be told that it is the AdoptMe game's responsibility. We then contacted whom they told us AdoptMe only to be told that is now Roblox responsibility as they are the ones

that took the money from us. This is something that needs to be taken care of immediately as we are out close to \$250.00 from our checking account. Below are the dates and amounts of the debits that have been illegally taken from us: Full first and last billing name used for the payment b(6) Billing email address b(6) Dates and amounts of any charges March 10th \$1.06, March 14th \$27.77, March 16th \$29.91, March 17th \$9.62, March 18th \$18.16 & \$21.37 & \$14.97, March 19th \$47.14 & \$50.36 and a fee charges still pending \$21.44 & \$4.28 Total: \$246.08 Method of payment Visa ending in 7099 --- Additional Comments: We need the full amount of the funds that were taken from us using a minor as bate.

I made a purchase of 400 Robux for my daughter through an in-app purchase on the Roblox game. The Robux did not appear in her account and my card was charged immediately. I have contacted the company several times and provided the follow up information and tried the tech solutions they recommended without any resolution. Now in order to have any further follow up it tells me to submit another ticket. It took 3 days to hear back on the first ticket. This isn't acceptable. --- Additional Comments: If I can't get the Robux that my daughter is expecting I'd like my \$5 back.

My account was deleted by Roblox, with no satisfactory explanation. Any attempt at communication with the appeals department results in an automated response. I want to talk to a human about the issue to get it resolved. I want a chance to correct what I am alleged to have done wrong, so I need a human to talk to. --- Additional Comments: I want my account reactivated, and a chance to be told exactly what is going on.

Around May 2, 2018, my Roblox account, b(6) was compromised. This resulted in 11,636 Robux (the Roblox virtual currency) worth of items being stolen from my account. 11,636 Robux equals approximately \$116.36 in value, money which was spent on the account previously before the account was compromised. I went to Roblox customer support on 4/4/2020 to see if I could get the value of the items added back to the account because they have a policy allowing them to do this for accounts that were compromised. After 12 days of going back and forth, they told me they could not add the items back, or refund the value of the items, due to the account being compromised more than 30 days ago. - I never received an email telling me of a suspicious login. - Roblox never notified me that my account had logged in to from a new location, despite it being more than 3 years since my last login. - I have also only played Roblox from 1 location in my life, which to me seems like they should send an email notifying me of a suspicious login from a location that is not mine. Roblox is allowing an account hacker to get away with this stuff and not helping the victim of the situation. There was no way I could have known that my account was compromised without logging in again. At the time I did not play Roblox and had no reason to log in every 30 days to check if my account was stolen. I assumed I would get an email if it was. --- Additional Comments: One of:- A refund of all items taken from my account- 11,636 Robux be added to my account- Send me a \$100 Visa Gift Card, or \$116.36 of Roblox Gift Cards, so I can buy the robux again

On the 15 of this month, I was alerted by a friend that she noticed my Roblox account had been deleted. I was unaware, as I hadn't deleted it, and had had no email from Roblox about any issues. Fearing I had been hacked, I contacted Roblox only to find my account had been terminated because of a group I had been running for almost 2 years. Up until now, I have had no warnings or sanctions from Roblox. The group I had was for adult gamers, so we could game together with people our own age. There are countless other groups exactly like this on there. I have emailed Roblox multiple times but I'm getting no information about my situation, all I get are automated responses. Looking at Roblox TOS, they state they have no bias against age, however I feel strongly that I am singled out as I'm an adult gamer on their platform. I want my account back, and have no intention of recreating the group, as I spent in excess of \$2000 in the almost 2 years I have had the account. The account means a lot to me, as I'm autistic and struggle to socialise, and Roblox

gave me a release from my issues. I'm frustrated at not being able to resolve this, and also that they just deleted my account with no warning whatsoever. I reached out to BBB, who were very helpful, and recommended yourselves. This is having an impact on my health, as I have lost the one thing that helped me when I have anxiety attacks. Other-Other Update

Hi, my daughter bought a 1k premium ship on Roblox. She received her Robux the first time, and it was supposed to renew on April 7th. It never came and its the 9th already. Please help. --- Additional Comments: I'd hope she receives her robux every month like she is supposed to. On Time.

Someone hacked my childs acct. As soon as it happened I tried to reset the acct, but my email was already changed. I have sent over 10 emails and 5 calls to resolve. I have sent all the information I have and they still will not give the acct back. In their help information, it even states the acct can be verified via 1st email, which is mine, and they will not give the acct back to me. I have been fighting since April 6/7 2020 to retrieve my daughters acct. --- Additional Comments: I want my childs acct back. b(6). It is hers, I she has purchased stuff with her own money. She learned a lesson, but the acct is hers and I and her want it back to us.

My son was charged the wrong amount of Robux for a virtual item sold in the Roblox catalog. The item, a 'Black Adidas', was listed in the Roblox catalog for 14 Robux, but when I made the purchase I was charged 500 Robux. Even after my purchase the 'Black Adidas' is still listed as only being 14 Robux. My transaction records indicate that I was clearly charged 500 Robux. The reason I am filing this complaint is because when I filed a formal complaint with Roblox corporation directly, their written reply in email basically said that 1) they do NOT ever issue any Roblox refunds and 2) they were NOT responsible for any Robux charges made by their many developers, in this case, b(6). My complaint is this: That Roblox corporation is absolving itself of ANY liability for the unethical behavior its its large developer community, and places a complicated burden on consumers to resolve obvious mis-charges, etc. Roblox should NOT be able to simply hoist responsibility onto its many unaccountable developer partners at the expense of consumers --- Additional Comments: My first outcome is that my son, b(6), gets a refund of the incorrect amount of Robux, in this case a refund of the extra 486 Robux that were erroneously removed from his Robux balance. My second desired outcome is that Roblox corporation should be liable for erroneous Robux charges and other unethical behavior of its developer partners.

There were a number of fraudulent charges from Roblox that appeared on our credit card account, and flagged by our institution as being fraudulent. In response, we closed this card down and discussed with our credit card account provider (Chase) that there were a series of charges that were not processed by us, or our 8 year old who was the primary user of the account. A few days later, the account was deleted by Roblox and all associated purchases and countless hours that our son played have been deleted because our credit card had been compromised. We were in no way at fault in this situation and the customer service received by a company that caters to children as users has been pretty surprising in that they are in no way willing to work through an issue with customers and have been accusatory in their email responses with language alluding to my kid potentially being at fault, which is not the case. Quote here 'When unauthorized charges occur, we often find it is a child or relative that may have used your billing information without permission or that your information may have been stolen.' --- Additional Comments: Restoration of account or transfer of account status and assets to another account.

Roblox allows 3rd party developers to create games, and have no regulations on pushing purchases to the end user. The games that Roblox allows their users to play through the app with the volume of requests to purchase something for their currency Robux (purchased with real currency) is disheartening. Despite having a security pin set up on my child's account, they are still able to follow through with purchasing items, which is extremely unethical for a game targeted towards children. My child managed to purchase \$45 worth of this meaningless currency 'Robux'; in

a matter of minutes through my xbox account (the only account with an online subscription) because of their poor monitoring of 3rd party creators. --- Additional Comments: Roblox should hold themselves accountable to prevent the exploitation of children who play their game.

My grandson worked for two years on a video game and through piracy his rare game pet was stolen by someone who refuses to return it. My grandson has this action recorded. The game is Roblox. Can someone please help.-#MLPredictedPSC UPD 4.17.20: Consumer is calling to see if is anyway someone can get his virtual pet back in the game. Referred them to contact game developer. b(6).

My 11 year old made unauthorized purchases between April 3 - April 6, 2020, a total of 150 purchases for \$1558. I contacted iTunes for a refund based on unauthorized minor purchases. The first request was denied so I contacted iTunes again and they had me resubmit the refund request. The second request was denied so I contacted iTunes again and then they told me Roblox denied the refund and I would need to contact them. I emailed Roblox (their customer service line is not open right now) and they told me I would need to request a refund through iTunes, which I had already done twice. I am not sure where else to go but both of these companies are giving me the run-around and neither will process a refund for these unauthorized purchases. --- Additional Comments: I would like a refund for the unauthorized purchases in the amount of \$1558.

Roblox committed fraud through enticement of a minor child and to the detriment of a tender-age, minor child's understanding of complicated rules and regulations written by Roblox. It is without argument that Roblox is a game primarily designed for minor children. It is a fact that Roblox charges real money for children to purchase upgrades in the game to enhance player experience. Roblox creates or allows situations to occur that allow Roblox to wrongly justify a termination of account or suspension of account or loss of previous digital purchased items on Roblox, thus creating fraud against a minor, and/or credit card fraud, and/or computer - internet fraud, and/or fraud by extortion as Roblox reinstates accounts but forces the minor child (user / player) to re-purchase all previous items in order to regain previous role status and upgrades for optimal game enjoyment. This kind of activity is not only an ethical breach, but likely violates state and federal criminal laws and laws regarding the Uniform Commercial Code, as well as laws pertaining to the Commerce Clause. My 9 year old daughter unknowingly purchased a number of upgrades and game cash that charged actual money that added up to hundreds of dollars. --- Additional Comments: A full refund of all charges from within the game beginning in January 2020.

My daughter has set up an account without my email or cell phone attached to it. She can not remember her password. I have contacted customer service and they refuse to help me. I have too much money tied up in this game. This game is money trap. --- Additional Comments: I need my daughters password

Today April 5th 2020 i bought robux for my brother that was \$4.99 and it charged me \$6.99 more like an hour later . Why did it do that ? Is there a way that I can get my \$7 back because they charged me that for nothing. --- Additional Comments: refund for \$6.99 please

They know there is a scam on their site and are refusing to fix the scam or return paid for items to an account. My daughter was scammed out of her King Bee F R and Santa Dog. The bee was purchased with Roblox and the Santa Dog was purchased by buying fly potions off the site in order to get the items traded to us via our b(6) account. These items were then traded for a F R Giraffe but the scammer was able to remove their item and steal my daughters as the trade would not cancel. We have therefore lost items that we paid real money for. Despite reporting this to Adopt me along with the users name they will not even reply to us. They have recently posted saying they're getting 100's or nasty messages from people who have been scammed and can people not message them like that. If they know 100's each day are being scammed why don't they fix the



game so scammers can't break the trade box to steal other people's items. --- Additional Comments: I would like the two items taken from my daughters account to be returned to her.

I have had an account with the Roblox Corporation since 2011. My account had hundreds of dollars invested into it, had a lifetime subscription to Roblox's Premium service, and contained many hundreds of dollars worth of Roblox's digital currency. Not only this, but I also invested countless hours into developing a game for the platform and running and operating a group on it for nearly a decade. I hope you can imagine my great frustration upon realizing that my account had been terminated for "behavior in violation of Roblox's Terms of Services". As a member of the Roblox platform for nearly a decade and a developer on it for seven years, this claim is completely false. I never engaged in any inappropriate behavior or created any inappropriate content on the platform. I never did anything that could even be misconstrued as such behavior. In fact, the notification page of my account's deletion lists no other information other than what I have mentioned above. I thought that this issue would be resolved in a matter of days given my long time as an active developer on Roblox and the glaring lack of any wrongdoing on my part, but apparently, this conception was incorrect. I immediately contacted Roblox's customer service about this issue and instead of a quick fix to my very egregious situation, I was not given any help regarding my issue. While I spoke to a few customer service representatives, none of them would resolve the issue of my account being deleted with no bad actions from my part. I asked them to give me alternative contacts, but this was not addressed, so I decided to try my luck with the Better Business Bureau. I would like for someone to speak to me in an actual conversation where we can discuss this issue and clear everything up. Before I finish up, I want to once again proclaim my absolute innocence. I absolutely did nothing to have my account deleted. --- Additional Comments: I think Roblox has a responsibility to contact me in a way where I and a representative can discuss this issue and fix this situation. The only game I am the main developer of has around two and a half million visits and gets a couple thousands players each day, and because of this situation, it is still Christmas themed, as I can no longer access it to edit it. I do not desire an apology or compensation. All I am looking for is for my account and my group to be restored to working condition. At the very least, if I could be provided the contact details of someone who I could speak to about this, it would be great. I am perfectly willing to discuss this issue at length and to answer any questions that might be had of me.

My daughter enjoys playing Roblox. So, I purchased Robux for her. In the past Robux has post account almost immediately. This time I made the purchase and my daughter has not received her Robux. It's been 24 hours and have yet to receive the product I paid for. I sent multiple email and still haven't heard back from them. If they were able to take my money so quickly, I see no reason why they can't respond to my emails with that same quickness. I'm not unreasonable. I would either like the Robux I purchased posted to my daughter's account, or my money back. It really is that simple. My service ticket number is b(6). --- Additional Comments: I would like to be given the product I purchased or my money back.

Roblox is an online gaming program specifically catered towards children and teens. They sell a point purchasing system called "Robux" which are used to purchase in-game items and game passes to use with game developers who essentially "rent" online space from Roblox. My nine year old daughter purchased an in-game pass for a game called "Iron Cafe" from Roblox user "b(6)". Immediately after purchasing the pass for 1,220 "Robux" (about the equivalent of \$13 USD), she was suspended from the game and not reinstated. We have tried contacting moderator "b(6)" with no response. I have contacted Roblox customer service twice with a detailed synopsis of what happened and have only received a generic "we are not responsible for in-app purchases made by the gamer" from customer service reps b(6) and b(6). It is my opinion that Roblox should be held responsible for any "tenant" utilizing their online game space, if said "tenant" (in this case, Iron Cafe and b(6)) is accepting

Roblox's Robux; as payment for game entrance. My daughter saved up two weeks worth of allowance money to purchase \$20 worth of Robux, (\$20 USD = 1,700 Robux) and it seems unacceptable that no one will take responsibility for accepting 1,220 Robux for a game pass that is immediately suspended by a moderator that cannot be found or contacted. I have asked Roblox (twice) to reinstate the 1,220 that was taken from my daughter, and they have refused to do that, or accept responsibility for their game moderator; to took my daughter's payment and then removed her from the game with no valid explanation or reinstatement. I appreciate your time and any help you can provide! --- Additional Comments: I would like Robux to either 1) refund the 1,220 Robux spent on the illegitimate game pass or 2) if they cannot process a refund, gift 1,220 Robux into my daughter's account or 3) reinstate my daughter's game pass into the Iron Cafe. My daughter's Roblox username is b(6). As I explained to Roblox customer care, our family has spent nearly \$1,500 USD over the past three years funding our two daughters' Roblox accounts (of course, they had to earn it :-). It is a shame to be treated so poorly as a long-time and generous customer.

My child plays this game. We put money do that she can buy things ie animals etc. They have an option to trade your animals etc. with other players. Tonight was the third time my child has been scanned out of trade. She puts her trade in and the other player takes the trade without giving in return what they promised and they leave the game. Leaving you with nothing. There is no recourse and many times the item stolen cannot be replaced. Roblox knows this is a problem. When you report it nothing happens. Your just out of luck. I want this rectifies to our satisfaction. Paying too much money for this to happen. They need to come up with a better way to trade or a way to get your items back and ban these people from the game. It may seem silly but it's like stealing our money. Again. We want the items replaced. --- Additional Comments: Want the items stolen replaced and for the game to come up with a solution to keep it from happening again.

My daughter downloaded Roblox from The Apple App store many years agoNow she has forgotten her password, and I can't get anyone to help me with resetting it.They keep insisting on a receipt I do not have. I did not buy this thru the itunes store, I bought it thru the app store.I have provided them with screen shots of what Information I have, and they refuse to help me.I have asked for a phone number and they refuse to help me. They want a credit card and it was a FREE APP There is NO CREDIT CARD INFO TO GIVE THEM --- Additional Comments: I want to talk to someone who can help me on the PHONE!!! am tired of getting the same email with NO HELP.IT'S BEEN OVER 10 DAYS

So about a month ago, my 8 year old son did some extra chores. He spent the entire day and worked very hard! He asked that in lieu of \$, could I buy him some robux for the Roblox app game on his ipad. Sure buddy! \$19.99 wasn't too much for an entire day of cheap child labor ?? It was however the most I've ever purchased on that game for him. I took a shower and came out and he was all excited and showed me 3 outfit items he bought for his roblox character. I was like, ?? \$20 for 3 accessories in an online game?! That is highway robbery!! He was the one who worked hard and was happy with what he'd bought, so I rked or not, I let it go. The next morning I got a receipt from Apple. Wait for it.....in-app purchase totals in roblox the day before.....\$150!!!!!!!!!!!!!! After I picked my jaw up off the floor, I chased down my child and interrogated him (nicely). He said he thought they were free robux because it didn't ask for my password!! He made 6 \$19.99 purchases and a \$9.99 purchase in the 15 min after I made the initial \$19.99 purchase!!! I mistakingly told him about the charges and he got hysterical! He was so upset and felt terrible. Of course I toldhim that it was not his fault, and as roblox has always asked for my password to make purchases, I knew he was being honest. Then I reassured him that Apple would refund me since he was a child and not authorized to make the charges. He felt better. I went through the process to dispute the charges through apple, and also called customer service who told me to just follow the dispute claim process and all will be well. The

next day my claim was denied. I appealed the denial and called customer service back. They said "we see you have never appealed charges in the past, and I'm surprised they have denied you as they typically allow a mistake one time/day." She said the problem was that the purchases for the app were used to buy items in the game, so the robux could not be refunded per se. She said my Apple ID must be set to allow purchases for 15 min without having to re-enter the password again. She helped me fix a problem I never even knew I had!! Here are the two concerns I have with this. Apple allowed my child to make these purchases without my knowledge due to a payment setting I never even knew existed. First time it ever happened. My appeal was denied. They will not refund me. The other HUGE problem here....do you remember how I mentioned my child purchased THREE outfit/accessory items (no, not entire outfits, like a top, bottom, and wand or something) for \$20?!!! Turns out, those items cost \$150!!!!!! That would be an entire wardrobe for me!!!!!! How in the ever-loving universe is that legal?! My son said, "Youtubers have all sorts of roblox stuff mom, so I didn't know it cost so much." how can roblox charge such exorbitant fees for these items?!!!! it should be illegal!!!

My son's Roblox A/C (b(6)) was recently hacked (March 2020) so my checking account had unauthorized charges. I notified my financial institution immediately and they contacted b(6) (the company that handles the purchase of Robux). Per Roblox procedures, they closed my son's a/c until the complaint of charges was reviewed. They reactivated his a/c but took the amount of the disputed charges from his a/c. In order to avoid linking my debit card or using it, I purchased a reloadable Visa Credit Card so that there is no chance of getting hacked again. I loaded \$20 onto the gift card and when my son tried to buy \$19.99 of Robux, there were taxes added so the transaction was declined, in turn, Roblox terminated his a/c again with no warning because of unauthorized/disputed charges. I've sent several emails through their Support Form and they refuse to reactivate his a/c even though there was no actual charge. He has been playing this game for about 3 years and I have a substantial amount of money invested in this game. All of this started because of the legitimate unauthorized charges in March which totaled about \$100.00. --- Additional Comments: I would like my son's original account (b(6)) reactivated or the courtesy of transferring everything he has accumulated over the time playing on that game to his alternate account (he had to create another account and start all over). The a/c name is: b(6)

Roblox deleted my 12 year old son's Roblox account, which my minor child had hundreds, if not thousands of dollars put into this account over the past 3 years. I have contacted Roblox and they are saying there is nothing they will do and will not reinstate the account. My son logged into his account on April 3rd and received a message saying his account was deleted due to adult content. My son DID NOT upload any adult content. Our computer is located in our living area and is monitored at all times. We searched all history and there is no adult content on our computer. I believe either a couple of things happened. 1) My son had a Zoom meeting for school due to schools being closed, this meeting was hacked and our computer was compromised. During this possibly his Roblox account was compromised as well. 2) He uploaded something at an earlier time that their computer program is flagging as adult content when it actually is not. I had my son show me everything that had been uploaded in the past, we went through the history on his computer of all uploads, there is nothing that would be considered adult content, or even inappropriate in anyway. This has caused my son great mental distress. We would like this resolved as their customer service is not being helpful in any way. When we ask for proof, they refuse. Ticket #b(6) #b(6) --- Additional Comments: We are asking for my son's account to be restored to what it was before April 2nd at 9am EST, before the Zoom hack. If they refuse, we want all of the money he has put into this account refunded. It does not seem legal for a company to delete an account of a minor child and remove everything that was purchased legally and keep the money that it is currently in that account.

My Roblox account &#39;b(6)&#39; along with an alternate account &#39;b(6)&#39; were both deleted by Roblox's moderation team under false assumptions that I was selling robux (the on-

site, Roblox currency) for real-world USD. USD selling is against the Roblox terms of service, however with simple investigation tools Roblox could have determined this was not what happened, and instead Roblox moderation opted to delete both of these accounts. The Roblox moderation team is notorious for incorrect account terminations, and despite having the tools to properly investigate these cases, they prefer to slap a "one size fits all" label onto anyone that matches certain criteria. I don't participate in robux-to-USD or items-to-USD sales of any kind and my Roblox account is otherwise in good standing outside of this issue. I take protecting my account very seriously and I would not participate in activity that would put my account at risk. My alternate account was stolen by hackers, along with my Fortnite and Apple ID accounts. While on the account, the hackers in question sold the tradable items and robux (currency) for USD. The alternate account was eventually flagged by Roblox moderation and an account termination was placed, with a termination note of "Closed due to compromised account", so it was apparent at that point that Roblox moderation had known the account was stolen. When tradable items and robux are stolen from an account, the Roblox customer service team restores the stolen items and robux back to the account so the account owner doesn't lose everything. I contacted customer service and was told the account was eligible for a restoration and was asked to provide documentation on what was stolen, which I did. At this point my main account "xanbxrs" was also terminated and I begun the appeal process for that account. The moderation note on "b(6)" reads "Do not sell robux". I originally assumed that the account termination was due to me paying multiple users for the artwork as it may have appeared that the robux was sold to them, which was not the case, and the payment for those pieces of artwork totalled 215 robux. My original appeal went over the interactions I had with those users, where the group payouts I made were payments for artwork. In the appeal response I received, "b(6)" claimed that the account termination had nothing to do with the group payout and implied I knew what the termination was for. Through continuous emails and being told "we have no more information to provide you, this situation will not be reviewed again, please review the information provided to you, etc." I was eventually able to receive more information behind why my account was terminated to begin with. From what I gather in the emails, it appears that Roblox moderation thinks that I: 1. sent items to an alternate account 2. traded and/or sold the items for robux 3. sold the gained robux directly for USD. This could have been very easily determined to --- Additional Comments: Full reinstatement of both affected accounts.

On March 18, 2020, Roblox deleted my sons account for supposedly fraudulent charges. when I submitted a appeal and playing tag with roblox they said it was through google play. my son has only ever used a roblox. gift card for payment. when i told them this they kept saying to give dates and purchase amounts, i don't have that because nothing was charged on my google play account or through my bank. every time i tell them this i never get a response. i have screen \*\*\*\*\* of my google play purchase history and my bank statements to show that there was never any charges. i never reported his account. his username is b(6) after he changed it, his account was deleted. before it was b(6) He has had this account since 2015 I had just purchased 200.00 in gift cards few days prior to his account being deleted. All we want is for roblox to reinstate his account. there is no charges on any bank or google play. all electronics have the same google account, mine so i know what my kids are doing. b(6) is the account. He is broke hearted that they deleted his account. if they would just look at his purchase history they would see he used gift cards that is it. --- Additional Comments: for Roblox to reactivate his account

ROBLOX is an unsafe platform for young children who are exposed to predators and adults of all ages, there are games with inappropriate content such as gore, genitals on characters, and NSFW exposed to young children. Young children are also exposed to scammers on the platform known as b(6) who has created multiple accounts on the platform using bugged and scam currencies scamming young children and the platform moderators do nothing about his inappropriate actions. This platform

should be removed or not accessible by children. This scammer also uses aliases on the platform he changes his gender on the platform to make himself more easier to scam young children such as &quot;b(6)&quot;. b(6) communicates to young children on a communications platform known as discord and was banned from twitter for a threat of terrorism & racism. b(6) is currently targeting children on this group on the ROBLOX platform

[https://www.roblox.com/groups/b\(6\)/Central-Medical-Institute#!/about](https://www.roblox.com/groups/b(6)/Central-Medical-Institute#!/about) and impersonating Tedros Adhanom on [https://www.roblox.com/users/b\(6\)/profile](https://www.roblox.com/users/b(6)/profile) currently communicating to young children on this discord platform [https://discord.gg/b\(6\)](https://discord.gg/b(6)) This user also currently has ads about the coronavirus pandemic and threatening to spread the coronavirus which is a federal offense.

This app should be shut down! It's clearly targeted towards children, yet when my 6-year-old son was playing it yesterday I looked over at his screen and another avatar was performing oral sex on him??? There were also two other avatars in the bed next to him pretending to have sex and this is a game for children??? When I reached out to the company, the response I got was that they try to control these things from happening but that there are various ages of people that play the game and my options was to report the players that were doing this. Ok first of all M-CM-&#39;M-BM-^@M-BM-^T why are actions resembling oral sex EVEN AN OPTION??? You want to have a game filled with filth and perversion target it to adults and don't let children on it!! This is child abuse! Then not only that there is a chat option and people are asking things like &#39;Wanna F&#39; like is this for real??? So my options are to report??? This is absolutely ridiculous. This is scandalizing children. Regardless of this issue being resolved or not my children will never be allowed on this game ever again and if parent allow their children to play this app they should have their head examined. This app should be shut down. My second issue - I had bought Robux gift cards and when I demanded a refund from the company because of this sick and disgusting game and the robux were never even used their response was &#39;At this time there is not a way to get Robux back once you have made a purchase. All purchases require players to click on a confirmation box as a precaution against making accidental purchases.&#39; This wasn't an accidental purchase. This was a gift card that I purchased in a store and have yet to redeem and I am not going to redeem because this app is disgusting and misleading. I cannot say enough how sick to my stomach I am. My children were violated through a game that is marketed towards children and the resolution that I got was to file a report and they look into the abuse. Yah, right. DISGUSTING, SICK AND VILE APP. --- Additional Comments: I WANT MY \$25 BACK THAT I SPENT FOR THE GIFT CARDS!

No customer service line or chat to get anything resolved. --- Additional Comments: Contact by business and work to an agreement over a profile they had taken down after multiple false charges go to my bank.

Tried several times to resolve an issue regarding a game on Roblox stealing my account. Customer service's phone and email account has not attempted to resolve my issue. I've even tried emailing CEO David Baszucki again with no resolution. Username: b(6)

I recently made an ad for my group. I got banned for the ad claiming to pay others to join my group. However it said Selling ranks. When I Tried to appeal my account They refused to look into it stating this &#39;Thank you for contacting us about this issue. Your account was correctly banned to scam other players. The penalty for this offense will not be changed.&#39; However That does not match the reason they gave me on roblox. I took a bit further and sent them the proof of pictures of ban and sent them the original picture of the ad that I uploaded. They replied back with the following &#39;We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time. However, if you need further assistance with a different matter&#39;. Again I told them they falsely banned me along with the fact they could not

make up there mind on the reasoning. --- Additional Comments: Roblox has a responsibility to look into appeals and not just through there automatized system.
I bought for my 7 years old daughter a package of this online game and few hours after she started playing her account was hacked, she lost her account and I lost my money. The most incredible thing this is the third that happen. How a game made for little kids can be so unsecured, unsafe, she cannot recovery her account and I cannot recovery my money!!!! --- Additional Comments: I want my money back and my daughter game account back too
I purchased a Roblox game card at Walmart. The card was activated by Walmart and when I went to use the card, it said it was not activated. I reported the issue to Customer Support and was told the card needed to be activated by the store. I went back to the store twice to have them activate it and was told they've done everything on their end to activate the card. I reported this back to Roblox three times and got the same response from 3 different people...that the card was not activated. Walmart has refused to refund me. Roblox refuses to honor their game card that I purchased. I have sent copies of my receipt showing the card activation. --- Additional Comments: I would like either a refund of the amount I paid for the card or a valid credit for game play for the amount paid.
I viewed things on Roblux that are being said to my 12yr old niece. It was a man saying in Spanish that he was looking for someone to be his baby either young or old. I don't know if there is a regulation on the age of this game but it is used by many kids all over the world. I'm afraid sex traffickers may have access to this game to initiate contact with minors. Other-Other Update
My daughter forgot her password to her Roblox account which I spent over \$40 on digital Robux for digital goods/accessories. I contacted their support and they claim there is no email address or payment information associated with her Roblox account (I provided them the username). However, that is incorrect. As I said in the initial ticket to them I've made many purchases for this account through the Google Play Store with my associated Google Play Store account. Their only response is their is no email or purchase history associated with the account, so they cannot verify ownership, so there is nothing they can do. I sent them screenshots of my purchase history, but still no explanation on how there is no purchase history associated with the account. They cannot take money and provide no support with account recovery. It is a failure on the part of their business practices if they do not require the collection of the proper information to recover an account and have no way to trace my Google Play Store purchases to the account. --- Additional Comments: I would like recovery of this existing account, or a refund of my money spent on this account, or Robux digital currency credit on a new Roblox account.
My account was phished because Roblox had a databreach which lead to me receiving an email pretending to be from Roblox . Since I've never been hacked before I am entitled to a one time rollbackBut all Roblox says is that my account ownership cannot be verified. They say this to everyone who's an old user and needs helpPlease help. This account was kept for nostalgia --- Additional Comments: I want my account back please. They also banned my account after I wa phished and items were stolenThey let this happen
The seller, Roblox Corporation, via their platform, Roblox, allows a select amount of users to crate and upload items to their platform via a "User Generated Content" system. At some point, a user uploaded a hat which I purchased using the service's virtual currency, "Robux", for an estimated \$1.56. They removed the hat from their platform as it violated their Terms of Service, and thus, were to refund those who purchased the hat the paid amount at face value. After two times of it failing to refund, I sent an email to them requesting the refund be given. They are refusing to give the refund, despite their system failing and it being written in their Terms they will.

On March 16, 2020, I purchased 800 Robux (the digital currency used on the Roblox platform) for my daughter. On March 18, 2020, she was playing a game called Toilet Obby and a pop-up appeared on her screen without her clicking on anything. The pop-up asked if she wanted to purchase an Amethyst Box for 249 Robux. She clicked cancel, but was charged the 249 Robux anyway. We cannot determine what benefit the Amethyst Box provides nor is my daughter interested in it. She is very sad that her 249 Robux were taken. I reached out the customer service department at Roblox and was told that I should tell the developer what happened, but there was no way to refund my purchase or place the 249 Robux back into my daughter's account. I tried to contact the developer, as instructed, but the developer does not allow messaging and cannot be contacted. Roblox maintains that they have no responsibility for the developers on their platforms and are not liable for any scams or theft of Robux by a developer on their platform. There is no way for me to contact the developer and, as Roblox explained, no way for the developer to resolve the issue were they to agree that an error had been made. --- Additional Comments: I would like the 249 Robux to be put back into my daughters account. My Roblox Customer Care Ticket number is b(6). My daughter's Roblox user name is b(6)

After spending over \$60 dollars on a Roblox Premium membership, the security of Roblox website was breached and allowed a hacker to take control of the account and steal 1.5m in limiteds, items that can only be purchased with robux (purchased through USD). Roblox has done nothing to help with a rollback nor even attempted to respond to emails I have sent asking for help. --- Additional Comments: I am asking either for a refund of my membership or assistance with a rollback to return my limiteds.

On March 16, 2020, I purchased 800 Robux (the digital currency used on the Roblox platform) for my daughter. On March 18, 2020, she was playing a game called Toilet Obby and a pop-up appeared on her screen without her clicking on anything. The pop-up asked if she wanted to purchase an Amethyst Box for 249 Robux. She clicked cancel, but was charged the 249 Robux anyway. We cannot determine what benefit the Amethyst Box provides nor is my daughter interested in it. She is very sad that her 249 Robux were taken. I reached out the customer service department at Roblox and was told that I should tell the developer what happened. I was also told that there was no way to refund my purchase or place the 249 Robux back into my daughter's account. I tried to contact the developer, as instructed, but the developer does not allow messaging and cannot be contacted. Roblox maintains that they have no responsibility for the developers on their platforms and are not liable for any scams or theft of Robux by a developer on their platform. There is no way for me to contact the developer and, as Roblox explained, no way for the developer to resolve the issue were they to agree that an error had been made.

Roblox for the second time is attempting to get over on me and my 10 year old daughter. My 10 year old daughter is an avid player on Roblox. Roblox attempts to protect their developers by allowing them to disable messages when issues happen in the games that these children play and not fix the issue or refund the player. My daughter lost over 600 Roblox money that I just purchased her on a game called Two Player Family Tycoon. She purchased the Unlimited for 193 twice and then the 250,000 for 153. She received nothing. I tried to message the developer and the message button is grayed out and I cannot contact them in any way. Also my daughter bought infinity dollars in Tower of H\*\*I in December or January and when an update happened, she no longer had access to that. Again, the developer has grayed out messaging them. I am about to dispute the amount that my daughter lost through American Express, because they care about my business and will protect purchases that we didn't get access to. This is the second time that this has happened. Roblox excuse is always, we provide the platform, but we are not the developer. That may be true, but you are protecting the developer when there is no way to contact them and hold them accountable. I need this fixed asap. They have until Friday, 3/20/2020 before I file a dispute with my credit card

company. I will only communicate with Roblox through this platform. --- Additional Comments: I want my daughters account credited back the amount asap.

Was offered next to nothing due to the pricier edits to Roblox, 4.99 used to get 1000 website tokens yet honestly I would like any of my staff members who has gamed with Roblox to get the entirety of their US Currency back in full real dollars, Currently and past tense Roblox is just an extreme scam, their business is a lie, and they never issue any refunds what's so ever which is honestly brutal. Yes they always ask for personal information over the phone and through their report a problem page, even when I tell them when their websites got glitchy, well I shall not ever report anything anymore since Roblox has money shoved up their sunless places that isn't their fully "earned" more like 100% advertisement scam fraud "theft" money. They harassed me with voicemail in my e-mail inbox, they aren't that great about customer care support at all. They even don't like their own community at all since they harass the gamers every single day of every single hour allowing for high level hackers to harass normal gamers and even worse Roblox administration really should go to jail since Roblox allows people to hack other people's accounts, since accounts can be locked out for several days. Please help us Cinemark and Nintendo.

Received following email. Attempted to call number and was immediately given for deals. When I did not select any option to purchase the phone disconnected. Clearly a phishing scheme. Last numbers of credit card are not any of my current numbers. Wanted to report it.

Thank you for your purchase on Roblox, the online gaming platform that is powering imagination globally! Please contact us at [roblox.com/support](https://roblox.com/support), or call us at +1-855-333-4734 if you have any questions about this charge. Your 3/17/2020 2:35:07 PM order: Item Purchased: Roblox Premium 2200 Item Price: \$19.99 Next Renewal Date: 4/17/2020 Total: \$19.99 Billing Information: bb(6) you will be charged \$19.99 per month for this service until you cancel. You can cancel at any time by going to the billing tab of the account settings page and clicking cancel membership. If you cancel, you still will be charged for the current billing period. We hope you enjoy your membership! About Roblox Roblox is an entertainment platform that allows people to imagine, create, and play together across millions of user-created virtual worlds. All the online games you see on the platform have been built by members of the Roblox community for members of the Roblox community. By purchasing Roblox, you are supporting the imaginations of creators everywhere! This message was generated by roblox.com Still have original email and can forward to you on request.

Found it though cat spam on Roblox. It's a fake Robux (paid for in game currency) Generator that first asks for your username and platform. "Generates" them but then asks you to verify your a person by completing task that don't actually work, Download viruses onto your computer and attempt to steal your credit card detail. And this is a site where the most people getting exposed to it are minors.

My 8 year old son created an account on Roblox without my permission, using a non-working email address with a domain owned by his school, that includes his last name, first name and middle letters. I've asked Roblox to delete this account as he did not have my permission to sign up, and secondly his username identifies him 100% and it's unsafe. My son's name isn't very common. It would be easy for an adult or teenage child with bad intentions to look him up. Roblox support keeps resending automatic emails asking me to return to the customer support page and enter his email for verification. For one, this page says only 13 years and up, enter this info (my son as I told them is 8), so I should be entering my email, which I am using to communicate with them. And secondly, my son cannot check his email for verification, as his school owns this account and he uses it only to log into Google Classroom for assignments. He doesn't have access to a full email account. I told Roblox this more than once. This account shouldn't even be working, as it was never confirmed anyway (as it can't be, since it's not a full working email that my son used). --- Additional Comments:



Roblox needs to delete this account ASAP. This is an 8 year old boy with a username that is very identifiable.
My roblox account is not working I buy Roblox cards for robux money to buy stuff in the game  Product_Or_Service: Robux  Order_Number: N/A --- Additional Comments: DesiredSettlementID: Repair  I want 25,000 robux for my New account Or just give my old account back with all my stuff in it it's b(6)
ROBLOX Administrators has been moderating my accounts without evidence neither proof that I was hacking. When I told this ROBLOX Administrator "b(6)" (Admin's Username) about my accounts being banned falsely, things just got worst. When he got to the Appeal Team about this issue of my alts getting banned for no reason, he believed in them & started banning my main account (wklr) & my other alternative accounts that I have recovered. They were my childhood accounts I created from 2011-2017 & the ROBLOX Staffs were unfairly & blatantly banning me & my alt account even though they're my own accounts that were abandoned years ago. I never expected anything like this from a ROBLOX Employee who are so stupid & absurd to close all of my accounts like they're hacked. I honestly got nothing to hide, those ROBLOX Staffs are being rude & hard-headed thinking that I hacked the accounts when they're simply just my own childhood accounts. Other-Other Update
I have contacted Roblox several times and only get automated messages that have nothing to do with the issue at hand. My son purchased \$25 Robux gift card and applied it to his account. This was applied to his account which gave him \$50 Robux credit. He also had 2800 Robux on his in game account. On February 25th my son noticed his \$50 Robux credit and 2800 in game Robux balance was 0. It looks as though a Roblox vulnerability allowed someone to get into his account and drain his funds. His account was secured with a Password and a PIN when this event happened. --- Additional Comments: \$50 Robux credit back into his account 2800 Roblox back to his ingame account Roblox needs to take measurable steps in their security of user accounts. Roblox account email: b(6) Roblox User Name: b(6)
I want. My money back or account back. Or Robux added in to my account as a refund --- Additional Comments: I want my account back or money back or. Robux added into my new account I had to make. Because my old one doesn't work.
First I have to say this is the second complaint I filed with you about roblox, but this time, I know who is hacking me and how. I have tried so many times to contact roblox corporation about this matter but he stop me every time. Like your last complaint contact with them that was him that got the letter. He told me. I My account was taken by b(6) and His friends b(6), and others. He took my account while he was on vacation in September around the 20 th he took his computer home. where he put my account on his family sharing. So now b(6) has 100 % control of my entire account , mail phone house internet, messaging everything electronic in my world. If I don't do what he wants he cuts my games or tv off. Every time I call he blocks you and all my contacts from everything.. now I can only play a few games on his vip server I never can play with any normal people they are all his avatars and people. I wrote b(6) and told him what's happening. I use to stand at the head of natural disaster. That's where he took me from. I have not been able to play with my grandsons because they are in regular games. I use to play with employees of roblox. b(6) is a bad man who sexual abuses these kids both girls and boys. On all of his games there are secret games for sex purposes for him and invited members games like pizza place, mocap, boys and girls club, he runs all of them. I just want to be in the games in case my kids need help. They are 4 and 5 and love roblox and other games. But I can't even sit in my living room this guy also has the microphone activated so he hears everything in my house. Please make sure someone at roblox gets this letter. He calls himself the god of roblox. And he kind of is. Please help me. My user name is b(6), b(6) and b(6).

If they would watch my account they would see what I go threw to see my kids online. . , ---  
Additional Comments: To be able to play the games with my grandchildren. Without being bothered by b(6) or his people. He controls all of my electronics Apple ID and outside apps. He follows me everywhere I go. And he says he&#39;ll never let me go.

On January 28th I reported a player for bullying my child while playing the game, following her around telling her to commit suicide. I was told something would be done and left it at that. Well fast forward to February 13th, this person has made several other accounts along with getting his original account BACK on the platform solely for bullying and basically stalking my daughter. My daughters account has her real name in her username, (her account was made for her by her cousin). I&#39;ve asked roblox to allow a free username change for my child in hopes to end the bullying and stalking issues with this other person but they refuse to allow it. I shouldn&#39;t have to pay money to change her username when it is a safety and privacy concern. --- Additional Comments: I want a username change for my daughters account!

Hello! Earlier this month I got scammed. I reported this to Roblox the day it happened. After trying to go over things with them twice, they were able to tell me who did it, I specifically told them I got scammed without the knowledge of the Roblox rule, as I am not a frequent Roblox player. They allowed this player to keep & spend what was given with no consequence & no refund or kickback to me. I had shown them all the info they needed, but apparently it was all null and void because I gave this person the codes in exchange, which again, I didn&#39;t know was a rule. The other player was able to use this to get away with it, and Roblox let it happen. Not only is that unjust, especially since they know who redeemed my cards, but this just opens up more opportunities for other Roblox players or unsuspecting outsiders to get scammed out of money. I&#39;ve lost 11\$ off of this, and they wouldn&#39;t even have the heart to ban the player or compensate by either giving me the 2800 robux they ran off with, or banning the player. Customer ticket - b(6) --- Additional Comments: 1. Ban the player mentioned in my emails, or at least suspend them for scamming. 2. Compensate me with at least 800 robux on the account that was mentioned in the email, as that would equate to what I&#39;ve completely lost in terms of real life money. Amazon already refunded the 2000, so they (Roblox) should be more than capable of compensating the rest of what I lost in the game.

My daughter age 9, lost her Roblox password. This was not discovered until we tried to use a gift card she had recieved. When I contacted them to try to retrieve the password, I was told since there was no email or parent associated with the account, that I (she and I) could not make any change. (She could continue to play as long as she did not log off on her device.) My concern is how she has played a game and interacted with strangers for all of these monhts without an email, parent approval, or parent verification. We have since found her passowrd and the account stated her age very clearly, it showed there was no parent verification, but nor was it required. She has friends, and chats, and so on and so forth all without me being able to know or monitor her interactions! Furthermore, the idea that some weirdo would be on the other end with no email (and therefore no real way to be monitored or verified) is concerning. I contacted the FCC who referred me to you. I thought these gaming sites geared toward children would have better safety features such as no parent verification means no chatting with others..... Better yet, a minor can&#39;t play the game without a parent being linked and verified through the account. I am very confused as to how a game as popular as Roblox has gotten away with this.

Customer service has not responded to any of my emails requesting help. Receiving no actual support for my issue. The support team is stalling to not have to do anything. This lack of help is infuriating and I demand a REAL representative, not a bot, to fix the issue. --- Additional Comments: Contact from a real human, upper management contact, fixation of account issues.

I wanted to play a game on Roblox Corporation without the app and found an object that said if you pay the owner you can use it

I am a parent. I have been trying to contact Roblox regarding a 'fake account'; that was created by someone to bully my son and this is causing him stress and anxiety. I am unable to contact a LIVE person through the phone and my emails are not returned or addressed properly. I have concerns that Roblox is practicing under fraudulent circumstances and is misleading when they state that 'safety is their top priority.' My issue is going unanswered and this 'fake account' is still very much active and it has been over two weeks since I've tried reaching out to get help from Roblox. My children have gaming accounts with this company as do their friends, but I as a parent, do not trust Roblox and I would like to have them investigated. --- Additional Comments: I am not sure what the outcome will be. I would like someone to IMMEDIATELY investigate this company called Roblox and have them investigated for proof of legitimacy. I believe it is a STRONG internet safety concern that is being IGNORED.

i have lost money several times through Roblox but never complained, but now they are taking money from at least thousands of players and they know they can't provide the service. I paid for a vip server on mobile and for at least half of the time it wouldn't work, and it was the same issue the month before. they refused to respond to any complaints i made so i couldn't get the product i paid for or a refund. Now, imagine all the people who only play on mobile and are paying money for services the company knows they cannot provide but have no problem taking money for... I know it's not a major issue with the kind of stuff you all probably see on a daily basis but a company should be forced to give the people what they paid for or be forced to just quit offering the service to people on mobile.

We are a military family currently stationed overseas in South Korea at Camp Humphreys. So when I was contacted by PayPal and my banking institution about charges made to my account, I disputed them instantly because I did not immediately recognize the charges and because I'm at higher risk for identity theft by living in a foreign country. I then notified the online gaming platform Roblox and they informed me the charges were purchased by a profile that I own with the company - my 5 year old's gaming account. I immediately thought the account was compromised due to the fact that; 1. my son is only 5 and not capable of filling out an online purchase form, and 2. his tablet settings requires adult approval for any purchases due to the M-CM-'M-BM-^@M-BM-^ask to buyM-CM-'M-BM-^@M-BM-^] option on Apple iPads. So I promptly took steps to protect the Roblox account by changing the password and verifying that the two factor authentication was enabled, etc. After further review and research, I realized that my son used my tablet when his battery died and due to the Apple Keychain function - my login and passwords were stored to my accounts and he was able to auto fill the purchase forms and make the transactions. I informed Roblox of this new development and instantly stated I no longer wanted to pursue the issue, the transactions were authorized, and please do not continue with the M-CM-'M-BM-^@M-BM-^fraud/unauthorized chargeM-CM-'M-BM-^@M-BM-^] process prior to them closing the account. Roblox ignored my plea and deactivated the account days later. I have contacted Roblox via email, phone, and the website's support page. I have spoke with the billing department and filed an appeal. I have explicitly explained that I am the credit card holder and I authorize the charges, as well as, the Roblox user account in question belongs to me; so why would I want my own account closed. The Roblox customer support staff still refuses to overturn the decision and reactivate my account. All I receive are these generic, nonspecific responses to my questions for clarification on how to resolve this amicably or that they will no longer reply to my emails about this matter. I have spent so much money on this gaming platform, to just be ignored or given vague answers is frustrating and seems wrong. I have had PayPal dismiss the dispute and I've informed my financial institution to stop the investigation also. I have funded this gaming account profusely and spent hundreds of dollars on actual authorized purchases. So to close it over a misunderstanding and accident is silly. I don't

understand why Roblox continues to neglect the fact that this is no longer a fraud case because I am both the credit card holder and I'm authorizing the charges, and the gaming account holder whose profile was deactivated. It's a simple mistake in which Roblox refuses to acknowledge. I don't know if it's just bad business practices or poor judgement by their staff, but for a company who prides itself on bringing the world together through play and w --- Additional Comments: Restoration of my Roblox account with all prior purchases, merchandise, etc.

My wife made two purchases for my daughters that were roughly \$7.00. When the charges posted on our credit card they were roughly \$85.00. My kids cannot make purchases without my wife entering her passcode and my wife only made the two purchases mentioned above. I have been trying to get a hold of someone from the company and they have not called us back. I've left 4 voicemails and 3 emails to no avail. This company took our money without us agreeing to the charge. I want a refund for the excess charges for purchases that we didn't make. --- Additional Comments: I want a refund for the charges on the purchases we did not make.

My son clicked on a link that was sent to his Roblox inbox. A script proceeded to run and \$300 worth of his virtual items were automatically sent to the user that sent the link. Roblox will not correct the problem and has only sent me canned responses about keeping the account password secure. This was not a password issue! It was a link sent to his inbox. A script ran that transferred the items. Roblox can reverse what happened or compensate my son but they are refusing not to. I have paid a fortune to Roblox since 2012. 1000s of dollars. This is the least they can do. --- Additional Comments: I want the items returned to my son's account. His username is b(6). The ticket number is b(6). This not a case of a hacked account. This happened within the Roblox game while my son was playing the game.

As of last night my Roblox account was hacked by a user of the name b(6). I have been trying to get into contact with a service rep that will help me resolve my issue. The person in question changed my password and my account verification email. All purchases and billing were sent to the original email that the account was created on. This account has an active billing cycle on it and it would be in my best interest if some one can possibly help me recover the account or stop all billing to the account in question. The account that I base my complaint today is called b(6) --- Additional Comments: At this point I am very desperate to get into contact with any customer service rep that will help me recover or stop billing on this account. The hacker who has taken over my account has been trying to extort more money out of me. Also the account will not stop sending charges to my payment card unless I cancel using the account in question

my daughter plays this awful game called Roblox! my debit card was attached to Apple iTunes because I sometimes buy her things for the game but a password is required! on the 16th of February 2020 I purchased my daughter a few items having to enter password for purchase! Apple leaves a 15min window to either click a allow password or disable password well my daughter somehow disabled it at age 8! I left for work not thinking anything of it just thought she'd play her game and be occupied till I came home the next day but nope she made \$700 of Apple/Roblox purchases my card got shut down now this is my debit card I'm on an extremely low income I'm a single mom and now our rent money is gone! I filed disputes with my bank talked to Roblox and cried to Apple while Apple pretty much told me I will never see my money again this is horrible we may not have rent money next month if I can't find work! These charges were not authorized by me if anyone else did this it would be fraud and they would get their money back! this way 8 year old child Apple can see 72 charges back to back that no adult will allow! I'm in an extreme situation we just about have money for food at this point I've disputed this with my bank but Apple policies are going to deny me my hard earned money! I've begged them to just shut down the game just so we can have food on the table and they denied that and even though I've made purchases on this game before they still say they're gonna shut it down so in that case I should get refunded for all my charges but Apple told me I will see nothing pretty much!! this is so wrong and I could really use some help to get my money and the bank

is gonna try there best but its solely sounds as though its up to apple and because of them we may end up on the streets! thank you foe your time im just gonna keep praying something good happens for us my child is 8 a minor with a disability these games lure this kids in so badly and now the whole family is in a dire situation

I was Playing Roblox As A Developer And I Got A Buisness Message Saying To Sell My Company I Agreed And They payed Me Nothing

Roblox is an immensely popular online video game platform aimed at children ages 6-12. My child purchased a \$50 Roblox game card. Roblox redeemed the cash value of the credit, but we did not receive the digital product we purchased. I contacted Roblox customer support who claimed it's not responsible and we need to find the game developer to resolve. However, the game developer is unreachable. Given the volume of similar complaints to the BBB against Roblox, this must be common practice where Roblox is profiting due to fraud. Their dispute process to find and contact anonymous individuals is incredibly complicated, and may put young children in real life risk for that matter. Roblox, based on the US, must be held accountable especially given their product is targeted to young children. --- Additional Comments: Refund or credit

Filed a support ticket regarding my account being stolen password and email addresses also changed and all of my valuable items also being stolen. So far been over 12 hours since I filed customer care ticket b(6) and still heard nothing back. I feel ignored at this point and upset that my account and items are in the hands of a fraudulent person. --- Additional Comments: I would like to hear from the company and receive assistance on recovering my account and items. I have information that proves that I am the legitimate owner of the account.

Roblox is an immensely popular online video game platform aimed at children ages 6-12. My child purchased a \$50 Roblox game card. Roblox redeemed the cash value of the credit, but we did not receive the digital product we purchased. I contacted Roblox customer support who claimed it's not responsible and we need to find the game developer to resolve. However, the game developer is unreachable. I'm reaching out to the FTC as I suspect this is a relatively common occurrence where Roblox is profiting due to fraud. Their dispute process to find and contact anonymous individuals is incredibly complicated, and may put young children in real life risk for that matter. Roblox, based on the US, must be held accountable especially given their product is targeted to young children.

I have been on Roblox since 2011, I have stuck with this company through thick and thin, and watched it turn from a humble community of gamers into a corporate fat cat filled with greed. I never got in trouble, my track record was golden. In August of 2019, my account was terminated. I didn't know. I was dealing with credit fraud on my bank account and when I saw these excess charges, I was quick to react, I called the bank and said to dispute those charges, however, I forgot to specify which ones to dispute and which ones not to dispute. So my Outrageous Builders Club subscription charges were disputed as well. So, I logged back into my account in October, 2019 to play some Roblox, and my account was terminated, my heart sank. I cooled down and said, Its OK, I can appeal to my termination. So I emailed costumer support and the costumer support agent told me that my account was not able to be appealed to since it has been over one month since the account termination. I had not known my account had been terminated. I also don't play Roblox as often so I don't play it all the time. This time limit to appeal is totally un fair and unethical to the costumer. All of the money I invested, all the achievements I made, are now all gone and it wasn't even for any reason. --- Additional Comments: My account be returned to me or allow me to appeal the account termination. This is my primary desired outcome.

Consumer states he was trying to play roblox but the computer won't let him install it. The system has taken all his roblox credits in game for about 15000.

In May 2019, I was sent a ROBLOX link which silently downloaded a RAT to my computer. ROBLOX did not help me with sufficient expertise and customer service. When communicating to an employee via a phone call, he did not understand what a RAT was, which if he was working in the Account Restores Department, he should've known. He was very vague, unclear and taunted me, which made me feel very uncomfortable. Not only that, but when I asked to speak to his supervisor, he ignored me. ROBLOX also reviewed my account claiming I sent the trade myself which I did not. As I was ratted and my computer was being remotely controlled by a hacker, there would be no change in IP address, MAC address or user agent. ROBLOX does not know how to deal with cases with a higher complexity. So I would like to ROBLOX to rectify this situation. My ticket numbers are &#39;b(6)&#39; and &#39;b(6)&#39; --- Additional Comments: The employees I conversed with should be trained further.

CFPB Issue Type: Problem with a purchase or transfer | Card company isn't resolving a dispute about a purchase or transfer --- What Happened: My minor ordered robux (a currency in the game Roblox) but he never received it. He paid using a gift card that I bought for his birthday. The company refuses to refund me or give me the robux that I purchased. --- Fair Resolution: I would like for Roblox to refund me. I've had many problems with the company in the past.

Bought a game card and it's not working properly on my end. --- Additional Comments: I've emailed customer service numerous times explaining to them that the credit from the gaming card isn't working! They've sent me numerous emails explaining how it apply it and it still doesn't work!! At this point I want my money back for the card and if they can see a credit on there remove it, because it's not working on my end!! I don't want anymore emails with instructions on how to use it, because it's been almost 2 months since we've tried to use the card!!! Give me my money back, and come up with a better customer service system!!! b(6) is the profile name!!

My daughter has Roblox account. She wanted roblox for christmas so we purchased a \$50 gift card. Her account got hacked and someone stole her Roblox and made purchases from her account. She was really upset, crying because shes 11 years old. I called Roblox and spoke with a supervisor and they said yes her account was hacked and they reset and then they wanted an 11-year-old to go through everything and send them an email of what they stole, pictures so they can credit back the exact amount. I couldn't believe it. I said shes a child, she cant follow up with that, she's already going through a child trauma. They said maybe I can do it. I can't believe their customer service. I already had to change 2 computers because of their program, which they don't care, but to put people through all this to give the Roblox back so they don't give a few extra un unbelievable. --- Additional Comments: I would like them to refund the Roblox to my daughter's account.

hello!roblox deliberately lets its users get scam and even though it acknowledges third party roblox limited and robux selling websites, they have so many options available to them to get the sites removed but it seems they dont careroblox doesnt care when stuff like this happens whatsoever, the site below has been running for years, but roblox doesnt care about their users i guess?roblox also doesnt take down robux giveaway sites which proves they want users to get scammed, they all contain &#39;robux&#39; which is trademarked on JUSTIAso why arent these on par with violating copyright laws? they also mislead users into thinking they are roblox corp associatedhttps://rbxquest.comhttps://rocash.com/https://lootbux.com/ - this one uses the roblox landing page WITH the ROBLOX logo, that is misleading --- Additional Comments: for roblox to do what they do with copyright violating sites

Purchased a gift card for Roblox.com services. The gift card does not work. There is no reasonable customer service provided by Roblox to process a refund. The Supplier has an unreasonable customer service website that does not work well. After leaving several messages, the Supplier does

not call back either. This company is a scam. --- Additional Comments: We want our money back for services not rendered

I allowed my daughter 9 year old daughter to make a purchase in the Roblox account because I had an iTunes gift card on my iTunes account. I did not think of it again because she is unable to make purchases with using my thumbprint for security. She plays this game on my former iPhone. The phone requires my thumbprint for any purchase or any app download (even free downloads). At the beginning of November I checked my bank account and saw multiple small charges from itunes so I began looking further and realized there were dozens and dozens of small charges that went all the way back to September! I went in to my iTunes account and saw that all of the charges were for Roblox and they totalled over \$1600! I tried to dispute the charges through iTunes online and the online system stopped me. I then reached out to iTunes and they told me they would investigate and referred me to Roblox. Roblox then told me it was an iTunes problem. I told them that iTunes referred me to them since it was their app but they disregarded it. I asked them for a receipt of what I purchased and they told me that for their customer's safety and security, they do not release that information. I reminded them that I am the customer and I want to see what they have charged me for.... \$1600 worth! Again they said no and referred me to their terms and conditions. When I contacted iTunes again they told me I was entitled to a \$29 refund. I asked for the justification and they referred me to their terms and conditions and could not give me more information on how they determined this number. Both Roblox and iTunes told me I should be more careful and set security measures. When I reminded them that this happened with these measures in place, they once again referred me to their terms and conditions as a response. To date I have had no resolution.

Note: C is for consumer and R is for merchant. --- b(6); credit card account is continually getting charged, over 20 times, by roblox.com. This is an online game that was used on her cell phone by a child. It is possible that the child initially authorized a charge once in the beginning of July 2019. After seeing this charge a complaint was made and it was refunded by Apple after a complaint. Since then, the game has been removed, and there is no one using it. The charges continue to be applied to the card and neither Apple or the Roblox company will not refund. I have a record of over 20 separate charges that can be provided. After the charges were not stopped, b(6) removed the credit card information from the phone and set up another credit card. This second card then began receiving charges from Roblox, which are also not getting refunded. The only way to stop the charges has been to remove all credit card information from the phone, which is reducing the utility of the phone. In addition to stopping the flow of charges for this game, b(6) would like all of these previous unauthorized charges refunded. I do have a list of the individual charges by date and amount, but space limitations --- Complaint Status: Closed

Customer support unwilling to help restore item lost to virtual crime/theft. Has acknowledged they have the ability to do so. Has not taken any action on the thief. Being ignored whenever looking for a response. Keeps claiming I did something I didn't do to deny me this. If the ROBLOX Corporation doesn't do anything, their inaction is assistance to virtual theft of their own products. --- Additional Comments: Restoration of my item - Arctic Commando.

CRC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Consumer writes: "Subject: Roblox games My daughter (10) lost her Roblox account to a hacker/phishing app pretending to be a game on Roblox. When I asked my daughter what happened, she told me that the game had her put in her password in (to a TEXT/PASSWORD field). This brought to my attention the fact that Roblox knowingly gives game creators/developers, through its programming, the ability to collect the information without Roblox monitoring or approving games before allowing children access. The game was taken down well AFTER the hack/information collection had occurred. Simply putting into the terms and services what creators can and cannot do is not enough. Roblox can be proactive with coding limitations, approving games before

releases/updates but chooses instead to be reactive, removing games only AFTER damage has been done."

My daughter's Roblox account was hacked by a Roblox designer (username: b(6)) . I've emailed and called Roblox multiple times and haven't received a response. Not only are they non-responsive but they have a handful of games that promote gangs and gang violence. If used appropriately and under adult supervision, the game can be a pleasant experience. However, this experience with this hacker (username: b(6)) has convinced me that Roblox is not a safe space neither are they responsive or responsible. The user joined her in a game, said she was a Roblox designer and requested her password. She provided the user with the password and minutes later she received an email stating her password and email has been changed. The user's profile states she/he is a Roblox designer. --- Additional Comments: I want my daughter's account to be returned to her and the email address to be changed back to her original email.

Roblox is a gaming platform. I purchased \$25 worth of "Robux"(which is Roblox money) to purchase items for my child in the Roblox platform. The transaction went through, and I received the Robux. When I went to purchase the items in the game platform the "Robux" disappeared, and I never received the game items purchased. I tried contacting Roblox several times and they gave me the run-around. Roblox asked me to contact the game developer. I tried and the developer never replied. They told me to give the developer more time to answer, and if it didn't get resolved by the developer, they would be able to make it right. I waited and sent screenshots as proof of the theft I had been the victim of. Finally, they told me they were not responsible. I insisted that since it was their platform, they should have responsibility. I was not asking for any handout, I just wanted what I had purchased. The final e-mail came and they told me they couldn't do anything. I am sure I am not the only person that has been taken advantage of. I don't want this to happen to anyone anymore. This is mostly a children's platform, and I just want them to make it right and stop taking advantage. I have the e-mail conversation if it is needed.

I purchased 2 Robux cards for my kids to use when playing Roblox, an online gaming company. I tried to redeem the card and apply funds to my kids account and received error messages that I could not process it and to try later. About the 6th time trying to redeem the card, the system said the card has been used and is no longer valid. I contacted the company and they were not forthcoming with information I requested to confirm what happened to the funds. I received a canned (robotic) response saying the funds were applied and items were purchased. I asked for a transaction history that shows what was applied and dates/type of payment used and this company kept sending me a canned response stating the funds were applied. No proof, no history of transactions as I requested. I sent them 11 emails to no avail. There is no phone number to call either. \$20 is not a lot of money, but I am reporting it because of their lack of response and accountability. How can they conduct business and sell their game cards when they can't assure their clients will get what they paid for? This is unlawful. Other-Other Update

I have contacted the Roblox Corporation via both telephone and electronic mail. I have an account with the website, and I wish to delete it. After a long duration of waiting for a response, my reasonable request was denied by the company. Please order the company to delete my account. The registered e-mail address of the account is b(6).

I am being hacked by an employee of Roblox. I received a notification that Roblox was being taken out of my account. So on my feed I wrote About it to make people aware. That's when it all started. He'd come on my natural survivor game and taunt me. Soon he took me out of the gamers side and put me with all his avatars and this is still where I have to play when I go in. He has attacked me sexual before in the games. When he went on vacation in September and he told me now no-one will ever get me he will never let me go. he is god and I belong to him now., he took his work computer



home and fixed all my games so there are no more public game for me to play. When they started working on the natural disaster games this summer he gained full control of my phone, where he's blocked roblox calls and all my contacts. He filters and answers my emails. If I file a complaint with roblox he just writes and tells them the problem has been resolved. He can take me out of games he controls my internet. I've changed my phone three times now. He has full access to my Apple account, and now he started doing live streams from my camera. I just want roblox to take me away from him. I have much more info about him that I'm not going to put in this complaint, I need for you to help me get this message to roblox. This week alone I've filed 7 complaints he just put that they were resolved. Please help me. He also runs the sex places on roblox there are so many I know most of them or the ones he runs. Was taken out of my --- Additional Comments: For roblox to put me in a far away server where Savage and all his people will never bother me again with a promise that someone will monitor him around children but he has control of my phone email. I even send a hand written letter to roblox and he has it.

This is a scamming website that tells players to put in their usernames and password to "log in" to their roblox account. What is really happening is they are giving a random stranger their roblox information to log in. Once they log in, they spam messages saying you can get a free item by putting in a code on the website. The website is designed to look exactly like a regular roblox log in screen to look real. Once you "log in" onto the website, it sends you to the actual roblox website. You try putting in the code but it doesn't work because, it's a scam. And now a random stranger has your roblox information and emails and other security you might have put into the game. No one knows who is doing this. I only know the website.

Hi. On 11/13/2019, I purchased a ROBLOX giftcard from GameStop as a Christmas gift for my son. On 12/25/2019 he redeemed the gift card on the Roblox website. Since December 25th, he is still not able to use his Roblox credit of \$30.00 Dollars. We contacted the company numerous times in many different forms with all of the information they required of us which they asked for a picture of the receipt, a picture of the gift card front and back, city name, date of purchase and store name, gift card PIN number and the player user name although most of the information can be found on the receipt and on the gift card, ROBLOX representative still asks for it anyways. We have contacted Roblox via the Website, E-mail, and phone. Roblox has responded back once, but it was late at night, since they are on Pacific time, but we didn't answer because it was too late and there was no caller I.D. although, I tried calling back, and again I left a message. My son goes back to their Website everyday to see if his gift card credit has been applied to his account and nothing. By the way, on his account does show that he has a credit of \$30.00 dollars but he can't use it.

Roblox committed fraud through enticement of a minor child and to the detriment of a tender-age, minor child's understanding of complicated rules and regulations written by Roblox. It is without argument that Roblox is a game primarily designed for minor children. It is a fact that Roblox charges real money for children to purchase upgrades in the game to enhance player experience. Roblox creates or allows situations to occur that allow Roblox to wrongly justify a termination of account or suspension of account or loss of previous digital purchased items on Roblox, thus creating fraud against a minor, and/or credit card fraud, and/or computer - internet fraud, and/or fraud by extortion as Roblox reinstates accounts but forces the minor child (user / player) to re-purchase all previous items in order to regain previous role status and upgrades for optimal game enjoyment. This kind of activity is not only an ethical breach, but likely violates state and federal criminal laws and laws regarding the Uniform Commercial Code, as well as laws pertaining to the Commerce Clause. I am submitting this matter for review to the State Attorney General, U.S. Attorney's Office, FCC, FTC, FBI and IRS. In addition, I will be seeking an audit to ensure that the illegally gained funds by Roblox has not been used for further nefarious activities by domestic organized crime or foreign

terrorists - which may expand the investigation into other areas related to U.S. National Security. --- Additional Comments: Discontinuance of criminal fraud and enticement against minor children.

We have been paying into Roblox membership each month at \$4.99 plus the Roblox currency at over \$150.00. Without cause or notice the account was cancelled and the Roblox company will not remove the credit card on the account to stop the reoccurring charge. I want all my money back the Roblox company is holding.

my two sons have had accounts on Roblox for several years. They have accumulated over 8 thousand dollars of limited items. these have been things they have spent Christmas, birthday, good grade money on. my husband also has a smaller account that he uses to moderate them as years ago we had an issue with someone telling my son to kill himself. between the three accounts they trade items back and forth which is acceptable practices. As my older son suffers from clinical depression and OCD, this game has been a huge coping outlet for him and he spends hours online and we support him financially with this as its nice to see him laughing, having fun. Yesterday, Roblox deleted ALL THREE ACCOUNTS, and stated the reason as &#39;compromised accounts&#39;. As each is separate and nobody operates more than one, and my 10 year old is rarely on his, as well as the fact that they literally did this for no reason, I WANT ALL RESTORED. To take away a Childs means of dealing with Anxiety and depression by wiping out the last 12 years of his life is simply disgusting. Please help. I see Roblox has a history of doing this. --- Additional Comments: I would like all the accounts FULLY reinstated with ALL the items they had on them. There is discussion in Roblox discord that the company does this to take your valuable items back so you have to spend more money&gt; so appalling.

Note: The Consumer Sentinel Network cannot presently categorize this data contributor&#39;s Product Service Code. The comments field may have a description of the good or service offered to the consumer. --- I emailed roblox because i wanted an refund on a purchase that my child made. My child made a purchase on 11/20 and I didn&#39;t know because i was not charged until 11/24. They told me that they could not issue a refund and i had to go to Apple. I&#39;m fine with that. What I was not Ok with was the company deactivating my child&#39;s account. I have spent money and my child has spent time on the account. All i want is for her account to be restored or for them to give me all of our money back. --- Company&#39;s Response: multiple generic responses. --- Consumer&#39;s Requested Relief: All i want is for her account to be restored or for them to give me all of our money back. Her user ID is b(6) and her email address is b(6) --- Consumer County: BRON

Roblox is a very large online gaming company with a bad reputation. My daughter spent about \$1880 &quot;Robux&quot; (\$20.00) to purchase numerous mystery &quot;Golden Gifts&quot;, trying to get the highly promoted legendary &quot;Arctic Reindeer&quot; (Christmas promo), in the Roblox &quot;Adopt Me&quot; game. She did not get it. The price charged, via what amounts to &quot;gambling for kids&quot;, is far beyond the value, obscured by shady marketing tactics and statistics. It&#39;s nothing short of stealing from children. I have my suspicions about the validity of the chat messages that Adopt Me posts on the message board to all players/kids promoting the successful kids who get/win these legendary characters. These sick tactics are out of integrity. My intuitions says there is a huge lack of integrity at play here. Roblox claims it is not responsible for its&#39; game developers/providers; however, they are 100% legally responsible for their business model, incl. game providers. The agreement of purchase and sale is facilitated directly by Roblox, which sells Robux to use as currency in their gaming platform. The game providers also do not respond to complaints. Roblox benefits and profit directly from its game providers, their shady services and shady marketing strategies. Roblox owes the highest level duty of care to the children they target and solicit. There is no meeting of the minds when Roblox takes money from children, with the promise of a coveted prize, in a &quot;surprise gift&quot;, but set the statistical probability of

delivering it, to such a minimal extent that what is being charged sounds like the legal definition of "racketeering";.

My son who is 10 years old and has been playing for many years is being bullied both online and in real life because of his user name. I learned about this and contacted Roblox and their repeated response is his name is not a safety concern and to change it he has to use robux which will cost me \$10 to do so. They are allowing cyber bullying and want me to pay to stop it --- Additional Comments: I would like them to allow my son to change his user name to stop the bullying without me having to pay for it

In late October, my daughter bought Robux (the in-game money for Roblox) and purchased two digital characters (the shadow dragon and bat dragon and two sets of candy for a total of 1765 Robux) in one of their games, Adopt Me. In real life, this equates to \$24 USD. The digital purchase disappeared from the account within a few days and no longer works. For this reason, I feel that we were misled. My wife followed up with Roblox several times with the latest exchange on November 15, where they denied responsibility by saying that they have nothing to do with their developers (in this case b(6)) and we should contact b(6) and her team at b(6). The thing is that there is literally no way to contact b(6) to even ask for a refund, as there is no phone number or email available anywhere. I am thus filing this complaint against Roblox because Roblox was negligent in not providing any means for me to address my complaint either with them or their developer. However, Roblox directly benefited from this transaction to the tune of \$24 USD. I am filing this complaint against the Roblox developer b(6) (b(6)), as there is no way to even seek redress from them for this problem, let reach a resolution.

On August 9th 2019 I ordered a Mickey mouse statue from this company Roblix (online). It was supposed to be here in 4 weeks and never received it. I contacted Roblix through email and they said said that they have a high demand and could take up to another 3-4 weeks. On October 15 they sent me a email with pictures of the item being painted and shortly to be shipped out. After that email I never received anything else. I have emailed them many of times wanting to know what is going on and no one has gotten back to me. My mother has even emailed them and never received anything from them back. Here it is almost 4 months and nothing. They refuse to contact me. --- Additional Comments: I would like the item along with some sort of refund/discount put back on my credit card. I also want the Item before Christmas of this year.

I ordered my daughter the Builder's Club membership on November 1st 2019 to surprise her for the weekend and when we checked for the 2200 Robux in her b(6) account they were not there. It shows she purchased a shark hoodie from an account with the user name b(6). We did NOT purchase that. I have been asking Roblox support all weekend via email to return the Robux and/or give me a refund and cancel the Builder's Club membership. It is now 11:30 am Central time on Monday November 4th and they still didn't do anything to resolve this. --- Additional Comments: I want my daughter to have the 2200 Robux I ordered and I want them to cancel the membership or JUST give me my monetary refund of \$20.00. Thank you.

THIS COPPA THING IS UNFAIR! MY FRIEND MADE A YOUTUBE CHANNEL A FEW YEARS BACK AND SHE DOES NOT KNOW ABOUT THE COPPA LAW YET! SHE MIGHT AS WELL SAY GOODBYE BECAUSE, ALTHOUGH WE ARE ONLY KIDS, YES, WE CAN UNDERSTAND WHAT IS HAPPENING IN THE WORLD! STOP COPPA!

Roblox has been charging both my debit cards for purchases not made by me or authorized by me. I believe my card information has been compromised or hacked and is being used. I have written to the company twice already and have contacted my card companies and cancelled both cards. --- Additional Comments: I would like a full refund of all the money had been taken from my cards and I would like my information removed from roblox. I have already removed my card payments but it

seems that even though I did that they seem yo keep the information because the cards were still getting charged for purchases I did not make.

Roblox is based upon a gaming environment for children. Nov 1st i purchased their game currency for my child before her 7th birthday. She had bought a limited time item in which another player scammed her out of. They say to contact the developer of the game because they supposedly have no access to the content however, they are delivering these games through their platform which they are liable for. The developer has been contacted but no response as of yet through their support. the item in question would cost about 15 - 17 dollars USD. So this has become a monetary issue. I had asked them to look into their log files and verify and discipline the player that had scammed my child. they refused stating they cannot so i had advised them to contact the developer directly. The player seemed to have been older emotionally manipulating my child. What bothers me is they have no safeguards in order to protect underage children and there is no regulation which also allows a breeding ground for scammers as well as pedophiles. --- Additional Comments: either give her a copy of the item that was taken and discipline the player or refund the whole 52.99

I contacted support after suspecting that my Roblox account had been hacked, as I could not access the account using my last remembered password. Every question I raised during the emails was not answered or even addressed - I only received responses along the lines of "ownership can not be verified". In my replies, I made it clear that I had access to both the original account email, the original billing email, and receipt for the first payment. Despite this, support took no steps to ask for and verify any of that information. I learned a few replies in that I needed to actually open a support ticket from one of those email addresses, instead of my current one. This isn't an issue, but after I replied thanking them and confirming that my next step would be to open a new ticket from one of the original emails, they permanently closed my account "due to compromise" and specified that it could no longer be reopened. This is very blatantly support deleting my account so that they no longer had to deal with it - if I had not drawn attention to this account, support would have never even known that it was compromised, as there was no suspicious activity (verified by a friend who logged in to check my account activity, prior to deletion). I have had infinitely better support from companies even when my hacked account was being actively used for malicious purposes, where support actively worked with me to help prove ownership through whatever means possible, instead of deleting a 10+ year old veteran account. --- Additional Comments: My desired outcome would be to receive my account back, but it seems that Roblox intentionally did a full delete so that they no longer have to try to recover my account.

NOTE: In addition to the complaint notes immediately below, the North Carolina Department of Justice (NCDOJ) provided additional information in fields whose header titles are quoted and follow the complaint notes. --- County of Residence:Durham

Last month, around mid-day, I was browsing through ROBLOX, playing games with my friends and trading, when suddenly, I am logged out of my account, and I found an account deletion notice. I was stunned! When I checked the reason, I was enraged. It said I had been selling my items on ROBLOX for united states dollars, which was CLEARLY not the case. I frantically emailed ROBLOX's support email, but my appeals were declined. The realization swept through me. I'm banned. For good. And then, a few weeks later, I had an idea. To email you, at the Better Business Bureau. Please help me solve this issue, and get my account unbanned on the ROBLOX website! --- Additional Comments: I would love it if you, at the Better Business Bureau, could help me solve my issue with ROBLOX. My account was wrongfully banned, and I wish for you to help me get it unbanned. My username (for when you contact ROBLOX about the issue) is b(6). Please help me settle this dispute!

The consumer is calling to report that her daughter has spent \$1,000 dollars on app from Roblox. The consumer wants to know how to get her money back. The consumer was given the website for more information on what to do.

Back in June of 2019, my son's Roblox account was compromised. Unfortunately due to unrelated circumstances, it took a bit for this to be discovered but he had lost many items on his account. I have already tried contacting Roblox to let my son please have his items back that people traded away from his account, but I was told that it wouldn't be possible. My son had been a game developer working very hard on games with millions of visits only to have all his earned hats taken from him. --- Additional Comments: My son worked tirelessly on his games to earn him robux which he uses to buy hats. All I would like for him is to be able to get the items that got stolen from him back, specifically his 'Purple Sparkle Time Fedora'.

Roblox is a child's game. My daughter and all her friends use it. There are systems in place to monitor who they have contact with in the game BUT NOTHING that prevents them from being able to spend. When children are so young they can not and do not understand that playing the game is essentially taking money from their parents account. ROBLOX tricks them into doing so. I said I did not authorize the \$482.11 of accrued charges they requested evidence of the purchases as well as an itemized list which I provided. And they said they could not refund the money but they terminated her account. Therefore not only did they not reimburse but now ALL THE MONEY spent went as well. SO they took the money and offered nothing. THIS IS FRAUD. --- Additional Comments: I want a refund or I want my child's game reinstated with all her purchases. I also demand they put into place something that allows parents to prevent these purchases. We should be protected.

Hello my name is b(6) mother of b(6) (Roblox name b(6)). First off I would like to start by saying that I have never felt so disrespected in my life by a company or store that involves catering to children. I was appalled by the disrespect that was given to me when I asked for someone to call me so that we can better understand the situation that was at hand and instead I was emailed the following.....b(6) (Roblox)Oct 4, 4:59 PM PDTHello,Thank you for your message. Unfortunately, we are unable to assist you further with this claim. The account will stay closed. All further tickets and calls will be closed without further reply.Thank you for your understanding.b(6)Customer ServiceROBLOXHow we got to this we go back a few days before when my sons account that I purchased for him on Ebay for \$100 after making sure that I was not doing anything that was wrong and or scammed. The reason I purchased an already played account as I have done for my son in the past is because my son suffers from a learning disability that I was trying to explain to b(6) who is the Senior lead after she sent me this email saying she was going to take my sons account away ..b(6) (Roblox)Oct 4, 10:39 AM PDTHello,Thank you for your messages.. This has been passed along to me for further review as I am the Senior Lead of the department that makes final determination in these casesPlease be aware that selling and buying Roblox accounts and assets for Real World Money is in violation of our Terms of Service agreement.We take these situations very seriously and review them thoroughly to ensure an account that is not responsible for this behavior is not deleted. As we have fully reviewed the situation, the decision has been made to close the account permanently as both the seller and buyer have violated the rules.We suggest you follow up with Paypal/Ebay concerning the purchase if you are seeking reimbursement.Please review the Roblox Terms of Service.All decisions are final will not be reviewed a second time. As such, the account will remain closed.Sincerely,b(6)Customer Service Senior LeadRobloxi went as far as emailing b(6) my sons therapist number so that she can explain that this would be hurting b(6) mental health especially when I bought it for his birthday and he used it for a month already.I begged her to please not do this and to please call me more than once. This was just so cruel to do to any child and not even respecting the parent that is asking for a call. I cannot believe that a child's platform for fun would get this kind of treatment and not even give a warning especially when no where on their terms does it say anything about it. I asked 3 different Roblox staff to please point it out for me all the emails were ignored. I even had a friend ask and he was never answered. I read the rules twice and no where does it say one cannot purchase full accounts and i --- Additional Comments: My sons account back that he had for over a month that I

purchased for \$100 and have the paypal and ebay receipts to prove this, that was taken away for a reason that I have yet to understand and visually see in their terms of service.

My sons account was hacked by another roblox user, who stole approx \$5000.00 worth of items that my son had built over a period of multiple years, upon contacting roblox corp by phone and email was informed that they located the hacker and banned him from website / game, i was informed roblox had retrieved all stolen items from my sons account and then was informed they were refusing to return them, i have had numerous interactions with multiple departments and still have not received my sons items back to his account, my son was 12 years old and heartbroken over this as i pleaded with roblox to return the items my son had so diligently saved for and accumulated over years. the value of his items taken were approx 800k robux which would convert to approx \$5000., i am extremely frustrated as they will not return what i have paid for over years, they made it extremely difficult to maintain communication with them i have chains of emails to and from all different personal and this has been going on since around july of 2019. I feel as though roblox is making my son out to be the problem when in fact he is the victim. i assured them i was personally going to put different safe guards in place and to no avail. please help me and my son to have his property returned to him in a timely fashion as we are all extremely upset over this whole frustrating experience --- Additional Comments: i would like my sons property replaced or a refund for every single dollar that was paid to roblox for his accounts. account names are (b(6)) and (b(6)), please help me and my son from being further victimized

playing a game on roblox. (b(6)) I like it and I want to buy some in-game buffs. (takizawa) I pay \$20 for robux. (\$19.99 to be exact) I buy the in-game buffs (takizawa - 1250 robux) and the game crashes. the robux are gone, there's plenty of evidence of that, still today, on my account, but I do NOT have the takizawa. I have screen shots of everything. I reach out to the game devs on discord and twitter and email. I reach 2 or 3 mods, the game dev, and roblox customer support. They are dismissive or rude or unresponsive. I have screen shots of everything. I am literally left with the feeling that they are all laughing at me and could care less that I lost \$20. It wouldn't surprise me to learn that they could see the transaction, but just don't give a \*\*\*\* I've screen shots of the most relevant interactions, but I have more conversation captured across mediums. it's all the same. I submit the above complaint to PayPal in order to dispute the charges and attempt to be dealt with fairly in this matter. PayPal contacted Roblox for a response. After receiving a response from Roblox, PayPal ruled in May favor in a matter of minutes. The Roblox response to that was also swift and aggressively vengeful, bordering on bullying. They deleted my entire account! It really was just done to punish me for seeking a just outcome to the issues detailed above. All I was asking for was one of two things - provide the service I paid for or return the Robux I lost unfairly. I have been met with nothing but hostility and condescension through this entire process if I get a response at all. It really is disgusting that the underlying presumption here is that there is no protection for these kinds of digital transactions... I genuinely hope this is not the case. --- Additional Comments: I want my account returned in full standing, in its entirety, with all of the previous investments of time in game progress and money spent on game buffs and avatar improvements as soon as humanly possible.

They deleted my account due to my bank reporting unauthorized charges which was accidental on my bank end as I had my wallet stolen and did have some unauthorized charges but told them the roblox charges were correct they refunded then regardless. I jumped through hoops giving information they asked for. They opened my account to turn around and close it again saying they can't reopen it because the robux are there to remove. I offered to make a purchase to cover the robux so that they could remove them and they won't open my account long enough to make the purchase. Nor will they work with me to make this right. I've asked to talk with a supervisor and one won't call me. Their customer service is awful and they won't respond to email accurately. --- Additional Comments:

I would like the opportunity to make my balance accurate and pay for the difference that was accidentally refunded and have my account reactivated so that I can continue playing the game.

On the site Roblox I was recently terminated for M-CM-#M-BM-^@M-BM-^scammingM-CM-#M-BM-^@M-BM-^] I believe this termination was completely false. I want Roblox to run a thorough investigation. --- Additional Comments: I would like Roblox to remove this termination on my account.

My account that I worked on many years accumulating many items that are not available anymore and are very rare. I decided to put the account on ebay as many others do the same when they reach an age that is just too old for the game and pass it on. I ended up transferring the account to a child who I was told had a disability and his mother wanted to get it for his birthday, I could not be more happier that a child who really will appreciate the account and all my accomplishments. I wished him a happy birthday his mother and I went thru the transfer putting account in her sons name. A month later the mother b(6) emails me telling me that Roblox took the account back and she needed the original email in order to get the account back so again I took care of it as soon as Roblox confirmed ownership of the account with my old email. I assume they must of thought b(6) hacked or stole my account which he did not, only thing he did was change the name I had which was b(6) and he changed it to b(6). The next day Roblox wrote me saying that I violated their terms by selling my account which is a lie because there is nothing on their terms that one cannot sell an account and if there is it has to be worded in a way that one would not be clear of this rule and consequence for selling an account. I now not only lost my account that I passed it on a kid that was happy to have but also the Mother and her kid lost the account and I feel guilty for it when I should not . Roblox should not have done us the way they did. Many people were hurt especially b(6) who from what I heard has been having episodes whatever that means the mother told me since which makes me sad, she was very kind and asked if I could return half the money to her , I just don't think that I should but Roblox should giveback the account to this kid. I heard many stories about the way Roblox conducts raw business dealings and preys on kids knowing they will get their parents to spend money. Now I see it first hand. --- Additional Comments: Give back the account to b(6) and his mother or give it back to me and I will give it to them. Stop the bullying and think of the hurting you have caused

Hello,The customer support team has been sending my son down many roads and paths. This game that they have been playing has gone on for two months. I believed the scammer to be the one who has destroyed my son's life, but in turn, it was actually the Support Team, evading questions and not providing proper support. The scammer is currently going off scot-free and my son's life has been shattered. This game of twists and turns has been going on for many months, with invalid reasoning, constant repetition, and inability to understand going on. All we want is to reclaim what is rightfully ours, and the Support Team is denying this. They have all information needed, and I request that they answer ticket #b(6). Thank you. --- Additional Comments: Give us the virtual item #Arctic Commando#; back and there will be no more issues.

This scammer emailed me saying they are from www.roblox.com. They said my account email was changed. It looked official at first so I clicked the email link and I filled in my info to reset my password. But then i noticed it was a fake clone website. It wasn't roblox.com. It was roblmx.com. But by then it was too late. They stole my account info and i was hacked later that day. Multiple accounts were comprimised and they stole digital currency from me worth over \$300. roblmx.com is a fake phishing website and they steal peoples passwords. They need to be shut down asap before they harm anyone else. no-reply@rnblox.com is the one who sent the fake email. Here is the exact email they sent me: (Dear Roblox user,We noticed that you have changed the email address for your account "b(6)" from b(6) to b(6). Just in case you really didn't mean to change it, or you think someone else changed it by mistake, then we need you to click this link<https://www.roblox.com/login/revertAccountto> change the email back. You will also need to

enter a new password. That way we will know for sure that your account is secure and safe. If you are happy with your new email address on Roblox you don't have to do anything! It's already set up. Please do not reply to this message. If you have any questions please email info@roblox.com. This message was generated by roblox.com. ) That's the email they sent me and it tricked me. When you click on the link in the email it brings you to a fake website. I hope you guys can shut these scumbag scammers down! Goodluck and thanks!

My daughter, who is 9 years old, plays this game online called Roblox. She and her friends enjoy playing the game and Roblox knows how to profit from their excitement. They are constantly "selling" things in the game and of course they also know when one child has it the others will want it. What put me over the edge was they recently introduced a pet which cost \$20. Yep \$20. They have some nerve and now I have a child who is crying because one of her friends purchased it. I understand that ultimately I'm the parent and need to control my child but it is not fair that Roblox is allowed to solicit to children and play on their emotions to profit. This is out of control and they should not be allowed to sell anything when dealing with minors. Other-Other Update

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- I want the account returned to me and reverted back to the way it was at 9:30am EST on June 29th prior to the theft. If that isn't possible, I want consequences for the hacker, full return of all Robux associated with the stolen account (more than \$9.99 --- Topic Description: Briefly, my daughter's Roblox account was stolen June 29th. I reported the hack to Roblox support a week ago without resolution. I added Robux to this account June 24th. Because my daughter made a typo in the recovery email address (gmain vs. gmail), Roblox took several days to tell me they couldn't help. I produced iTunes receipts showing billing connection to this account. Roblox claims they are unable to verify the account should be returned. They have not given reasons why and I have provided a timeline of events, hacker's account, explanation for email typo, billing records. It is inexcusable that they cannot figure out that this account is ours and someone else stole the account with the Robux I paid for.

I was falsely terminated on Roblox for account theft or its assets, I do not steal stuff on Roblox and I'm not sure why the hell I was banned please help, I did not steal --- Additional Comments: Please get my account reactivated, they falsely deleted it for me scamming Please help

they stole my sons money and they have not responded after giving me a canned answer that did not help and or resolve my issue and request. It seems at this point, they are just going to keep my sons \$200 and not respond or do anything! They responded in 6 hours with corporate canned answer, sent another email to try and resolve, no response! They stole my sons money and will not answer and or give response, son scared he lost \$200. Great way to treat kids! I think they should be investigated, very easy to redeem but hard to use! Mostly kids that play, so easy to take advantage of. Please forward to AG of California, maybe FBI to investigate potential theft of childrens money/credits for in game use! Why over 2 days to resolve simple request? They don't resolve, only give dumb answer that does not help. How is 13 year old going to handle this type of issue with this company? I don't doubt there is A LOT of money in credits that kids cannot use as they make difficult to use and kids just forget and give up then Roblox gets to steal money. Their lack of assistance shows they steal money from kids! No 13 year old can deal with them and get resolved this type of issue if as a parent I cannot resolve or get answer to resolve. --- Additional Comments: How about letting my son use the \$200 worth of credits he has in his account? Move credits to website browser account so he can use it and so it does not look like you stole my sons money.

My teenage daughter lost her account on 4/29/19 due to this message: M-CM-&#39;M-BM-^@M-BM-^TAccount Deleted-Our content monitors have determined that your behavior at Roblox has



been in violation of our Terms of Service. Reviewed: 4/29/2019 12:49:46 PM Moderator Note: Your account has been deleted for violating the Terms of Use for creating and sharing inappropriate content. Your account has been terminated. If you wish to appeal, please contact us via the Support Form. This is really upsetting because she had well over \$200.00 worth of Robux on this account that she spent on her character and game passes that came from birthdays and Christmas. This hard earned money is now lost? She really enjoyed playing this game and has been heartbroken ever since she was banned. She did absolutely nothing wrong and she doesn't understand any of this. Even her teachers agreed with the mind stimulation that Roblox creates since she is in the autistic spectrum. Her care ticket is b(6). She wrote to Roblox quite a few times with her username M-CM- &#39;M-BM-^@M-BM-^ \b(6)-CM- &#39;M-BM-^@M-BM-^] asking to undelete her account. Regarding this care ticket the response was M-CM- &#39;M-BM-^@M-BM-^ \Your account was correctly banned for creating a game with inappropriate contact .M-CM- &#39;M-BM-^@M-BM-^] The person or robot that wrote to her was named b(6). She had complained other times too and there were other care tickets, but regarding this care ticket she had gotten this exact response more than once so it leads us to believe that it's probably a robotic response. I feel that it is completely inappropriate to steal money from people (children) leaving them high and dry with an empty pocket/with no product and in my child's case, in tears. Your help in restoring this account with the Robux that she spent associated with it would be much appreciated. Thank you. --- Additional Comments: Account reactivated and put in its original state.

I have serious concern about the business practice of Roblox.com, an online gaming platform for kids. The company makes money by selling virtual items and premium membership, at the same time, they allow their hired moderator to delete/terminate account without even respecting the basic human rights! In my personal experience with Roblox, their behavior can be viewed as scamming kids to certain extend and teaching and impressing them with the belief that absolute power exists and there is no expectation for any justice. On 09/13/2019, my Roblox account, b(6), was terminated with reason "account theft and it's assets". I spent 60\$ to buy the premium feature on this account and I have spent many hours on this accounts to play with my daughter. 1. First of all, it was the second time my account was terminated when moderator does not even care about the spelling mistake, it is not "it's", it is "its". This is a minor thing, but it just shows how careless they are when they were supposed to make such a big decision. 2. I never ever stole any account or asset. I did not even play my account for more than a month. I was completely shocked when I realized my account was terminated and being accused of being a thief. 3. I tried my best to contact Roblox, but the only reply I had was that they will not explain any details about the account termination, and nothing can be done. 4. They did not tell me which account I stole, or what asset I stole. They did not give me even a single chance to explain after I tried countless times providing phone number. 5. I reached out to all the Roblox employee I can find and none of them care or even bother to talk to me. 6. The only reply I got from a real person is that custom representative told me, the platform is intended for kids, therefore the punishment has to be harsh, which does not explain to me why I was accused of being a thief. The business practice of Roblox becomes completely unacceptable to me. Up till now, I still cannot understand, in real life, how can someone terminate my asset, accusing me of being thief, without provide any chance for me to defend, or even any information about the accusation such as the evidence or even the name of asset I stole. Even if it is a virtual internet platform, it impacts me and many other kids, this type of abusive behavior needs to be investigated.

In game currency was stolen from my daughters account. We use real money to buy this in game currency, and so this theft is like taking our real money. Roblox customer support has refused to assist in getting our money back even though it happened in a game on their platform. They say that the developer of the game is the only one who can help us. Yet, they refuse to give us contact information for the developer and refuse to assist in any way regarding this theft. The developer does not have

contact information anywhere and is an anonymous creator. I have tried to look for any way to reach them but there is no information available and no way to reach them. I have explained this to Roblox customer support and they still refuse to assist. Like I said we use real money to purchase in game currency for my daughter so I feel this is an issue they should assist with since it is a game on their platform. --- Additional Comments: I would like Roblox to look into who stole the in game currency and have their accounts shut down because this is cyber theft and should not go unpunished. As well as reimbursement of the stolen currency. I would also to speak with management in the company customer support regarding the way the customer support handled the issue and disregarded our cyber theft situation.

On July 1, 2019, at approximately 9pm EST, I checked my bank account with the app on my phone and I saw that I had 7 charges from the Microsoft Store ranging from \$.99 - \$9.99 on my account. The charges were posted starting at approximately 7pm. When I checked my Microsoft account, I saw that it was from Roblox. My daughter, who is 9 years old, has an account on the site. I asked her if she was trying to make a purchase on the site. She stated that the items she bought did not cost money, she was using the Robux credits I had purchased for my daughter to use on the Roblox site, a few months prior. Her purchases were indicated on the account under the Member column with the name ROBLOX, while the other charges were listed as other user names. I immediately told her to stop playing the game, blocked my debit card, contacted my bank, and the Microsoft Store customer service, while I continued to research the Roblox site for what was going on. These charges from Roblox continued to post to my bank account until about 1am on July 2, 2019. My daughter was not playing on the site at that time. Only July 2, 2019, I checked the site to saw charges from various user names for various game items that were purchased on my daughter's account using real currency and game currency. My daughter did not realize that her game currency was also being consumed by other users. My daughter stated that one of the user names was the game creator. I used the site to contact Customer Care regarding the charges. My reference number was b(6), for Unauthorized Charges/Stolen Credit Card. From July 2 - July 6, 2019 I was engaged in email replies with Billing Specialists. First it was stated that my daughter's account was suspended for making unauthorized purchases. I explained to the Billing Specialists that I was making the complaint to find out about the charges that were made on my daughter's Roblox account, and it shows the user names of other players who were making the charges. With my daughter's account being suspended, I no longer had access to the Roblox website, but I was able to print proof of the other user names making game purchases under my daughter's Roblox account, before the account was suspended. Then it was stated that my child or other relatives may have made the purchases, or perhaps the account information was shared with someone else. Roblox refused to acknowledge any misuse from their site. My bank refunded me for 3 of the 7 charges, in the amount of \$12.97, because it the other charges were from third party billers which they were unable to track. The Microsoft Store also stated that they were unable to track the information because it was from a third-party biller. There are still \$25.46 in charges that were generated from the Roblox site. --- Additional Comments: Roblox advertises its website was a family friendly site. I am aware that a lot of children use the site to play games, but it appears that the site allows mature gamers to take advantage of children and their unsuspecting parents by circumventing the billing process to create unauthorized charges. I would like a refund for the balance of the charges that were made through my daughter's account.

Hello there. I am having major problems with ROBLOX customer service. The situation is that my account on Roblox named b(6), previously named b(6) and b(6) was compromised by my little brother since my devices at home have all my accounts, emails, etc auto filled out and saved and he went ahead and sent trades of my very high valued items to his friends for there very very low valued items. Once I found out about this I immediately searched up what to do and I saw ahead on there

page that if your account gets compromised, you can use there rollback policy which is a one time use ( it restores your account to the original phrase before the trades ) also keep in mind I have never done a rollback yet. I have emailed ROBLOX back and forth and what I got from them was non sense and no help at all, this is what I retrieved:M-CM-#M-BM-^@M-BM-^Thank you for your patience.We have reviewed your claim and we are not able to restore the items/currency to you, as the concerned items you have written for were gained in uneven trades. We understand this can be frustrating.However, you may consider adjusting your trade filter to accept only trades that are of equal value. You can adjust that setting from your account by going to Settings>Privacy>Trade Quality Filter>High.It's the best way to help prevent this from happening in the future. For more information on this feature, please read this help article.Please be sure to enable 2-Step Verification as an added security measure for your account. Please see our 2-Step Verification Information help article for the details of this great security feature.Sincerely,b(6)-CM-#M-BM-^@M-BM-^I don't even understand this at all. I have never made a claim that I want a rollback because the trade was a bad one that I accepted. I told them everything that I never authorized the trades, my brother compromised the account, and that I want my items traded all back with the one time restoration process which is a policy of there's, and they still don't do it!Please try to help me out so I can get the items restored back into my account. Thank you very much!! --- Additional Comments: All the unauthorized traded items ( Clockwork Shades and Arctic Commando) to be back restored in my account b(6)

My son's account ive been disputing was banned without any explanations. Ive fought for over a year. No one could properly explain the reasons why. My son is autistic and that was his life. He cried for a month and is still upset he was banned. He had bout admin for his favorite games. I still cant seem to get an explanation or a unbanned for his account and ive spent well over \$500 on that game just for him. --- Additional Comments: Either to be refunded the full amount of 500 or unban my sons accpunt with a small compensation

I have been a customer of this company for over three years now. When you buy digital imaging, you are buying the product for a lifetime. My daughter, who is ten years of age, has been a victim of #hacking# on her roblox account multiple times. Roblox has a policy of correcting issues related to this on a one time basis knowing very well that it could happen multiple times. They have failed to create an environment that is safe for children to use and now are refusing to address these faults i there system leaving the consumer helpless to do anything to resolve these problems. --- Additional Comments: My ideal outcome would be that they would refund every purchase made to me from the start.

I am a 40 year old adult playing Roblox with my 11 year old daughter. My account is called M-CM-#M-BM-^@M-BM-^b(6)-CM-#M-BM-^@M-BM-^I bought annual Builder Club for both my daughter's account and my own account.Over the course of playing Roblox, I realized that business practice of Roblox is very hard to accept, especially from adult perspective.My account was permanently deleted a few months ago with the reason of stealing asset and hacking account. There is no proof of asset stealing at all. As an adult with a decent job, I would never ever steal account from kids. I appealed, and thanks to god, after a lot of trouble, I got my account back. But there was no apology from Roblox at all and it was like they were doing me a big favor.A few days ago, my account was hacked because cookie log. I was very angry at Roblox to be honest. I enabled all the possible security setting including 2FA, and Roblox is so bad at keeping my account safe, and a simple cookie leak will allow hacker bypass all the security and get into my account to steal a lot of items from me.I submitted support ticket for Roblox to help me with all the evidence. I called Roblox as well, hoping they can help me. CS on the phone told me I was in the queue for account restoration.However, when I just checked my account, instead of restoration, my account was deleted again with the reason being M-CM-#M-BM-^@M-BM-^repeatedly violation the TOSM-CM-#M-BM-^@M-BM-^]. I

never ever violated Roblox ToS, never stolen any asset and I just play Roblox for fun with my daughter. How can you delete my account, everything with it, after I got hacked due to the bad security solution from Roblox. --- Additional Comments: I want to talk to Roblox and hope for a solution that would not cause such a huge and unfair loss to me

As a 41 year old adult, I was so angry about the business practice and the extent to which the company allow their hired moderator to abuse the power without respect even the basic rules My Roblox account, AmberlyReset, was terminated with reason M-CM-#M-BM-^@M-BM-^account theft and it's assetsM-CM-#M-BM-^@M-BM-^1. First of all, it was the second time my account was terminated when moderator does not even care about the spelling mistake, it is not M-CM-#M-BM-^@M-BM-^it'sM-CM-#M-BM-^@M-BM-^, it is M-CM-#M-BM-^@M-BM-^itsM-CM-#M-BM-^@M-BM-^. This is a minor thing, but it just shows how careless they are when they supposed to make such a big decision2. I never ever stole any account or asset. I did not even play my account for more than a month. The only few trade I did was completely fair.I asked for custom support allow me to talk to senior lead. In the end, someone claimed to be senior lead sent email to me, refused to talk to me, basically tell me since he has the highest power and nothing can be done after the review.I asked about which asset and account I stole, is it fair to know that when you terminate someone's account but do not disclose any information about it?My account is: b(6) really need to talk to people from Roblox and it became so ridiculously unfair and humiliating. My cell phone is b(6), please respect your custom and do something fair and reasonable !!!! --- Additional Comments: I need someone explain to me based on what my account was terminated. which Asset I stole or which account. Why you accused me of something I never did, and why you terminated my account without giving me any chance to discuss!

I emailed Roblox customer support (info@roblox.com) about my account at Roblox. I know my username and password but Roblox forced a password reset via email, which I didn't remember if I had an email associated with the account. I emailed roblox customer support and told them that I could verify that I was the owner of the account via billing name/address, and 'Brandon'; told me that he was 'unable to provide me with any further information or response regarding this inquiry'; and didn't make an attempt to let me verify that I was the account owner via billing name/address. --- Additional Comments: I would like Roblox customer support to look at the billing name/address attached to the account and let me verify that I am the owner of the account by that information. Once that is done and the account is verified, I want access to the account back.

I contacted Roblox to ask how charges were accrued to my daughter's Roblox account, whether there were revolving charges for In-App purchases. Also I wanted to cancel any current subscriptions that might have repeated monthly charges because we kept getting charges even after we deleted the credit card info from iTunes. Turns out the issue was solely with iTunes. There were some adjustments that needed to be made to her permissions in iTunes. I received three emails from Roblox from three different people. The three people were b(6), b(6), and **b(6)**. b(6) said he was with billing and that he was deleting my daughter's Roblox account for 'unauthorized charges.'; There were no 'unauthorized charges,'; only charges I didn't understand. So Roblox has done three things to warrant reprimand:1) They jumped to an erroneous conclusion about 'unauthorized charges'; without really paying attention to what I said. They just kept handing me off to the next person. 2) They deprived my daughter of a game she loves by deleting her account. 3) They have stolen hundreds of dollars from me that I have invested for her to play and build in the Roblox space, and they have not offered any restitution. --- Additional Comments: I want Roblox to restore the account of my daughter. Her account name is'b(6)'.; Her real name is b(6) and she is 9 years old. Corporations should not use their power to crush children. I have no problem with the amount of money I spent on her account whether the money went to iTunes or

Roblox, but if Roblox is going to delete her account without any appeal and due process then they should as a rich corporation restore the account or restore the money invested in it.

I purchased a \$25 roblox gift card from samsclub, and redeemed it on the roblox site per the instructions provided for my son's roblox account &#39;b(6)&#39;. I then found out that the way it was redeemed made the \$25 inaccessible for robux purchases which was the reason for the purchase to being with. I have contacted roblox support but they only keep sending me links to help docs which do not assist. I now have \$25 roblox credit but still have \$0 robux credit, and the only answer roblox keeps telling me is sorry it's your own fault and there's nothing they can do to fix it. I feel it's irresponsible for a company that caters to kids should have confusing ways to purchase and redeem points and then don't assist when it's very easy to see the money is in the account, it's just in another spot that can't be accessed. On the email I received from samsclub, it clearly states upon redemption that the money can be spent on robux, but roblox keeps telling me it cannot be done. I have the emails from samsclub and roblox if needed. --- Additional Comments: I want the \$25 roblox money to be moved in my son's &#39;b(6)&#39; robux account so he can access this \$25 credit in robux and purchase whatever it is they purchase with it.

Company refuses to help recover account items worth hundreds of dollars. This is a corporate plot intent on draining my wallet further with a brick wall and a U-Turn sign every time I try to contact them. I am reaching out to BBB because the corporation is sending scripted messages and unprofessionally handling this. Having a bad community is not a reason to have unhelpful responses to issues. The company policy says we can only be recompensated once ever if anything happens to our account and states that they expect our accounts to be safe, but I have experienced coercion and blackmail and there was no way to solve this issue. I sought help, and I got ignored. I wish for a response. --- Additional Comments: Please review the case properly and do not shun me constantly. Please remove the offending party from your platform for making real-life threats. Please work something out with me and help recompensate my virtual item. Thank you.

I discovered that my bank account was being charged through Apple/iTunes for multiple purchases of M-CM-&#39;M-BM-^@M-BM-^\RobuxM-CM-&#39;M-BM-^@M-BM-^] that I was unaware of. (Robux are Roblox's form of virtual currency people use to play the game.) To be precise, 44 purchases totaling \$424.56 between Aug 4 and Sep 3. Since I did not authorize these individual purchases with my iTunes password, I assumed it was a mistake and I reported this to Apple and Roblox. Roblox simply told me to talk with Apple and then deleted her Roblox account because that's their policy once unauthorized purchases have been reported. After I spent time on the phone with Apple on the same day, we discovered there was a setting in my iTunes account that allowed for these purchases without asking for my password and without my knowledge. Once I realized my iTunes settings were to blame, I dropped the issue. We discovered her Roblox account had been deleted and I followed their M-CM-&#39;M-BM-^@M-BM-^\appealM-CM-&#39;M-BM-^@M-BM-^] process to get it back. They refuse to reinstate her account because unauthorized purchases were previously reported. They will not hear the explanation and they tell me their decision is final and M-CM-&#39;M-BM-^@M-BM-^cannot be overturnedM-CM-&#39;M-BM-^@M-BM-^] as if they are the supreme court. Where we stand now: I unwillingly paid \$425 for the Robux, which my daughter joyfully used to build her Roblox worldM-CM-&#39;M-BM-^@M-BM-^& houses, outfits, pets, and everything. Essentially, I lost \$425 AND my daughter lost her account. I would like Roblox to give back one or the other, and I prefer they just reinstate the account. They will not do either. --- Additional Comments: I would like Roblox to reinstate my daughters account, as I have asked them multiple times.

I'm not even certain that this is the correct place to file this. However, I haven't been able to find anywhere else to bring this to your attention after significant searching. My complaint is more

of a concern. The game Roblox allows messaging and chat features to new accounts. There is no requirement for an email or phone number to create an account. This means any child can create an account and have access to messaging and chat without parental consent as the default settings for new accounts are completely unrestricted even without a verified email address. This is a big concern as my 9 year old son recently figured this out and used it to circumnavigate the parental controls I had in place. I have removed his access to the game however I feel this should be addressed. I am also going to be contacting the developers if I can find some way to do so to bring this to their attention. However, to this point I have not found any way to contact them directly. Thank you for your time and consideration on this matter. Other-Other Update

Roblox is a gaming platform that claims to be working under COPPA rule. My account on their website had its age changed to an under 13 account, which now means i cant communicate with people or use ny account properly anymore. I contacted ROBLOX twice and attempted to tell them what had happened and how since I created the account it had been an adult account, they have refused to listen or help, stating that they are unable to change my birthday on my account as they are operating under COPPA law. This means that I'm now unable to use my account and have lost months of time and money on it. I could easily prove my identity and age if given the chance to do so, but they refuse to let anyone do that, knowing that people will create new accounts and spend more money. This has happened to quite a few people. I wonder if theres anything you can do since they're following your rules? However the way they are implementing them is unfair. According to them I am now 4 years old and they wont change the age on my account until I turn 13.. which according to them is 9 years away.

Roblox allows children to purchase Robux. The children can then spend the Robux in games developed by developers who are not part of Roblox. Roblox takes money from a child and gives some of that money to a developer. If there is ever a problem, Roblox cannot help. They insist that the child contact the developer. They have no means through Roblox to conact the developer. I was told to friend request the developer. Only today have they allowed a child's account to do that. Yet, children should not be allowed to friend request someone they do not know. They suggested I contact the developer through Facebook or Twitter. I could not find pages for the developer on those websites. I also do not understand why Facebook should be required to deal with customer service issues of Roblox. My complaints, which have been going on for almost a year resulted in an email which said, "Hello b(6), Thank you for replying, We would like to inform you that we are looking into the matter further, and we will reply when more information is available. We appreciate your patience and understanding in this matter. Sincerely, b(6) Customer Care Roblox". That email was sent January 9, 2019 at 10:38 am. I never heard from them again. So when the second issue occurred, I replied to that email, and I am now starting from the beginning again. In this new email I included what I expected from them hopefully to make it crystal clear. Here is what I wrote, "1. Roblox needs to create a customer support service like Etsy, Paypal, Ebay, etc have to deal with problems 2. Roblox needs to require developers to have a customer service member as part of their team if they will charge Robux for something in the game. The customer service member must deal with customers 3. Roblox needs to provide a means for customers to contact the customer service members of developers teams 4. Roblox must have staff to deal with complaints 5. Roblox must make policies to protect both their customers and their developers. 6. Roblox should require parental permission to purchase items on children's accounts. 7. Roblox should require re-entering the account password before spending Robux. In the meantime, I will investigate with the Better Business Bureau to see what the policies are for online companies. Roblox takes our money. Roblox does not deal with complaints or refunds. They told me to contact the developer. They made suggestions as to how to contact the developers, but none worked. I asked for a specific email address or website or anything. They give

me nothing but the standard line to find the developer's page on Facebook. They use lines like 'We are requesting you again to contact game developer because Roblox doesn't create any game. ' Roblox takes my money, yet Roblox will not deal with problems after they have my money. --- Additional Comments: 1. Roblox needs to create a customer support service like Etsy, Paypal, Ebay, etc have to deal with problems2. Roblox needs to require developers to have a customer service member as part of their team if they will charge Robux for something in the game. The customer service member must deal with customers3. Roblox needs to provide a means for customers to contact the customer service members of developers' teams4. Roblox must have staff to deal with complaints5. Roblox must make policies to protect both their customers and their developers.6. Roblox should require parental permission to purchase items on children's accounts.7. Roblox should require re-entering the account password before spending Robux.

My son purchased \$50 of online credit called Robux on the Roblox game building site and he was charged for items on the site that he did not purchase. I filed a complaint with Roblox and within 24hrs my sons account was locked out. I kept contacting Roblox trying to resolve the issue but kept getting what seemed to be a computer generated response and was directed to call the customer support line. When I called the customer support line it gave me the option to leave a message but then hung up before I could leave a message. Now when I call the automated system does not allow you to select any options. We recently moved overseas and that was the one way my son was able to connect to his friends. I have tried at all hours day and night and have been unsuccessful in getting a hold of any real person at Roblox. The automated message on the customer hotline directs me to the complaint forum and the complaint forum directs me to the customer hotline. --- Additional Comments: I would like Roblox to contact me, unlock my son's account and refund the \$50 USD (4,500 Robux) to my son's account.

Unauthorized charges were made to my Paypal account from Roblox application. I reported and disputed them and Roblox deleted my account. --- Additional Comments: I demand reactivation of Roblox account and refund of credits on the same account.

Roblox is a gaming platform that complies by your rules.. however, an account I created on there had its age randomly changed to say that im now 4 years old.. the website wont allow me to change my age back and the roblox staff are refusing to help. I have spent quite a lot of money on that account and am now unable to use it due to the website thinking im a child.. this means im not able to chat with my other adult friends or even to my fiance. we play this game as this is where we first met.  
Other-Other Update

On July 1, 2019, at approximately 9pm EST, I checked my bank account with the app on my phone and I saw that I had 7 charges from the Microsoft Store ranging from \$.99 - \$9.99 on my account. The charges were posted starting at approximately 7pm. When I checked my Microsoft account, I saw that it was from Roblox. My daughter, who is 9 years old, has an account on the site. I asked her if she was trying to make a purchase on the site. She stated that the items she bought did not cost money, she was using the Robuxs credits I had purchased for my daughter to use on the Roblox site, a few months prior. Her purchases were indicated on the account under the Member column with the name ROBLOX, while the other charges were listed as other user names. I immediately told her to stop playing the game, blocked my debit card, contacted my bank, and the Microsoft Store customer service, while I continued to research the Roblox site for what was going on. These charges from Roblox continued to post to my bank account until about 1am on July 2, 2019. My daughter was not playing on the site at that time. Only July 2, 2019, I checked the site to saw charges from various user names for various game items that were purchased on my daughter's account using real currency and game currency. My daughter did not realize that her game currency was also being consumed by other users. My daughter stated that one of the user names was the game creator. I used the site to contact Customer Care regarding the charges. My reference number was b(6), for

Unauthorized Charges/Stolen Credit Card. From July 2 - July 6, 2019 I was engaged in email replies with Billing Specialists. First it was stated that my daughter's account was suspended for making unauthorized purchases. I explained to the Billing Specialists that I was making the complaint to find out about the charges that were made on my daughter's Roblox account, and it shows the user names of other players who were making the charges. With my daughter's account being suspended, I no longer had access to the Roblox website, but I was able to print proof of the other user names making game purchases under my daughter's Roblox account, before the account was suspended. Then it was stated that my child or other relatives may have made the purchases, or perhaps the account information was shared with someone else. Roblox refused to acknowledge any misuse from their site. My bank refunded me for 3 of the 7 charges, in the amount of \$12.97, because it the other charges were from third party billers which they were unable to track. The Microsoft Store also stated that they were unable to track the information because it was from a third-party biller. There are still \$25.46 in charges that were generated from the Roblox site.

Multiple unauthorized purchases were made from my Roblox account to my Paypal account. I disputed those charges and Roblox deleted my account in response. I spent money and invested in that game for my daughter. I also had remaining balance on the account. Roblox is refusing to re-open my account and refusing to refund the balance on it.

Social engineering, on two occasions, has led to my ROBLOX account being compromised. On the first occasion which occurred in 2017: As a result of ROBLOX being hacked themselves in 2016 and limited data being stolen, this led to PII belonging to myself being leaked, including my emails. Before August 2016, when the databreach occurred, I had never been compromised before then, not even once, proving that ROBLOX is the one at fault not me. By typing my ROBLOX username into Google or any other search-engine, my real name, nor anything that can lead to my real identity being uncovered is present. This databreach led to my mom's email being compromised, which the hacker used information from the breached datasets in order to steal my account. They also gave my password to the hackers after they successfully social-engineered ROBLOX Support into giving my account away. I was given a one-time restoration, which I gladly accepted. On the second occasion which occurred in August 2019: ROBLOX was again the fault of myself being hacked on the site. ROBLOX did not only reset my email to an email the hacker accessed without verifying account ownership of my account b(6), and also confirming to the hacker my email, which the customer support agent confirmed was the email they wanted me (the guy posing to be me) to email from. I was DENIED a rollback, regardless of the damning circumstantial evidence that ROBLOX is at fault, which I explained to ROBLOX on the phone. I was told yesterday that they'll re-evaluate my situation, but I feel like this is going in circles. My ticket number is b(6) m sure you guys will accept your mistakes and assist me. Thanks, b(6) --- Additional Comments: I would like a rollback, well at least for you to correctly look at my case, this was not my fault, instead yours!

On August 7th, Wednesday 2019 the Roblox account b(6) was compromised their was already pins set on the account and 2 factor Authentication was also enabled at the time I immediately after noticing the activity went forward in calling Roblox early afternoon around 4-5PM And then forwarding a email to them which was responded the next morning and required screenshots which I did send in I did receive a callback later in the day regarding my restoration process for my items was not processed and I had to resend in the information I did so and was responded back by email that the process would be done within 1-10 Days which ultimately I was alright with because I understand the situation with big businesses and keeping up with the high call and email volumes however Roblox left me in the dark over a week with no information, no responses or anything to shed light on this so it's frustrating seeing a company do this especially being i have been here several years spending 100's on Builder Club (BC) memberships I've sent in several screenshots to their support. ---



Additional Comments: I would like to receive a refund in what was taken off the account. I would also greatly appreciate going forward they could improve on a series of levels of response times.

They Deleted My Sons Account And Did Not Warn Him And They denied The appeal Reqeust And They Scam If You Can Contact Them And Get Them To Appeal My Sons Account Police\_55 Is my Sons Account --- Additional Comments: Get My Sons Account Back They denied They requests And They Scams

Was a victim of a Ponzi scheme that took items worth lots of ingame currency and therefore real life money. Requested assistance with the support team with no avail, getting denied for an unrelated reason not stated anywhere and ignoring me upon trying to give an explanation. I understand my navete and my actions, but being in full power and ignoring me shows that I am being held in contempt while they refuse to redress me. I would like to follow up an email where I am capable of completely explaining what happened, my actions and what should happen, not being ignored on a daily basis with evasive prewritten messages that tell me that they are unable to give me any further comment. Thank you. --- Additional Comments: Being able to justify my previous actions and properly explain myself and everything that happened, hopefully get recompensated stolen items.

My ROBLOX account was terminated, along with all of my groups being locked that contained over \$600 USD of robux (ROBLOX currency). The reason for termination was for breaking their TOS. I in fact did not break any TOS, nor received any warning/indication I did prior. When I saw my account was terminated, I immediately contact ROBLOX support in which was not helpful at all. I received no explanation on why my account was terminated other than M-CM-#M-BM-^@M-BM-^breaking TOSM-CM-#M-BM-^@M-BM-^] which I did not. I asked to get in contact with a higher position worker twice, in which the support team ignored. With no temporary ban, or even warning my account was straight up banned. I purchased memberships (Builders Club) and have put countless hours into my account. A few years back, my account was key logged and I lost an extremely valuable item which was over \$200 USD in robux and ROBLOX support wasn't able to retrieve it back. I understood that the timeframe was out of hand so i let it go, but this matter/situation is unacceptable. I did not break any TOS as I explained to support but they continued to ignore my statement. Also when I received my termination it said that my account was suspected in breaking TOS, in which ROBLOX was not even 100% when they terminated my account. This to me is absolute madness and unfair. I hope that we can get this issue resolved. Thank You. --- Additional Comments: I would like my account to be untermiated, my groups to be unlocked with my robux value as it was. My builders club to be extended for the few days it was banned or at least robux compensation for how much I would of earned. And if possible since this issue is unacceptable for my Green Glowing Eyes item to be back in my inventory. That request is just if possible due to the fact that ROBLOX has been very unfair to me. If not possible just my groups to be returned along with my account. If possible I would like to talk to a moderator of ROBLOX to resolve this issue.

roblox has vip servers you can buy, they usually do a run-on with these severs if you have the robux to continue! they do allow for stopping the run-on but they have no clear instructions on how to stop it in the help section! I contacted roblox through their email system days before my time was to be charged informing they I want to cancel! They send me instructions on how to cancel but only after they charged my account! If they had better instructions il could have done it myself but they do not have any instructions listed that you can find easily! This is like a scam to me to steal your robux! I keep contacting them but no response yet! This large corporation should be ashamed of themselves taking from the little guy! I would like roblox to restore what they took without my authorization! Really how much can it hurt roblox this multi million dollar company to restore what they took because they did not provide adequate instructions on how to cancel, so the take from the little guy! - -- Additional Comments: restore what they took! cancel vip as requested!

I have been billed for a monthly subscription on this Website under the Username b(6) and email associated is b(6) this account was removed from the website and not given any information to why this account was removed. This company was reached out to many times through the official email at appeals@roblox.com with no response. Being a First Responder in Fort Worth Texas, the disrespect and the illegitimacy from this company is offensive. --- Additional Comments: I would like for the account on the website restored due to the illegitimacy and if not then a full refund for all the services purchased on the website over the lifespan of the account since the products purchase can be saved over time.

My under 13 child (stupidly) made an account while at a friends house and used their real name. It took me a ridiculous amount of time to find a way to contact them which they then had to forward to the right department and then the email back said they would not change her name or close the account. This is a privacy concern that their websites states they take seriously but I was told to log in and do it, which according to others cost money? My child doesn't remember the password which I already told them and they didn't even address how to assist me with that. Yes, my child is now grounded but this company needs to step up and help me fix my child's mistake. --- Additional Comments: Delete the username I have given them multiple times to protect my family.

My account was recently hacked and ROBLOX's customer support doesn't seem interested in helping at all. I've already submitted 3 support tickets to try to resolve the issue, but I have gotten 3 automated responses for all 3 times. Their customer support team isn't even trying to help me, when I have evidence of my emails getting hacked and the hacker even saying they hacked my account. The account was made a long time ago, and I only bought BC through game cards, so I don't really remember the 1st billing address that was used for the account, but there must be other ways to verify that I'm the owner (such as checking my IP and the IP of when the account was made). However, customer support doesn't seem to care and just sends me automated messages that aren't helpful at all. I've had this account for 7+ years and to have it all disappear without support even ATTEMPTING to help is very frustrating. --- Additional Comments: I would hope that I actually get help from a real person so I can explain my situation clearly and show them the evidence so I can recover my account. These automated messages don't try to help at all and makes it seem like ROBLOX doesn't care about their players at all. I just want someone to look into this case and take a look at my evidence so I can prove that it is indeed my account. So far it seems like customer support is just ignoring my request and just sending me generic responses so I can't receive the help I need.

Hello, I would like to talk about roblox safechat (under 13 chat) I am a 14 year old teen I have been sent many emails to roblox to disable my safechar, I have a Roblox Account that my 10 year old brother gave me and he how is under 13 I have the safechat

My twin 13-year old sons play Roblox regularly and we spend quite a bit of money through the purchase of Robux, which is the currency to buy items and play games on their site. After years of spending hundreds of dollars, both of my sons, who play together on Roblox often, decided to purchase a few very expensive &#39;rare&#39; items. My son, Roblox username b(6), bought a Valkyrie Helm which costs hundreds of dollars. He basically used all of his lifetime earnings to purchase this item. My other son, Roblox username b(6) (that's underscore, zero) used his lifetime earnings to purchase a Valkyrie Helm, Classic Fedora, and Supa Dupa Fly Cap. Apparently, when they purchased these very rare items, within a very short time, they were scammed. I am assuming that the purchase of the items made their accounts desirable to hackers/scammers. I was there when they were scammed, and I fell for it too as a parent! Basically, someone contacted them on discord saying they were a Roblox moderator and they were going to be banned from their accounts due to their recent activity of purchasing items. My sons both became very upset. This scammer seemed to be the real deal and reliable because he was sending us real emails from roblox.

The scammer took my sons' items, gained access to their accounts, and submitted a customer care ticket requesting a restore on both accounts. The scammer sent us the replies from Roblox which is why we thought this was real...we were receiving actual, real roblox emails sent by the scammer. Anyways, the accounts were restored and we thought all was well. Then, the scammer came into both accounts and stole the restored items. In retrospect, I wish we realized that we were being scammed. However, the scammer knew what he was doing. We contacted Roblox to get the items back and they refused to help. They stole our money! We have put hundreds/thousands into this game over many years. My boys worked up to purchase certain rare items and Roblox is refusing to give the items back to my children. At the same time, we told the customer service agents the names of the scammer accounts, and those have been banned. So, Roblox banned the scammers which acknowledges that we were indeed scammed, yet they won't replace our rare items which cost hundreds! --- Additional Comments: We would like the Valkyrie Helm to be restored to b(6) account on Roblox. We would also like the Valkyrie Helm, Classic Fedora, and Supa Dupa Fly Cap to be restored to S\_OLAR (that's underscore zero). My sons, who do everything together as identical twins, both got scammed and the scammer used their one-time restore. We would like our Sons to be able to utilize their one-time restores and receive the items they earned put back into their accounts. Thank you, b(6)

I'm writting you to have this complaint filed in case of future complaints by other users. A computer glitch apparently cost my daughter about \$30 of in-game money. I reached out to the company, Roblox.com, whom I pay to get that in-game money, to let them know what happended. They established they dont give refunds and that the game developer is responsible. I asked them to assist me to reachout to the game developer and they told me to follow some steps which lead me nowhere. They practically can't do anything else. I believe that if they are the ones charging money for the in-game experience (middle people) they should at least be able to provide me with the developer's direct contact and shuold make that mandatory to the developers submitting games to them. Now it seem no one can help me. So a developer now create a game which scam or steal money from kids playing through "glitches" and no one can intervine? Thanks! Other-Other Update

Roblox uses in game currency called Robux that can be purchased in the amount of 400 Robux for \$4.99. I was trying a new game called '[Parade??] Theme Park HeideLand' By a developer called PassiGames. While trying to walk around in the game I tried to jump over a train and was immediately charged 150 Robux for a Train gamepass that roughly is worth about \$1.85. Most purchases on Robux require a confirmation but this one did not. I contacted Roblox support and they said there was nothing they could for do me. I did not want this gamepass and I never got the chance to confirm the purchase or cancel it. I was told by Roblox support to contact the game developer but he has his account closed to communication so it is impossible to contact him. This is the second time I have had a problem with Roblux and the other time ocured on 6/25/19. I purchased an item directly from Roblox called 'Brilliant Moon and Stars'; that was on sale for 50 Robux but I was charged 100 Robux. The difference of 50 Robux is worth about \$0.62 When I contacted support they said they could not offer any refund of my Robux. Judging from what I have read on the Better Business Bureau website Roblox has a long standing pattern of never offering a refund for anything ever even when the problem is clearly the fault of Roblox. I don't expect anything to happen as a result of this complaint but I do hope this will help others in the future so that if these problems continue Roblox will be held accountable to their customers. --- Additional Comments: I would like to have the 150 Robux taken from my account for the Train gamepass refunded but Roblox refuses to do that. Roblox will reply with something along the lines of 'all issues must be addressed directly with Roblux and not through another agency such as the Better Business Bureau'; but in truth Roblux refuses to deal directly with customers also so basically the only real recourse a person has would be to file a lawsuit against Roblox. I would also like the 50 Robux that I was overcharged for the

&#39;Brilliant Moon and Stars&#39; but I have already contact Roblox for both issues and they simply refuse to do anything. From What I have read they refuse to ever refund anyone for anything and basically no one is able to hold them accountable for their fraudulent actions. I have dealt with other game companies before such as RockStar games. Other companies are willing to try and make things right but Roblox is not like other companies. Roblox is run by scammers which is why they allow so many scams to go unchecked. I would not doubt that most hacking problems people have with Roblox is due to direct involvement from Roblox employees. The employees are hacking people&#39;s accounts and Roblox simply does not care and seems to encourage it. I have not heard about other gamesite accounts being hacked as often as Roblox. Roblox has some serious problems and as long as they continue to do nothing about it it&#39;s going to lead to some serious lawsuits in the future. The least they could do would be to offer some decent customer service but again it&#39;s not something they are concerned with. Roblox would rather tell you no than to refund a single penny or Robux.

My daughter who is a minor used my credit card online to purchase in app items through Roblox for a period of 2 months totalling over \$2000 WITHOUT my consent or knowledge --- Additional Comments: I would like a full or partial refund of this money

My daughter signed up to play their free game and she was hacked and locked out of her game. Upon signing up an email is only optional so the email was not supplied. I called customer service to get her password reset and they told me because an email was not supplied when she signed up I would have to make a payment to reset her account. This is wrong on so many levels. They have a security problem with hackers, my daughter and most of her friends have had their accounts hacked so why on Earth would I believe that they would keep my financial information safe. Secondly, it&#39;s advertised as a free game with purchases optional, so why should I have to pay to get a simple password reset and thirdly, my daughter is so upset that she&#39;ll have to start the game all over again. --- Additional Comments: My desired outcome is simple, if you are going to require an email at a later date, then require it to set up an account. Secondly, require an adult sign up the child for the game. I realize kids will still sign up, but at least by requiring the email and specifying an adult sign you up, good kids like my daughter, will have their parent do the signing up and then they can be clear that a purchase will be required to reset a password. Which, is absurd, because every other social media outlet does not require a purchase to reset a password by customer service.

Same complaint that keeps on showing up here. Roblox prevention against hacking is ridiculous. My disabled daughter&#39;s account keeps on being hacked with the hack recorded somewhere in the Philippines. We use their two-step verification and change the password immediately when they notify us that someone is trying to access the account. That said, two weeks ago, we received notice that someone was trying to access my daughter&#39;s account. We changed the password immediately. Someone bought Robux using my husband&#39;s credit card, which is the scam that they do. We challenged the charge and Robux closed my daughter&#39;s account, even though we sent in their own notifications they had sent us regarding the hack. We have held builder&#39;s club membership for years, and my daughter had a large collection of items she had purchased with our builder&#39;s club membership, which of course is paid for with real money. We challenged the closure of the account and they declined to reopen the account or let my daughter have the items she had paid for with her builder&#39;s club membership. My daughter is disabled and gets great joy out of her Roblox membership and levels of priority she has attained through years of membership in the builder&#39;s club. It makes us not trust joining the builder&#39;s club again, as we never know when Robux is going to steal back the stuff that we paid for. We would like our account reinstated. --- Additional Comments: We want our account reinstated and my daughter&#39;s builders club purchases restored.

I made a purchase via the Roblox app on July 17, 2019 for a total of \$21.31. Roblox received the money as my card was charged and I have the receipt of the purchase. I did not receive the in-app

upgrades in the game. I reached out to Roblox customer service and was told they could not assist me nor provide me a refund. I would like a refund as I did not receive my purchase. --- Additional Comments: Refund the money I was charged and provide better customer service.

I used to use my Gap credit card to purchase the Robux for my kids in December 2018. Some how, this company still have my credit card information and charged to my credit card without my approved for 2 time in same day 07/07/2019 for the amount of \$44.90 and \$4.95. I checked with my kids and their Roblox account and there are no ROBUX ( one of the thing you have to pay to have) nor membership access, which mean non of us bought or purchased anything from Roblox. When I contact them, they said that must be someone else in my family use it to purchase their product. If we do, there much be trace of evident in the Roblox account. My kids's Roblox account are b(6) and b(6) if you would like to check it out, there are nothing in their account. It is really wrong to keep customers credit card information and charged them freely like that. Beside, they make it very difficult to contact them to make people give up and willing to throw the money away. I bet they made a lot of money for doing just that. Please, help me get my money back, Thank you in advance for your help. --- Additional Comments: I would like my money back

Roblox uses in game currency called Robux that can be purchased in the amount of 400 Robux for \$4.99. I was trying a new game called "[Parade??] Theme Park HeideLand" By a developer called b(6). While trying to walk around in the game I tried to jump over a train and was immediately charged 150 Robux for a Train gamepass that roughly is worth about \$1.85. Most purchases on Robux require a confirmation but this one did not. I contacted Roblox support and they said there was nothing they could for do me. I did not want this gamepass and I never got the chance to confirm the purchase or cancel it. I was told by Roblox support to contact the game developer but he has his account closed to communication so it is impossible to contact him. This is the second time I have had a problem with Roblox and the other time occurred on 6/25/19. I purchased an item directly from Roblox called "Brilliant Moon and Stars" that was on sale for 50 Robux but I was charged 100 Robux. The difference of 50 Robux is worth about \$0.62 When I contacted support they said they could not offer any refund of my Robux. Judging from what I have read on the Better Business Bureau website Roblox has a long standing pattern of never offering a refund for anything ever even when the problem is clearly the fault of Roblox. I don't expect anything to happen as a result of this complaint but I do hope this will help others in the future so that if these problems continue Roblox will be held accountable to their customers.

Roblox is a feeding ground for cyberbullying and harassment to children they have games in the system that can be played but you will be constantly bullied or harassed I have children who have been cyberbullied and harassed and I have wrote the company but get no response but that they will look into it but nothing ever happens or the people doing don't have nothing down to them Roblox is a money hungry business letting children get cyberbullied they need to be corrected before it goes to far and causes serious issues for these children

I've used to develop games on the ROBLOX platform under the username "b(6)" in exchange for USD at the end of every month when I used their DevEx program. After around 3 months of trying to get my first DevEx through, they finally processed it. I ended up using the DevEx program last month and exchanged \$24,500, which almost all went towards developing expenses. I was relying on the next payment which would have been \$52,500, but my account was PERMANENTLY DELETED the day before they would allow me to exchange that. I tried reaching out to their appeals team, but I received a very short response stating that I was correctly banned for promoting scam games. NONE of my games were taken down, so I am not sure what they considered to be a scam. I was asking for specifics so that I could explain myself, but instead they decided to take away my career without any warnings what-so-ever and won't read any of my e-mails due to them already making a decision on my ban. --- Additional Comments: My desired outcome would be

for this business to reinstate my ROBLOX account &#39;b(6)&#39; and to continue allowing me to exchange my Robux (currency on the website) for real money as long as I abide by their Terms of Service.

Note: Please note that the Consumer Sentinel Network cannot presently categorize this data contributor&#39;s Product Service Code. The comments field may have a description of the good or service offered to the consumer. --- My account was compromised on May 28, 2019 when I notified the company of this situation and also who did it the company took no action to resolve the issue , they will not answer any questions related to this situation. Its as if they are the ones who stole the items totaling around \$2200. The sad thing about this is the way it was done. the stealing of these items were done through trading, but in order to be allowed to trade you must have a paid monthly subscription to builders club. without having builders club the trade option does not even exist. so I ask since i do not have builders club how was this player able to get on my account and make these trades all within minutes wiping out my account? Why wont Roblox acknowledge what happened from the proof of screen shots i forwarded to them multiple times . its as if this company supports hacking and stealing off of players. Secondly who in their right mind would trad a complete account worth minimum \$2200 in exchange for maybe \$100?? plus the time stamps on these seven trades happened so fast a person engaged in a real trade no way could complete a deal that fast. --- Consumer desired outcome: I would like the company to do the right thing and replace my items or pay me the value to repurchase the items at whatever the cost is at the time. --- Products Purchased: Digital Goods --- Payment Type: Payment Type: Credit Card --- Consumer Age Range: 43 --- Senior?: No --- Consumer County: Philadelphia

I purchased two \$25 Roblox cards (totaling \$50) for my children&#39;s online accounts. I scratched off the back of both cards and entered the pin numbers into the system to apply the credits to their accounts. Both times the system stated that the transactions went through successfully. When my children, however, went into their accounts neither one of the accounts show that the funds have been applied. I tried re-entering the cards but they state that they have been used. I tried calling Roblox but all you get is a voice messaging system asking to leave them a message so I emailed them instead. A person responded asking me to send picture of both cards and the receipt which I did. I was then emailed back the following response:Aaron (Roblox)Jul 4, 10:44 PM PDTHi b(6),Thank you for contacting Roblox Customer Care for your game card concern.We have reviewed your account and found that one of the card had been redeemed on account named &#39;b(6) &#39;and another on &#39;b(6)&#39;.1Please read the following for more information on Redeeming a Roblox Game Card or Purchasing with Game Card Credit.Please note the following regarding Game Credit:Game credit is only available for use through the roblox.com website and can not be used through the Roblox App due to limitations within the App.At this time it is not possible to split payment types. If you do not have enough credit to pay for your entire purchase you will be asked to use an alternate payment method which will be charged for the full amount of the purchase. We hope to offer an option to split payment types in the future.If you need further assistance with this issue, please reply to this message. If you need help with something else, please let us know here.Sincerely,b(6)Customer CareRobloxI replied back to this email and so far no one has responded to it. I am getting the run-around and would like a refund totaling \$50 for these cards! I can forward you pictures of both cards and the receipt of purchase if you need it. --- Additional Comments: I want to be refunded the \$50 I spent on these roblox cards.

I own an account on this company&#39;s website, Roblox, that I have been using since April 2011 that goes by the username b(6). I am an active developer on this platform and have been creating content for almost 2 years now. I create games on this platform that people of all ages are able to enjoy for free. These games do have in-game purchases but they are optional. I have made roughly \$50,000 USD from this platform legally through Roblox&#39;s Developer Exchange program that it provides

for developers. Currently, I maintain a game that has made me \$89,741.83 USD worth of robux (the platform's digital currency) in a month which is currently sitting in my Roblox account. I was permanently banned from this platform on July 2, 2019. The moderation note simply reads, 'Adult content is not tolerated on Roblox!'; The moderation note is extremely vague and does not provide any material or proof that I have actually uploaded adult content or have any games with adult content within them. I contacted Roblox's Appeals team via email and I was sad to find that the moderator dealing with my case did not conduct a proper investigation and replied with another vague statement reading, 'Thank you for contacting us about this issue. Your account was correctly terminated for creating a game with inappropriate/adult content. The penalty for this offense will not be changed. Games must be appropriate for all ages.' I was not told what game was in violation of their Terms of Service nor the actual adult content that was allegedly within the game. A few of my friends notified me that one of my old games had been taken down when I got banned. The game that was deleted with my account was called Wizard Simulator (Link: <https://www.roblox.com/games/1253685826/Wizard-Simulator>). I am shocked that Roblox believes that this game is in violation of their Terms of Service. I have been able to cash out robux from this game into real money through the Developer Exchange program, which can only be done if your account and your games follow Roblox's Terms of Service. The game was also accidentally taken down on April 9, 2019 by Roblox but was quickly restored on April 12, 2019 when I contacted the support team in regards to the issue. I am extremely confused as to why a game that was restored by Roblox themselves is now considered in violation of Roblox's Terms of Service. I released this game well over a year ago and have not made any changes to the gameplay in over 6 months, way before the game was restored back in April. The response and actions taken place by this corporation's support team were lackluster and unsatisfactory. This platform is my means of income and I have been denied access to my job because a moderator was unable to look deep into the situation and treat it seriously. I am convinced that the moderation team simply does not care about their customers and developers. My work on the platform generates the corporation tons of revenue, roughly triple w --- Additional Comments: I want my account to be restored and to be given full access back. I also want to make sure that all of my robux remains on my account when it is restored. The account currently has 25,640,523 robux (may be a little more as I still have games generating revenue while I am banned) and I expect all of that to still be on the account when it is restored.

A few months ago we purchased a \$19.95 pass with Roblox that gives us 'robux'; currency to allow our 9 year old to purchase games and add-ons she wants from their platform. Roblox platform allows third party developers to sell games on that platform. Last week a charge happened by mistake with a third party developer (b(6)) where our daughter was charged 699 robux for a game add-on she did not want. We contacted Roblox customer service right away to ask for a cancellation of the purchase, but they told us to contact the third party developer b(6) directly through their Roblox profile. However, the privacy settings of this developer does not allow anyone to contact them. Again we went back to Roblox customer service asking them to contact the developer on our behalf and they told us to look for that developer on social media, which we did, and we still were not able to contact them. We feel this is the responsibility of Roblox because: 1-We paid them a fee in trust that their platform is fair and will allow fixing mistakes like any other business; 2-They allow third party developers to be shielded from contact by their own customers in case mistakes like this happen; 3-They allow their developers to sell their products in ways that often cause unintentional purchases (in this case it was a pop-up window within a game that my daughter clicked on by mistake while playing) --- Additional Comments: Either a full refund of the \$19.95 we paid for their services, or a refund of 699 robux currency to my daughter's account (username b(6), email b(6)) which is the cost of this unintentional game add-on purchase.

My son charged over 600 dollars on roblox and I did not authorize the charges. The address used on my card is not even the address I live at anymore. I want a refund for these charges as I did not authorize it in anyway. Microsoft told me to contact roblox and roblox told me to contact microsoft and it is a constant back and forth battle. --- Additional Comments: I want a full refund of all the charges that I did not authorize.

I contact the Support team to get my limited back that got hacked from me. So I contact them and then i get a reply telling me to use a gmail account on my account and contact them with that email on the form and the ticket number. So I filled out the form with my verified gmail address attached to my account and put the case number with the for . Then I get email telling me to fill out the form again with the right info which was the right info I used before and said the email is not attached to that account which it is, and I do have proof of it. I'm done arguing with this company every support case Imdo and I had it stop lying to kids and teenagers. As ROBLOX have already got in trouble by Microsoft and Apple for the ads I suggest this stops, and I want my limited back as the support team doesn't care as I'm done arguing with the support team, I had it and I want it to stop! --- Additional Comments: I want a Apology and I want there customer service to do a better job, and have the company actually care about the community instead of themselves and there money.

I have contacted Roblox customer service via email numerous times and they are giving me the runaround. Terrible customer service! My daughter has a free account on Roblox. She forgot her password and/or was hacked and cannot get into the account. We have been unable to reset it as it seems it is not linked to an email or phone number. I have used my credit card on her free account to purchase roblox...turbo builder...it has a recurring monthly charge. I want to cancel that recurring charge ASAP but I can't do that because we are unable to get into her free account and the Roblox customer support, b(6) and b(6), have also been unable to help me reset her password and/or just cancel the monthly charge to my credit card. I want Roblox to stop charging payments to my credit card from this account ASAP. I want no more charges on my credit card from Roblox. I'm not interested in reinstating my daughter's free account - or resetting her password - just stop payment from my credit card. --- Additional Comments: I would like confirmation from Roblox that there will be no more charges to my credit card ASAP. I would also like to warn others about Roblox and their business practice. Terrible customer service. Parents should avoid.

My account got hack and they chaged my passwork and emil to and i go to roblox support but they dont replay me yet --- Additional Comments: If you dont hlep me get my account back i will get big angry

A online hacker compromised my account which had all the security features enabled that Roblox recommends and took many limited items that convert to real money. The problem being is my account at the time was not even able to do trades(this is the method used, trade a player something worth nothing and take all the big money items) and they we able to complete 7 trades in a row each trade consisting of numerous items of mine for one small item of theirs. Another interesting point was even whwn an account is able to trade the trade options are with no one or with friends. This hacker was not a friend ever never even knew who he was so how would i even allow these trades if i wanted to?. The way i found the player was the paper trail left behind. he somehow disabled all my security features that Roblox recommends be on, enabled trades by and traded himself repeatlly till my account was diminished. showing this paper trail to Roblox they seem to give nothing but generic security tips and basically say they can not help as if they are part of this on going scam. the do receive a cut or a portion of every transaction that is made on their site? the evidence is clear and presented to them for review only to find out that they promote hackers who brute force their way into a players account and punish the victim with a oh well basically. These items cost alot of real US currency and to watch it all go in seconds and no one help is frustrating. --- Additional Comments: I



want my items back that i have presented to Roblox so they can see my items. They do have the ability to restore items whenever they want. They know who took the items and they can get them back. Or I want the ability to buy them back with the funds from Roblox who took the back seat and did nothing but give generic run around answers.

I dont how many time i send this to roblox support and BBB but roblox doesnt reply me i send roblox support because my account on roblox has been hack and they has chaged my passwork and emil add --- Additional Comments: I dont want Roblox support queit and dont reply me!

Idk how many time im try to make roblox reply me but they dont what all i want is get my account back and they hacker has chaged passwork and emil add on my roblox account if they dont reply i will report they Roblox --- Additional Comments: If they dont reply me now i will try to report them and i must get my account back

Im just send roblox supprort about 2 day ago but they dont reply me and im send an onther roblox support and this support is about 1 day ago but they dont reply me yet but i sned them support cause im accunt got hack and they chaged my passwork and emil pplease hlep me --- Additional Comments: If they dont reply my support i will get angry and report ROBLOX

My son has had a Roblox Account since 2016. On June 16th, my son was locked out of his account mid-game. Tried to login, now says the password is incorrect. Its been the same password since mid last year. I've opened several tickets with the company. My email was tied to this account, and I even sent them screenshots of 3 different emails from Roblox themselves. (Email confirmation from back in 2017, a password reset from 2018, & even the alert they emailed me when I did a paid name changed). Their ticket system is a joke to say it as nice as possible. Its like talking to a machine, they do not even aknowledge anything you say, & just repeat the same thing. They want the pin number of the first game card ever activated on the account. Now with that being said who keeps a used gift card from over 2 years ago? Their own policy says nothing about needing a gift card pin to recover an account. Their policy regarding account recovery reads: 'If Resetting your password doesn't work; please contact customer service. We need to make sure we're talking to the original account owner. The Best way is for users and parents to contact us from the first email address added to the account'; That being said I am contacting them with the first email added to the account. Like I said I even sent them screenshots of emails including the email confirmation. If I've never spent any money it would be no big deal. I would just create a new account and forget all about it. However, I have spent a minimum of at least \$300 on this account. I've offered to send a list of servers he's bought VIP with, to forward the original emails, even explained to just check the IP on the logins. They have been no help and this has been going on for over a week now, with them just repeating and not acknowledging anything I say to them, they reply 24-30 hours later with just 'All we need is the pin number of the first game card you ever activated on the account.' over and over again. I even got one person to call me, who was hard to even understand he said he would suspend the account and forward the case to ownership verification department. They did contact me back the next day and said the same thing everyone else said. I have physical proof the account is mine & they won't even acknowledge the facts. --- Additional Comments: My desired outcome is either reimbursement of all money spent on the account. (even a roblox gift card for the total amount spent on the account would work to put it on a new account) or the account itself back.

This is the second time an automated charge was deducted from my debit card for a membership renewal. The first time it happened I was refunded my money. This time they told me that the first time was a courtesy refund and they refuse to give me a refund. The account is in my twelve year old's name. --- Additional Comments: The desired outcome would be for the company to refund the charge that I did not authorize.

My roblox account is b(6) and my roblox customer care ticket is b(6).I requested roblox to update my email as I no longer wanted my email to be verified to &#39;b(6)&#39;. Roblox refuse to change my email which strictly goes against the data protection act. I have emailed in many times and roblox can search my email b(6) and will be able to see the customer care agents are not willing to sort out the issue. --- Additional Comments: I would like roblox to search my previous ticket on their customer care system. The ticket number is b(6) .I would then like the email to be updated to the one I have asked on my account b(6). (I have requested the email on b(6) to be updated to &#39;b(6)&#39;)Please update the email to the one I said on the ticket and I will then be happy.

I reported a security vulnerability to ROBLOX which could affect millions of users. I reported it to their bug bounty team and the usual process for reporting an XSS vulnerability is a bounty or in game reward. Instead they patched the vulnerability and I was given nothing, they did not even reply again after the first initial reply. --- Additional Comments: I&#39;d like them to contact me again so we can work out a suitable outcome such as a reward.

My son has the Roblox app for the Apple iPad. I purchased 400 &quot;Robux&quot; (in app currency worth \$5 USD) for him to buy an item called the &quot;Merely Hover Surfboard&quot; (also worth 400 &quot;Robux&quot;). This item&#39;s description states, &quot;Hover along on your delightful hover surfboard - wherever you are in the world!&quot; However, it does not actually hover or allow the user to do anything with it at all. I requested a refund for the item and the company refused to do so with no explanation at all. They falsely advertised the functionality of this in-app item and their refusal to provide a refund cannot be supported.

My granddaughter downloaded the app and created an account. Money has been spent on the account (see attached). Recently she tried to log in and it told her her account was in use by another user. Later she tried logging in again and could not. I contacted roblox, customer support regarding the issue, they responded that the account was associated with another email. Of Course it is it was hacked and the email changed. I replied back with more information got the same reply. I finally responded back stating I had transaction records tied to the account. I still got the same reply. (See attached email thread. --- Additional Comments: Reset and restore the account.

Roblox is a social gaming system for children. There is a bug in their system where, if a parent makes a purchase for &#39;Robux&#39; using PayPal, Roblox / Paypal remember the parent&#39;s email and password and will allow the child account user to make subsequent purchases without having to type in any account number or password.My 9 year old daughter has been using Roblox for years and I have invested roughly \$500 in this account. I recently purchased \$10 worth of Robux for my daughter and minutes later she was able to click on a &#39;Buy \$200 in Robux&#39; button and charge \$200 to my PayPal account without having to type in my PayPal email or password.I called Roblox to notify them of this bug and request a refund of the charge and for any virtual items bought with that charge to be returned. Roblox returned the charge, but also deleted my daughter&#39;s account! She&#39;s heartbroken and furious with me.1) Roblox shouldn&#39;t let children charge their parents&#39; PayPal accounts without asking for the email and password EVERY TIME.2) When a child uses a parent&#39;s PayPal account or credit card without authorization, it&#39;s different than stealing from strangers. A parent, who has invested hundreds of dollars into a Roblox account, should be able to request a return for an unauthorized transaction, especially under the circumstances of #1, without losing their entire investment in the account. At the very least, Roblox should explain to parents that requesting a refund will close the entire account and give parents the option of withdrawing their request for a refund.I called customer support several times, and each time they said not to worry and they would explain it to the billing department, but then the billing department would send me an email saying my appeal was denied and my daughter&#39;s account was permanently deleted. A

service catering to children has an obligation to understand children. They should not expect children to make the same choices as adults and have a "give me \$200" button that closes your account when clicked. My daughter is extremely upset and depressed and this abuse from Roblox has emotionally damaged her. --- Additional Comments: Preferred outcome is for my daughter's account to be un-deleted. If this is not possible, I request a new account with a Robux credit equal to all the money I have ever invested in the deleted Roblox account, approximately \$500.

My 5yr old little girl absolutely adores Roblox, yet she is a bit too young to understand how money works completely just yet. She ended up purchasing around \$100 worth of stuff on Roblox without my consent. Now, I am a single mother, our apartment just burnt down from a neighbors mistake just a year ago.. I can't afford this. When I went to request a refund they told me that they would have to close her account as that was their policy, which they don't openly advertise, you have to go searching for it on their site. Any unauthorized purchases result in a closed account. My little girl has been in tears for the past few days due to her account being suspended until my request is completed. They give me the ultimatum of either continue with the refund request, she loses her account, along with all of the money i have invested into the account prior to this incident. So I lose even more money. But if I cancel the request, I pay what she ordered and she keeps everything.... which truthful sounds just unfair. There needs to be some sort of warning, child protection, or just some type of new refund policy. I have read stories online where people were able to get their account back up and running after their refund but when I contacted the company they were very rude and weren't budging. They advertise for all ages, esp. for the younger children... they should better advertise the parental resources rather than making them almost hidden on their site. I understand for accounts who a random stranger hacks and steals your info, but for a child... its just cruel. It's their policy but apparently not because of all of the stories i am reading online... Even if i can just get the items removed and just got a store credit type deal would be helpful, I just can't have her lose her account, she is already so devastated. The info they are giving is not straight forward. --- Additional Comments: To receive a refund in some type of way.. whether it be store credit (after the items she purchased are removed from her account) or my money back, WHILE she still gets to keep her account fully running and functional for her to play on. OR if they continue to close her account so i can get my refund, then I should be getting a refund for every penny i invested into the account, while my daughter will just be opening another new account under a different email. Also, if there is a way to petition the company into changing their policy or having them advertise their policies so other parents don't go through this issue.

There was a special, buy 100000 robux for \$100 and get 50,000 robux free back in December 2018. I paid for the 100,000 robux but never got the free 50,000 robux. The system was flawed so I had to make 10 separate 1000 robux to get there --- Additional Comments: I would like the company to fulfill their promise on their promotion and credit my kid her 50000 robux. I

Purchased product from company for daughter. Never received product and they refuse to reimburse for price or issue product after payment. Basically they have stolen money. --- Additional Comments: Send product purchases or reimbursement of funds.

We redeemed a \$25 gift card and never received credit for it and also purchased a jack o lantern face mask for the avatar. It showed up on the avatar in M-CM-"M-BM-^@M-BM-^\\homeM-CM-"M-BM-^@M-BM-^] only but when I clicked on the avatar the mask disappeared so not only did we not receive the \$25 robux, it also took the amount to purchase the face mask which disappeared along with the robux. --- Additional Comments: I only want what was purchased which was the \$25 robux along with the face mask and/or the amount used for the face mask.

On 2/12/19 at 9:16:25 PM (PST) my account b(6) was terminated for what I believe to be an unfair reason. I uploaded a picture of the popular Youtube PewDiePie onto their site and they claimed it was

hate speech. There was no hate speech in the image at all. I contacted the customer support team to appeal the termination but they responded by saying that the termination was justified and that I had uploaded \*\*\*\*\* imagery (which I hadn't) --- Additional Comments: I want to account (b(6)) to be unterminated.

My son had created a Roblox account in January 2019. We used a game card to pay for one year of membership. On April 19, 2019, my son was suddenly locked out of the account and could not access it any longer. My daughter also had an account and was able to see that his status is 'online'. We immediately got suspicious and thought his account may have been hacked. The same day, I sent a message to Roblox Support. We did receive a response back next business day and they had asked for the pin number of the first game card used on the account. We did not keep the game card. We redeemed it and all was fine so there was no reason to hold on to it. I explained that I no longer have the game card and if there were other ways to verify ownership. I've provided details on this account to prove ownership and offered other ways but the response is always the same. They must have a pin number of a game card. They won't even look up the IP address. I don't believe a large gaming company cannot look into this information or have other ways to verify ownership. For that matter, have better security in place to avoid these type of issues from happening. If it wasn't for another 8 months of paid membership remaining on this account, I wouldn't even bother trying to gain access to it again. --- Additional Comments: Gain access to the account or refund us the remaining 8 months of membership.

This business is so backward when it comes to their moderation. I had my account banned without warning (everyone else gets warnings for worse) and the only thing you get is an email saying that they aren't going to do anything about it! I had spent over 20k USD on that account! It was from 2016 and I had 2.3 M RAP and so much offsale stuff. I had made several million robux on a game, and we've been working on a new one. They refused to even hear from me. If I spent that much money on a website I expect to actually be listened to. They make it very clear that they only care about making money and not how their community feels. --- Additional Comments: I want my account back. I don't even care about the limiteds! Keep them! I want my account and gamepasses!

I recently got my ROBLOX account hacked due to their two factor authentication failing. Their system is very flawed in that sense and they do not have very good account security as well as customer service as I am now seeing. That being said, someone somehow logged into my account without it alerting me via email via two factor authentication (they're supposed to have to have a login code sent to my email to login), and stole ALL of my limiteds. These limiteds were worth hundreds of dollars in real money (US Dollar) and I have played to acquire them over the past eight years of playing the game. I have bought countless amounts of builders club (membership) over the years as well as tons of ROBUX (in-game money). I have tried emailing them and they only responded with a 'we can't help you' email at 2:30 A.M.!! How can they be reviewing my issue at a professional level like that at that time anyways?? I do not understand. I have tried numerous times contacting them via their corporate number as well and all I receive is an automated message saying to leave a voicemail, yet it immediately hangs up after the automated message. I am SO disappointed in this company and a game I so loved playing for the past 8 years. I will no longer be playing it and DEFINITELY not spending any more money on it ever again until my issue is fixed or at least discussed with me on a better level than a 2:30 A.M. email that just says no we can't help. --- Additional Comments: My desired outcome is for ROBLOX to restore my STOLEN limiteds. I even provided information on who possibly took them and I tracked all of the items down. Still no response.

My son got ahold of my debit card while I was on vacation and made a ton of charges to roblox that were unauthorized using his sisters state I.D. to open the account. I have tried contacting roblox but they do not have any number for me to call and have them reimburse these charges (hundreds of

charges) All I'm asking is for these charges to be removed off my card. But still no response from Roblox --- Additional Comments: Refund all charges and cancel account!

I made a purchase on a game for 2 game passes. I reached out to the developer and was told it was an issue with Roblox and they couldn't help me. I reached out to Roblox customer support about the issue and received a message back saying I needed to work with the developer. I explained that I did and that they were unwilling to help. I then received an email back yet again that they can't help me only the developer can. I wanted then to pass the information on to someone to take them aware this developer was not willing to help rectify the situation. The email back told be there is nothing more they can do. How does one have a business, relies on developers to create content, but has no roles in place for developers who take a person's money then doesn't respond. All I wanted was what I paid for. On the Roblox site it shows my transactions and the fact that I purchased the game passes. It also shows that the developer never have me those passes. This shouldn't be this difficult for a person to resolve a matter. This site is by children mostly. I couldn't imagine a child knowing what to do in this situation. There needs to be a way to get this feedback to a department who handles these issues. What I am looking for is either a refund of 300 Robux or my first preference of having these game passes added. I am not asking for anything more than to be given what I paid for. --- Additional Comments: I would like the game passes that I paid for. If this is not possible than I would like the 300 Robux to be refunded to my account.

I've been having lots of issues with customer support lately, initially I was given a warning on the site for 'use of copyrighted content', but it was a challenge to find out what was actually taken down as there was very little transparency about the moderation. I contacted the support team asking if I could send them a list of other content on my account that was infringing copyright, unfortunately the first response was a denial of assistance. It wasn't until I received a second ban that another support team member was willing to help me, this should have never had to take 2 bans to get the message through. I should've received assistance the first time. At this point I had spent hours going through my account looking for any content that violated copyright laws and I created a huge list, reset any content I could (such as places and models), and submitted the list. For a while I did not receive any more bans about any content, thinking I was in the clear I discarded the issue as it seemed no longer relevant. That was until I received several more warnings about copyrighted content that both confused and frustrated me, there was zero transparency in the process and I was not told what specific content was removed, making it almost impossible to look out for anything similar, I looked through my account's inventory MULTIPLE times and could not find much to send off to the team, which was very upsetting as I had no idea what was getting me flagged. Unfortunately on 3/8/2019 my account was permanently disabled for 'violating copyright rules multiple times'; this was incredibly frustrating and I emailed the appeals team as quickly as possible, only to have them reply that my appeal was denied because I 'did not heed my warnings and continued to violate the rules', this was grossly incorrect, not only did I spent hours of my day compiling a list of content for the support team to remove, therefore avoiding any more conflict, I did not upload any content beginning from the first warning I received. All the warnings given were for content uploaded over 4 years ago, which I believe is incredibly unfair to be given multiple bans for content uploaded x years ago, I believe all offending content should've been deleted at once and I be given a single warning for that instead of multiple. However I was given the option to reply if I felt that the previous bans were made in error, and I did so, as I feel that they were, first of all I should have been given proper support the first time I was banned, and second there should have been more transparency in the ban process. Despite my dispute I was given a 'copy paste' response and my arguments seemed to not even be considered by the reply. --- Additional Comments: My wish is that a higher up gets into contact with me and we are able to come to an agreement to have my account restored.

We purchased \$275 worth of gift cards for my son to play in this game roblox. My son played faithfully almost every day. One day about 3 weeks ago he went to log in to find he was locked out. Come to find someone had hacked his account and claimed it as theirs somehow. We immediately contacted customer service. They told us we were out of luck unless we could provide them with the pin from the first giftcard ever used. We have never saved a gift card once we saw it worked and the purchase went through nor did they instruct us to keep it for our records. They will not return our account saying that is the only way to prove it was our account. I asked them to look at the IP address to see that we played from the beginning and also our IP address was where the cards were activated. They keep saying no they only will do it that one way. So they stole our \$275. They won't return our account or refund our money which are the only 2 acceptable resolutions. They made their site insecure and apparently it is common to have your account hacked as it is even one of the first things they list in their automated troubleshooting page. They are crooks and all we want is our account back. --- Additional Comments: We would prefer our account to be returned to us as my son enjoyed this game and put so many hours into it not to mention our \$275. If they won't return it to us then I want our money refunded which can be game credit.

My 11-year old daughter was able to set up an account. She entered her age and there was no parental consent for her to obtain an account. She has been communicating with strangers by text messages through this site. Her profile page clearly indicates that she is under 13 with "13" in red text. It asks for a parent email address, which she did not provide. Since they were unable to verify consent, they should have immediately shut down her account. I submitted a complaint through their customer service email and requested they close her account. I have not had a response.

My daughter has a roblox account and 5 days ago it was hacked I immediately sent a support ticket to the company and called. There is not a way to speak with a live person I had to leave a message. I have not heard a thing about the ticket that was created or gotten a call regarding the issue. I do not understand how such a large company does not even have customer service reps that can assist their customers when there is an issue. --- Additional Comments: I want to be contacted and I would like my daughter's account restored with all the things that were bought during the time that she played the game. We were able to look at her account through her sister's account as they are friends. I took pictures of all the items that she has bought that were in her inventory. We also looked up the profile of the person that hacked her account as he sent her a chat before hacking her account and I reported him. Yet he still has an open account it appears. I am super frustrated with the whole thing and it seems that you get a lot of BBB complaints maybe it is time to reach out to other customers and take legal action instead.

<https://en.help.roblox.com/hc/en-us/articles/203312650-Unauthorized-Charges-or-Stolen-Credit-Card>). During

My daughter loves and plays this game online called ROBLOX. In this game one pays for Robux (M-CM-#M-BM-^@M-BM-^RobuxM-CM-#M-BM-^@M-BM-^] in order to obtain various upgrades in terms of the game play experience. Since she has begun playing I have spent hundreds of dollars for her enjoyment of the game. They have seemed to be good at monitoring and overall the game experience is positive albeit glitchy. My 9 year old's birthday is next week. Her grandparents gave her \$100. She elected to use this to purchase Robux (15000) which she turned into somewhere in the neighborhood of 200,000 M-CM-#M-BM-^@M-BM-^DiamondsM-CM-#M-BM-^@M-BM-^] within the game Royal High which is within the ROBLOX world. The game is glitchy and froze on the computer. She restarted the game and all that she spent had disappeared, the entire \$100 worth (\$99.95 to be specific). I witnessed this first hand and used the contact ROBLOX button and described the situation requesting a refund so that my little girl could once again purchase the Robux to go through the same process. No financial loss to ROBLOX as the money would go right back in. M-CM-

[REDACTED] responded that ROBLOX would NOT help in anyway and told me that I would need to contact the developer of the specific game within their own world. I attempted to make the contact but there was no way to do so. I asked ROBLOX to handle their situation or give me a contact. I received no response whatsoever. After receiving no response I reached out to PAYPAL and explained the situation. PayPal responded that they had reached out to ROBLOX and decided in my favor and were refunding the \$99.95. When my daughter returned home from after school activities I told her that the money had been refunded and that when I got home we would repurchase the Robux for her to play for her birthday. A bit later this evening my 9 year old called me bawling. Her account had disappeared replaced with a message that it was suspended for Terms of Service. Again I have spent hundreds of not more on this game. At this point I'd happily give them the hundred dollars that they did not deliver on. I did not take the money back. PayPal investigates and came to a determination. To have ROBLOX ruin my daughter's birthday over this is unconscionable. --- Additional Comments: Ideally I'd like to keep the rightfully returned funds for services clearly. It delivered (only to put that same money back into the game) but much more importantly I'd like my daughter's account re-established.

Note: Please note that 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. --- Roblox allows users to create content and charge other users for additional features within user created games using an internal currency of Robux. These Robux are purchased using actual US dollars.

My daughter (Aged 9) used a gift card to purchase "Admin server" for a game created by a user called "b(6)" for R\$999 and was disappointed to find that this functionality did not work. The end user has since deleted their account.

When contacted, Roblox referred to their policy of "no refunds" and offered no support beyond copy-paste from their FAQ on how to contact the user (Which didn't work because the user no longer exists).

We have been unable to get Roblox to investigate the matter further.

Beyond getting our money back, we noticed several procedural problems with Roblox which are not present in other gaming platforms (e.g. Microsoft/Minecraft and Epic Games/Fortnite):

- 1) Children can create accounts on the Roblox system without linking to a parent's (or child's) email address. It is possible to get an account, buy robux from a store like Best Buy and load them into the account without any legal contract being signed by a consenting adult. While we do allow our children to play the game, we have twice had to fix accounts they created by themselves outside of our control, because Roblox allows it.
- 2) Roblox has no mechanism to return/refund accidental purchases. Unlike Epic Games, which allows up to 3 returns per account on mistaken purchases (the idea being that you learn your lesson and are more careful next time), Roblox has a zero refund policy.
- 3) Roblox has no customer dispute process. All complaints are handled through a "report abuse" button, which simply limits the damage for future purchases.

We have tried to resolve this issue with Roblox, but after multiple emails back and forth with their

customer service, we are at an impasse. --- Consumer desired outcome: 1) Refund the robux spent on SolemnTM in app purchases.

2) Change their policy on refunds to allow a minimal timeframe for refunds.

3) Have a customer charter that provides a way of leveling a complaint against an in-game service provider (similar to Amazon&apos;s ABC rules with Marketplace providers)

4) Stop allowing children to sign up for accounts without a valid email address and parent consent. ---

Contract Signed Location: Home (electronic signature) --- Products Purchased: In App Purchases using Robux --- Payment Type: Payment Type: Credit Card --- Senior?: No --- Consumer County: Chester

Cannot communicate with them via phone. --- Additional Comments: talk to someone

I had a charge appear on my bank account that I did not purchase and was not sure where it originated from so I tried several times to contact Customer service. On Sunday evening, March 3, 2019 at 10:14pm I received a call from a woman stating she was from Roblox. I was awoken as it was late and answered in case there was an emergency. The woman wanted to know why I contacted them and I stated I was unsure where the charge came from. She stated it was me. Clearly not me or I wouldn't have asked. She spoke for a few minutes before saying this was technical and she would send me to another person. She then dialed a person and proceeded to say this lady was on the line that thought her kids were to stupid to take her credit card and buy something, it is something they learn at school to lunch numbers into a device. You take the call she is getting on my fing nerves. He said he was leaving, but put the idiot through. When I tell him how rude it was he called me an idiot and proceeded to be abusive as well. This is disgusting. Not only did I not speak about the charges that only a 7 or 9 year old may have occurred without my knowledge, but listened to this person try to do the same thing and speak about me to his M-CM-^M-BM-^@M-BM-^supervisorM-CM-^M-BM-^@M-BM-^]. It was disgusting, abusive and uncalled for. ---

Additional Comments: I want my money back and an apology. This disgusting behavior is uncalled for.

roblox customer service called regarding an online inquiry I sent. i had a charge that wasnt familiar on my bank statement. Three reps were abusive in the call. They now continue to text my cell. Texts are coming from b(6)

My son uses this online gaming portal to play several games. Today, he purchased Robux for \$24.95 using my credit card (repaying me with allowance). He literally just made the purchase of the robux to purchase some in gaming items. Within less than an hour, someone was able to take the products he purchased away from him. Now I have a hysterical child, that worked hard for his money so that he can use it to game; because that's what he enjoys. I am so sick and tired of this gaming system taking his money and then either getting hacked, stolen or taken away. I would like to know what controls are in place to prevent this scam from continuing to occur. How can other people in games so freely take the products that we JUST PAID FOR moments earlier? This is a complete scam and I want his account refunded immediately! --- Additional Comments: Account robux should be restored so that he can use these funds to make the purchases that were stolen from him. BBB should look into this gaming system so that people stop getting scammed and ripped off. This isn't the first time this has happened and I am getting sick and tired of this happening on this platform of games.

I bought my girls 2 Roblox gift cards for valentines day can't get them to work. I have talked with customer service serval times and they keep telling me you have to a pc to redeem. There is not a place on the gift card that says you have pc. I have been trying to resolve this issue since 2-15-19. The customer service has been very responsive and they are only trying to help. My kids are mad at me and I'm mad at myself about this situation. I feel like im so stupid and took advantage of I need my money back please. --- Additional Comments: I would like a refund back on my credit card now please help.



Consumer stated that he visits a game site called Roblox/X Solla Consumer Services where people can create their own video games. Consumer stated that he has visited them for 4 years and it is regulated depending on the game. Consumer stated that his 10 year old niece discovered pornography on the site, he reported it to them and it was pulled from the website. Consumer stated within 24 hours the pornography was back, he stated it is very detailed and that Roblox now continues to allow this on the website.

Son and daughter were refused a rollback due to it being their 2nd time, since there is a supposed-one-time restoration-policy which is clearly not fixed in terms of how many times a rollback can be given. I am an attorney. I know you aren't allowed to disclose information about other people's accounts but I have actually asked b(6), known on your platform as b(6), how many rollbacks he has been given, this was through his father who I know due to our legal contacts, since he is also an attorney - he told me 'many times'. After a bit of research, I also discovered that many other prominent-figures in the ROBLOX community were given multiple rollbacks, whereas my children were denied rollbacks and were denied appeals. Is this because they are - from your eyes-classed as irrelevant? It honestly sucks that you are only helping those who are known in the ROBLOX Developer Community and etc. I'd like a statement on why you think it is okay to deny children rollbacks; even after taking into account the circumstances. --- Additional Comments: Unban my children and give them a rollback. I've spent alot of money.

Hello BBB, My account with Roblox was terminated early this morning, 'Our content monitors have determined that your behavior at Roblox has been in violation of our Terms of Service. Reviewed: 1/29/2019 10:25:25 AM. Moderator Note: Your account has been terminated for violating TOS. Your account has been terminated.' This complaint has multiple layers including product issues and customer service. I highlight these issues in detail to help with transparency by sharing screenshots. Let's start with the violation of TOS, handed down by 'content monitoring,' resulting in account termination. Firstly, why no warning? Secondly, why no description or details regarding this alleged TOS violation? As it stands this is a product I like, this is a company I love, and I have invested extensive time in this community and money into this company. Even if I were to attempt to move forward with another account, I would have no way to know what caused the first violation, nor how to avoid repeating this in the future. I consider this an immense oversight by Roblox. As it stands, I have paid CAD 192.50 for Roblox Builders Club, a yearly subscription to their service. This is their highest level account which offers many perks along with the ability to create groups, build games, and contribute to the community. As it stands now, I have only owned builders club for 69 days, which means 296 days are remaining in my subscription. My account has been terminated, and I cannot log in, I cannot access my groups, I cannot access my development games, and all are managed through my account and builders club which I paid for. Roblox provided no details, insight or even a warning as to how, where, or why I violated their TOS. And while I did read their extensive TOS, which is written by a team of legal experts, I cannot fathom how they expect typical end users to comprehend and follow this perfectly. It is more than likely I missed something in their, 10,413+ word TOS, their 7,356+ word Privacy Policy and ultimately their policy pages are extensive and complex. From a policy and customer service perspective, this can be improved by 1000% by taking a few key actions. If a user violates your TOS, warn them, this is standard practice on Facebook, Youtube, and other large platforms. By warning users, you instantly open the door to the opportunity to educate users, likely even solving the issue entirely on the first warning. Ultimately the primary objective is to keep everyone playing Roblox, the community safe and keep these extreme actions for only the most severe issues. Since I do not know why, how, or where I violated their terms of service, I will share this above myself. I try to keep to myself; I do not harass, bully or cause harm to people or the Roblox community. I frequently give away Robux generated from clothing sales in my groups. I am currently actively developing a new Roblox game using Roblox Studio. And I am

consistently promoting Roblox an --- Additional Comments: Firstly, I'd like my account reinstated. Secondly, I'd like to see Roblox provide warnings first combined with more transparency (where, how, why) violations were broke to help educate users. Lastly, I'd like Roblox to fix or update their phone number for support inquiries.

My daughter plays Roblox. She plays a few games on their platform, but the game I am referring to is Royale High. I purchased 24.95 of Roblox for my daughter. She redeemed them on a game called Royale High for 26,000 diamonds. I found out that there is a glitch on that game that is taking diamonds away from everyone. This glitch hasn't been fixed yet, but no one has offered the return of the Roblox that she used to purchased those diamonds. I have called and spoken with Customer Support. They told me that they couldn't do anything but to contact the Developer on the game. The developers username is b(6). She doesn't allow those that aren't friends with her to message her. My daughters request is pending and has been for awhile. I tried reaching out to her via You Tube and Twitter and she hasn't responded. Her user name on twitter is b(6). It is b(6) on You Tube as well. No one has tried reaching out to me to rectify this issue at all. It is like Roblox and Royale High Creators are okay stealing from my daughter. I am not okay with it. I am not okay with my daughter who loves this game being stole from. My last resort is to dispute the charge of 24.95 with my bank, complain on every platform, and more because I am not okay with no one reaching out to me and acting like it is okay. I have looked in the groups of the game and this is happening to multiple people. Why not refund me? That makes complete sense. Roblox is responsible because this is their platform. My daughters username is b(6) for them to make things right. --- Additional Comments: I would like my daughter to be given 26,000 diamonds on Royale High or to be credited back 2002 Roblox that was purchased on my debit card for 24.95. Thank you in advance.

Purchased a \$25 gift card at Walmart for online game credit, ( Christmas gift for 8 yr old ) She was unable to redeem the card on the game website.Reason given: ( 'DOES NOT WORK WITH XBOX1'; ) Attempted to return card for refund at Walmart, was told no refunds.No indication on the card that it cannot be used with XBox1, no contact information on the website/card to resolve this. Corporate number gets no response.

The company had a data-breach in August 2016 where email addresses, usernames and IP addresses were accessed through an administrator-instance by an unauthorized third party. The company made a blog post where they took responsibility for the breach but claimed the data was limited and outdated which it was not. The company knowingly posted a blog post instead of additionally or solely contacting the emails of people affected since most users had left the platform from the data-breach and so that users wouldn't launch a class action lawsuit. ROBLOX Corporation states in their ToS that users cannot participate in a class-action lawsuit. However, after talking to numerous legal sources, this is up to the judge, not ROBLOX. ROBLOX has also not followed the California disclosure of information process where a certain format has to be followed. Many users information was also used to commit identity theft as well as mine where due to the company's incompetence, my email was stolen since they had used by IP address to locate my ZIP code which was used as a form of authentication for the email provider which was not public anywhere else! A few days forward from the data-breach, the data was leaked on many websites including forums where ROBLOX made no effort to get it removed until numerous emails were sent to them.ROBLOX - due to knowledge that users could not fight an appeal successfully engaged in terminating accounts that were compromised as a direct result of the disclosure/breach of email addresses and other PII so they wouldn't have to deal with the hassle of giving a restoration of items.I talked to an employee of iEnergizer who worked as a restorations specialist for ROBLOX and he confirmed the fact that most appeals are denied - even if they are wrongfully banned[for e.g being compromised]Emails that deactivated for example, Hotmail accounts which get deleted after 90 days if inactive lead to the

recreation of those deactivated email addresses. Criminals then stole items belonging to ROBLOX users due to this. If the emails were not disclosed, would anyone remake them? NOPE. Evidence can be proved of all above upon request. [?] --- Additional Comments: Address the points I've made, respond to them. File a data-breach notification to the State Attorney just like companies like ArmorGames have. And actually assist those such as myself affected.

My 11 year old son had his account deleted at their discretion for purchasing something that was not appropriate but was on the screen and available to get from their catalog. My son, making a poor decision used this item. They then deleted the account. I sent a long apology email asking to please give him one more chance as he made an error and realizes it and I assured them it would never happen again. They wouldn't budge and kept their decision to ban him. We have spent close to \$2,000 in Roblox purchases and I asked for a refund. They responded that they have the right to cancel at their discretion and not have to reimburse anyone. I am seeking reimbursement for the amounts paid. If they want to delete him over one stupid, kid mistake forever, that's their decision, but I want to be reimbursed. Roblox is capitalizing on our children for money constantly, promoting violent shooting games and yet they act all self-righteous, cancelling a young boy's account and all the money for characters he's purchased. I intend to take them to small claims court for the monies we've spent over the years. It is not right that they can keep all the money spent on items we purchased. Something needs to be done about this. --- Additional Comments: I am calculating all the charges and will have a number that I would like to be reimbursed or re-activate his account and make this incident a warning.

On December 25th, I tried to purchase online Roblox points for my daughter with my debit card. It showed that my card was declined my card even though I knew I had plenty of money in the bank. I tried about 6 times and then gave up. We ended up buying the points on my husband's debit card. It went through fine. Later, I noticed 3 pending transaction of \$24.95 each from b(6) (Roblox). I called both my bank and Roblox to dispute the charges and both told me the charges would not go through. All 3 transaction have gone through and have been paid out to Roblox. I've been working with Roblox and they refuse to refund me even though I've provided a screenshot of the deductions from my account. I've offered a hard copy statement and they say they can't help me. I've asked for a supervisor and his/her phone number and Roblox refuse to give me one. Please help me. They are keeping my money and do not want to accept my proof of these 3 transactions. I'm happy to provide the BBB with my bank statements as well showing the 3 deductions that show they were paid out. --- Additional Comments: I would like a refund of \$74.85.

Hello, I had an issue last year that I was unaware of. My deceptive younger cousin who was around 11 years old at the time, decided to use my computer without permission and logged into my ROBLOX account. He decided to buy in-game items using the in-game currency Robux. I had an estimated 35,000 Robux saved up. Going into my transaction history, I was made aware that within two days, over 30,000 Robux was spent on in-game items. Upon this discovery I immediately changed my email and password, in fear that my cousin still had access to the account. I then contacted Roblox Support, where they were no help. They asked me to send a support ticket through the original email, in which I told them I no longer have access to this email because I deleted it a very long time ago. I deleted this email account because of the amount of SPAM mail I was receiving. A day later I decided to log back into my Roblox account, just to find out that I can no longer LOG BACK IN. There was no email received that informed me access to my account was blocked, and upon trying to log in I was never informed either. Roblox has membership options, which I am subscribed to the Lifetime Builders Club, at the time the value of this was \$200-\$300USD. You can also purchase Robux, and around 22,500 Robux costs \$200USD. So now my estimated account worth of \$500USD has vanished, all the work I put into this account through the years is gone. This account has an immense

sentimental value to me, and I am extremely upset. --- Additional Comments: The only thing I want is a refund of the Robux spent, and access to my sentimental account!

I have been a member with Roblox for a couple of years now which cost \$4.95 it is for my son who is now 11. I purchased for christmas an item that was \$95 which was a virtual hat so he puts the hat on a character in a game that Roblox offers online. I was there during the purchase which I used my paypal same payment used for the \$4.95 a month to them. My son received the virtual item that minute right after I paid. A week or so later Roblox had a security bug which allowed hackers to friend their customers and lure them into a builders team create in order to be able to exploit a script which is a hacking tool into the system to be able to get into our home computer system from Roblox system and get his password so that the hacker can steal valuable virtual items in which Roblox sells and resell them on the internet, this was another person explaining on you tube that this has happen to many kids and the video explains how the hacker was able to exploit Roblox software and steal over 40K in items and apparently Roblox already was aware of this hacker [https://www.youtube.com/watch?v=eGsZyew8u\\_g\\_r](https://www.youtube.com/watch?v=eGsZyew8u_g_r). My son told me about it a week after scared that I would be upset at him in which I was not considering this was in part Roblox fault and being it was a virtual item that was lost I believed that if I talked to Roblox they would take care of it and give my son the item back, they made the money off it already and its no cost to them to replace a virtual item or so I thought. After a couple of weeks emailing back and fourth I finally got a response that they are not responsible for items that were traded, I wrote back and told them I did not trade an item I purchased it on their site , after that they responded that I used a 3rd party website to purchase item and thats against their rules and senmt me the rules. I asked them to have a supervisor call me so that I can speak to them directly explaining the situation and instead a b(6)Senior Account Restores Specialist wrote me and said the same thing to me except that they dont sell items and so now I was very confused then who makes these items that they let use on their platform? What is going on here as a parent and them having my credit information and not wanting to give back an item that was stolen due to their security glitch which is a virtual item at that, will not call me directly, I dont know what to think and so I contacted you to please help me figure this issue out and get back either our money or the virtual item for my son. --- Additional Comments: Get back either our money or the virtual item for my son.

My 13 year old Autistic daughter has been playing Roblox for a couple of years now. She has had an account and has invested lots of her allowance into this game. We are teaching her the value of money and took her to Wells Fargo to open up her own student account in shock she received her own debt card in her own name. We are able to track and see where her card is used and the amounts. We noticed she had three charges that she didn't recognize. One to Hulu, one to Netflix and a \$5.95 charge to Roblox in which she didn't remember using it to Roblox because she had just made a \$15.99 purchase to then and she wasn't sure about the \$5.95. I, her mother, contacted Wells Fargo and let them know that there were a couple of unauthorized charges on her account. Two that we were sure weren't hers and one from Roblox that she does have an account with but she didn't remember making that charge. The bank said they would investigate and contact these places. She never had a Hulu account and never had a Netflix account. The money from these unauthorized charges were refunded and placed back into her account. Roblox, closes her account and sent a message that do to abuse for unauthorized charges, her account was closed and that any time they get contacted about unauthorized charges, they close the account. My daughter went to use her account and is locked out. This caused a severe melt down and her to be depressed because she doesn't understand why and she doesn't understand what she did wrong. She can't play with her friends online as she did with the game and this is really devastating for her. I have called them several times and they always refer you to email. No one will speak to you to resolve the matter over the phone. My daughter did not make unauthorized charges. Unauthorized

charges were made on her card. She did. It abuse anything. They should have verified with the bank that she had an account with them for several years and her account was valid and that he charge was a recurring charge that she may not have been aware of but was legit or that she made the purchase and used the funds for products on the game if that was the case which would explain why the \$5.95 was charged on her card. They did not do that. They did not contact her is her parents to verify. They did not tell the bank she was a long time account holder and if she did or did not make the purchase. Instead, they have closed her account and labeled her as abusing and making unauthorized charges. She goes on her account everyday from school trying to log on and starts crying because it won't let her in. This is stressful and very hurtful that after me explaining the situation over and over again, they keep stating that my daughter made unauthorized charges and won't open her account. She can't make unauthorized charges using her OWN debit card. I explained how she is autistic and that she did nothing wrong and that they had to verify if the charge on her card from them was a legit --- Additional Comments: Account: Username: b(6) email: b(6) reinstated back to where she left off or reimbursed all money that she invested into this game for the last year due to being closed for no fault of her own.

My son purchased some in game currency with his Christmas money from Roblox. With this currency he purchased some items within a game that are not working as advertised. The items don't work properly and I am being advised to contact the game developer, which I am unable to do. I've tried direct message, twitter, Facebook etc to no avail. Roblox are telling me I have to contact the game developer which I'm unable to do. I just want the money back for my son , who has special needs and no understanding of money. In the uk we have laws to protect consumers from being exploited in this way so I would really appreciate any advice as to what to do next because I just going round in circles, and no one wants to know. Regards, L Knowles. --- Additional Comments: I would either like a full refund of the items not working or a replacement( not sure that's possible on an Xbox game)

In-app purchases were placed for over \$2500 that were unauthorized. Through amazon, I have 'freetime' set up and parental controls to disable my child from making purchases. To date, she has been able to purchase over \$2500 in in-app purchases. I ask you, how this is even feasible that anyone be allowed to purchase that much inside a game at all, let alone a virtual game where there is no product. --- Additional Comments: Refund app purchases to my account.

My daughter had an account through this website that she used to play with friends. Her account got hacked. I immediately notified Roblox with the information, especially because her account had our credit card info tied to it. Needless to say, Roblox did not respond. I've sent 3 messages and have yet to receive a response. I had to close my credit card as a precautionary measure. My daughter lost her game progress and credits, which we bought for her. --- Additional Comments: I'm very disappointed by their customer service. I was hoping the company would be able to share what personal information was tied to her account. I also was hoping they could transfer her credits to a new account or restore her account.

company allows bots or strangers to submit password reset requests which then causes spamming of emails which cannot be terminated, even after informing the company that account holder did NOT in fact attempt to reset password. spam emails are received almost every minute per hour for several random hours a day

I purchased the in game currency called 'robux' using my Google account. I used 900 of these robux which cost appx \$11.00 usd in a roblox game to buy items. I was not given the items I purchased. I restarted the game with no success. I contacted Roblox Corp for a refund and was told they cant refund me because I purchased in a user generated game. I need to contact the user that created the game. The user who created the game, b(6) does not allow other users to message him. Therefore, I have no way of getting a refund for items purchased and no help through the company I

purchased the items with. --- Additional Comments: I would like roblox to refund the 900 robux to my account and set up a better way for customers to get refunded for in game purchases.
see Attached document --- Additional Comments: see Attached document
I made a purchase on roblox and did not receive the item I was supposed to. So when I requested my money back they've deleted my account and all progress and money spent on the game is lost. Personally, I think when you make a purchase and don't get what your supposed to that's theft but it benefits them so all is ok. All I want is my account back. --- Additional Comments: My account back with all progress and items bought.
Online account was compromised. I have provided over 5 pieces of corroborating information, and they refuse to restore my account unless I have a depleted gift card from 1-2 years ago. There is \$40 to \$55 in real money involved in this account, as well as a primary source of socialization and entertainment for my autistic son. --- Additional Comments: Restoration of account b(6), removal of the phishing site that exploited my son, and more consumer-friendly account compromise policies, such as allowing an adult's ID or confirming login geography.
I have emailed numerous times to stop charging me for monthly Roblox to no avail --- Additional Comments: I would like a refund of all \$10.83 monthly charges to my son, who is she 10, account. His name is b(6). He doesn't know his login nor password
I have gone to customer service for Roblox many times, and was satisfied with the outcomes. But the most recent time contacting them about an issue regarding my account being hijacked and having robux and limiteds stolen from that account, they did nothing. I emailed roblox customer service about this issue. At first I had to get on the correct billing email to that account, I did that and emailed them again. They asked for more details and I did. I gave my transactions as proof and trade requests. They have not yet responded to this email and I didn't even get an email confirming that they have received it until 3 days later (Note that a confirmation email comes immediately after you send an email to them) It has been years, I've sent multiple emails about this situation to get no response back. --- Additional Comments: I just want to get this sorted out, I just want a response. And I also know roblox cannot talk about this on the BBB.
My son has put hundreds of dollars into his Roblox account. There were several unauthorized charges that my son did NOT make. After disputing charges, Roblox deleted my son's account without refunding all of the authorized purchases as well. I contacted the company and they said to wait 30 days or so, until the disputed charges go through, and then because I'm the parent, Roblox can re-open the account. Today customer service called me back and forwarded the issue to the billing department who are unwilling to verbally speak with customers. Instead b(6) from billing emailed us and said that the account is closed and will remain closed without refund of previously authorized amounts. Not only did they promise something that they did not follow through with or never intended to, but they also have ruined my son's account without refund. I now need to speak to a lawyer and am extremely dissatisfied that it has come to that. --- Additional Comments: Reinstate the account b(6) and if that is not possible refund all the money put into the account.
Okay so roblox is a gaming website where you get to create a account and do like real life stuff, create clothes, create games and other stuff. So what I did to the website was to bot the catalog with clothes so I could make a money move and earn profit out of clothes which I actually didnt earn nothing from it. And few days later my account was perm banned for breaking the "ToS" but when I signed the ToS they did not state that bot clothing or any sort of botting was against their ToS but when this happened they updated the ToS but without my signature so I would liek to see my account back because I did not break their previous Terms of Service. Account name : b(6). Other- Other Update

Consumer was playing a game on her phone and ordered \$10 worth of products for the game, Roblox. Consumer states that the company charged her \$335 and consumer did not order this amount. Consumer tried to contact the company and is not able to get ahold of the company.

My son was given a gift card that did not work. After emailing the Roblox company, they stated that the card had already been used by a different account. They also stated that there is no possibility of it being a duplicate card, so the card was obviously hacked. I sent the photos of the receipt and the card and they refused to do anything to make it right. They just said there was nothing they were going to do. We would like to be credited for \$25, but they are not willing to help further. --- Additional Comments: We just want to be credited \$25 for the gift card.

My son accepted a willingly sent trade and the next day he was banned. I emailed Roblox asking them to send me the paragraph in their rules and regulations that my son violated. They also emailed the kid who sent the trade that they cannot restore his items because his account was not compromised and there was no issue with the trade. Roblox called my son a scammer for accepting a trade that was willingly sent to him. The only scammer I see in this case is Roblox who scammed both kids, by treating them unfairly. Roblox didn't bother to send me the paragraph that was violated; they actually didn't bother to contact me at all. Aren't there any rules and regulations for these corporations? --- Additional Comments: Treat the user fairly.

Roblox is an online gaming platform where users can create and publish their own games for others to play. The website has been having some major issues lately, myself not being able to play anything, others similarly can't -or barely- play any game. I've been to their Twitter page, where they have stated that the platform was indeed experiencing issues, but a later post also stated that these problems were resolved. This post was about 14 hours ago, and I am still receiving errors, unable to play. I've tried contacting their support team, but they have yet to respond after 36 hours. (!!) This had also happened last week, the exact same scenario had played out. I think this is rather poor service for a multi-million dollar company.

Hello my name is b(6) I am extremely upset right now in regards to what is going on First off we called Roblox this morning about an extra charge on our account from Roblox on our credit card we are aware of the charges for Robux we purchased but a glitch that happened and we were double charged. The lady we spoke with when Roblox called us back b(6). She was blatantly rude about the situation we informed her we would contact the better business bureau or contact corporate in regards to the situation. We then get an email stating that we received a refund which was all great but not the immediate intent, it was to find out why the charge happened and how it could be rectified not to issue an immediate refund if it was not necessary. I then got a rude add on to the message which stated that the Robux were put on our account and used and indeed the ones we bought were used but what everyone's not understanding is through our bank account it shows 2 charges for the same purchase. So then my son goes to get on his account today and is now banned as we spend hundreds of dollars on this game and have never done anything to break terms were wondering why he was banned and would like these actions accounted for. . For a lady on their team to ban my son because she was having a bad day is inexcusable why were we not informed on what the situation was if it came to my son's account being BANNED for a problem that their system generated I would have preferred no refund and had my son still being able to play his favorite game . This action is causing him a great amount of turmoil which no one wants to see for their son when nothing was done wrong by my family at all. Unless there are specific reasons ( DETAILED) reasons for my son's account who is 7 by the way getting banned aside from being unfairly double charged. getting refunded without being aware and including a ban for it all . I would like to know asap and hope the situation may be rectified before I need to go to a higher level of Help. my son's name on the game is b(6) and if you are not aware of what went on I informed The agent that yes we bought Robux yes we used them but there was multiple charges on our bank statement for that ( ONE ) purchase) P.S

please please help lift this ban and rectify this wrong Sincerely b(6) please please try to understand what the other representative did not we were never asking for a refund. We were looking for an explanation of what went wrong with a mutual fixing of the problem. charges we accrued We know we purchased 1000 robux we spend LOTS AND LOTS of money through Roblox were outrageous builders club members. and we whole heartedly love roblox and everything it stands for it wasn't trying to receive a refund on what we had purchased we never have or would. But our bank accounts 2 charges for the same (ONE) Purchase. like if you went to the store bought a loaf of bread had it charged to your card for \$1. --- Additional Comments: To unban my son for something that the company did wrong . Not my family. and if it helps another family not get double charged or to reduce that and not have punishment placed upon them for getting double charged would be the greatest outcome.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: Yes --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: true --- Remote Access Software Name: b(6) --- Consumer Age Range: Over65

My 9 year old son and his friends found a game on Roblox called Freakies Only. This game involves naked played that are able to have virtual sex with one another. The players choose if they want to be a male or female and the game shows you the naked private parts of the players. The options are to suck, dance and lick. My son was on and there was a female player that sucked him. The games shows players having sex with other players. I was informed that it shows the males sperm, and or ejaculation. It shows the avatars &#39;players&#39; fully naked, males and females an online interactive orgy. This game is allowed to be selected whine you sign onto Roblox. This is very dangerous for any child, as predators can use this game to lure children in the game room. I took screen shots of the game and will bring this complaint to the highest authority. --- Additional Comments: I want the game fully shut down, and an investigation of their business practices. I plan to go to the attorney general if there is nothing happens. The maker of the game is couldsayebic. I would like the maker of the game to face charges for creating an interactive \*\*\*\*\* site which children can easily access.

&#39; Buyer Beware&#39; if you purchase a lot of items on an account it can be deleted no questions asked for any reason Roblox chooses. My Son purchased Robux by accident and his mother had to file a dispute against google payments because my Son was messing around on his phone and accidentally purchased Robux. This was a kid mistake that they would not forgive. I would of been fine if they took back the things that were purchased because of the accidental charge. My Son did not enter any card information, no name or anything else all he did was enter a password and it did not ask for any other information. Google has been contacted as well as appeals department. Google has reinstated his account on there end. Roblox has denied every attempt that i have made, it was a mistake. And Roblox deleted my Sons account that i purchased hundreds of dollars worth of stuff over the years. My Son spent many hours building up all his games and it&#39;s all gone now. He has moved on to play Fortnite and buy Vbux instead he was devastated and in tears and very hurt because of the way Roblox handled this situation. I am angry because i spent a lot of money on his account. It used to be when you buy something its YOURS. Very, Very unsatisfied Ex-Roblox user. I was spending money on my account and my Sons and I now canceled both of our builders clubs that I was paying monthly for. We are done with Roblox, we don't need stress because Roblox doesn't treat there customers fairly. It is also my understanding from Google that it is illegal for his phone to have



stored that information since he is not of legal age, so this is also a legal issue. A loyal customer for many years and now because of one accidental purchase on my Son's phone they deleted his whole account and wouldn't give it back. b(6) --- Additional Comments: Re-Open my Son's account and or give credit for what he had built in his games. I feel like 50,000 Robux would be fair if they could not re-open his account because it is lost. This is still a huge loss in comparison my Son would not be able to purchase all items with that amount or repurchase in-game items with that amount. It would only be a fair move on Roblox's part to do something so my Son would have something to start with. Robux is a virtual money it's not even real. The stress and hardship they caused in my family is real. I know it's a game but it was an accident and my Son should not have been able to make a purchase so easily without permission. He learned the hard way how easy it can be to make an accidental purchase.

They shut down my daughter's account I have been writing ever since day one that they did with them just telling me they were working on it but now they're saying that it's too late I would like my daughter's account back on or the money that was still on the account refunded I think they're trying to pull a fast one and keep the money --- Additional Comments: I would like the account reopened or my money back also I would like someone in charge to call me from Roblox because all I get are these pre-typed messages thank you please help

First, I tried calling multiple times and no matter what time day or the option I chose, I was disconnected. Second, we have unauthorized charges to our account from Roblox that did not result in any product given. It seems they were just charges. Those are: Transaction ID: b(6) September 16, 2018 \$5.95 Transaction ID: b(6) Transaction Date: September 21, 2018 \$4.95 Transaction ID: b(6) September 26, 2018 \$9.95 Transaction ID: b(6) October 7, 2018 \$24.95 Transaction ID: b(6) Transaction Date: October 9, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 9, 2018 \$24.95 Transaction ID: b(6) October 11, 2018 \$9.95 Transaction ID: b(6) Transaction Date: October 18, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 18, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 19, 2018 \$24.95 Transaction ID: b(6) Transaction Date: October 19, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 19, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 20, 2018 \$4.95 Transaction ID: b(6) Transaction Date: October 21, 2018 \$24.95 Transaction ID: b(6) Transaction Date: October 21, 2018 \$24.95 Transaction ID: b(6) Transaction Date: October 21, 2018 \$24.95 --- Additional Comments: Please refund us for all the above transactions and email us.

I just complained that I was unable to get a hold of Roblox through their telephone. There were unauthorized charges on my son's account that were specific incidences. We did authorize builder's club and there was a recent \$9.95 charge that was authorized. His account directly reflects a product when it was authorized. The unauthorized amounts do not produce any sort of benefit and there's a clear difference. They have refunded some of the charges I listed, but suspended the account. My son did NOT authorize the list of charges and his account should not be deleted. I want the company to look into why those charges were made. I want to speak to someone directly about this matter. --- Additional Comments: Re-instate the Roblox account and make it so I can speak to a live person about this incident.

My son's account was hacked and stolen. Roblox is unconcerned about the theft of my son's account. I provided enough information to prove that I was the owner of this account and they have not provided a way for me to get back my stolen account. I have spent over 70 dollars on this account and it is to Roblox no problem when a criminal steals my account information. I sent them 6 emails and got only one response saying they want my first gift card I used over 8 months ago. --- Additional Comments: I want my account fixed and an apology for how this problem occurred.

On October 17th 2018, Roblox Corporation did a "ban sweep". On that day they banned thousands of accounts and thousands of people lost a lot of money. I was one of these thousands, I spent around

\$500 on my account. Roblox was banning accounts due to "botting". I did bot, but they updated the TOS around a month ago, stating Botting is against the TOS. I never knew that they updated the Rules, they should have done this more properly and gave us a warnings and possibly a ban for 3 days, instead they deleted all of our accounts. I emailed them asking if I can transfer everything to a new account, and they said no. I would like either my account back, money back, or all my groups, robux, and items transferred to my new account. I would also like this for everyone else that got banned that never even knew that they updated the TOS. Thank you.

Been registered to this game since 2009, and now they're banning me for botting, saying it is against the ToS, but the ToS is not saying anything about botting. As a paid service, ROBLOX does not have the right to terminate without validation of offense from the ToS that existed at the time of the offense. The current ToS has not been updated and remains to have no violation policy with regard to botting. Official ROBLOX ToS: <https://en.help.roblox.com/hc/en-us/articles/203313410-Roblox-Community-Rules>

Roblox confirmed that someone hacked into and took over my son's Roblox account (speedboy1238). Before resetting that account, they said I had to send confirmation of the first purchase made on the account. I sent confirmation. I received an email stating that since it was a Google document, they needed access to view it. I granted access. I then got another email stating that they still couldn't verify info, and that I needed to send it again. I sent it once again, as a separate attachment (not as a google document), and they stated that they still couldn't verify the info. The info contains a screenshot of my bank account, showing the purchase date, amount, and retailer name. I still received another email stating that they needed that info before they could reset the account. I told them I was contacting the BBB, and they still said that they needed the same info that I've now sent about 3 times. I just want to have his account reset, and someone else has taken over the account without his permission. --- Additional Comments: I would like to have his account reset, so he can regain access (and so the other person no longer has access)

I filed a complaint with BBB a couple of weeks ago regarding an INVALID gift card I purchased. I requested my \$25 refund back FROM THE GIFT CARD. It appears they filed DISPUTED CHARGES ON MY DAUGHTERS ROBLOX Account (WHICH IS UNRELATED TO THE GIFT CARD I PURCHASED) instead of REFUNDING MY MONEY FROM THE PURCHASE OF THE CARD > BECAUSE they filed DISPUTED charges on my daughter's ROBLOX APP, ROBLOX cancelled my daughters account. My daughter paid a fortune in ROBUX and to be a BUILDERS CLUB member. These purchases were approved by me. The fact that ROBLOX cancelled an 8 years olds account that shes had for years because GOOGLEplay somehow had power over her account is ridiculous. MY daughters roblox account is NOT ATTACHED to my GOOGLE PLAY GIFT CARD COMPLAINT. --- Additional Comments: I DEMAND that GOOGLE PLAY STAYS AWAY FROM MY APP ACCOUNTS and that ROBLOX reinstate my daughters account in full, with all of her membership rewards she purchased and earned through the years. HER ROBLOX ACCOUNT IS UNRELATED TO THE GOOGLEPLAY GIFT CARD I PURCHASED > THEY DID IT ALL WRONG. I DEMAND IT BE CORRECTED RIGHT NOW > It has been weeks and a lot of money mistakes on their end. My 8 year old wants her ROBLOX ACCOUNT, Username: b(6) back NOW. She did nothing to deserve this.

I paid for a product from their website, I was removed from the service for a violation that was NOT mentioned on the websites TOS at the time of the removal.

ROBLOX as a company has violated and broken organizational rules. They updated their Terms of Service, however never published this to users or had any users agree to the updated terms. ROBLOX has banned A LOT of people over the past few days after their change in Terms of Service which was never informed to any players. I for one have spent money on ROBLOX and to have my account

permanently banned for perhaps actions I've committed in the past which was dealt with there and then by ROBLOX already, to come back and affect me because they've changed their Terms of Service is absolutely ridiculous. I hope you can look into it, despite it perhaps not being as important as some other matters, but this has affected me and many other players who have spent money. Thank you. I'd appreciate it if you were to email me rather than call me, as I am from the United Kingdom.

Im playing roblox for a while Since i paid money like 50+\$ Then i've earned 7K robux that would be worth 30+\$ then that day i got the robux after that my account got terminated then the moderator said that, Your account has been deleted for violating the Terms of Service for account theft. Its my Roblox account since first so why would i ? hack or scam someone's account  
"Account DeletedOur content monitors have determined that your behavior at Roblox has been in violation of our Terms of Service.Reviewed: 9/17/2018 1:13:53 PMModerator Note: Your account has been deleted for violating the Terms of Service for account theft.Your account has been terminated.If you wish to appeal, please send an email to [appeals@roblox.com](mailto:appeals@roblox.com)."

Hello, in the summer, my Roblox account, b(6), was banned from roblox, for allegedly, "un-authorized" trades, as a result of my ban, a person I gave a gift, b(6), who was not aware, of my "poised" items, (description of items that can get you banned), was banned, he did not violate terms and services of Roblox Inc. in any way, and was banned, he had multiple purchases on the account. Roblox has recently gone on a ban wave as well causing multiple people to have to rebuy subscriptions to products unfairly. I ask you help me solve this problem as soon as possible and thank you for your time.

They Banned my accounts without telling what rules i broke and i am a paying customer

To be honest ROBLOX just bans people for no reason just because people bot other peoples Accounts and instead of just banning the people who used the bots their banning everyone who has followers from bots which is kinda sad cuz of that they will achieve just to lose players in their game which is sad for them because ROBLOX is one of the most popular games in the Internet and its funny and a good way to spend time with without having issues with other players bullying you and doing more stuff that you dont like.

My Roblox account was deleted for false claims. Thousands of innocent accounts were banned, not just mine. The bans were all at the same time and day and were all for the same note: "ToS violation." This moderation note says nothing about why we are all banned. It doesn't state what rules we violated and what proof they have. Upon discovery, most bans were made because of bots. I never used bots. Other people used bots to follow our profiles on Roblox. People cannot control bots following us. Roblox failed to have user safety, allowing bots to be made and to scam innocent children. In the rules it doesn't state you cannot steal others clothes. I also never got any warning before my deletion, which is unfair. They could have Just removed all the clothing I copied and given me a 2 week ban.

As of today this company has began terminating accounts for their paid services with claims of ToS violation, when infact, no such violations have been made. No updates to policy have been released by the company and they are terminating paid accounts without refund or compensation. This is happening all of a sudden to thousands of individuals across the platform and the corporation is unable to justify their actions with nothing more than stating "ToS Violation".

Roblox has critically gave out false terms of service for us users, therefore we are being falsely banned for things in which we have not done. This has happened to many users not only myself. Therefore, the company's product are services are actually false as they purposely hide information for

users in order to ban their accounts and force them to get a new one with more purchases for their content.

No ToS on the website was broken on the website, and the website has yet to cancel any payments, as they require me to contact their Customer Support to handle the issue. Customer Support (due to not having any information on the accounts that were terminated) is unable to cancel any payment issues and is attempting to still charge me.

ROBLOX is an online social game that I discovered way back in 2010. I was but a child back then and I fell in love with the game. They offer memberships starting at about \$6 a month, all the way up to about \$20 a month. I spent hundreds of dollars on the game over the years, likely ranging from \$200-400 total. A few months ago they terminated my account wrongfully. They claimed I broke the terms of service which I absolutely did not. I emailed them an appeal but they simply sent a copy and paste response. I tried calling them but to no avail, and I'm not the only one that's been affected by this. If you look online you can see plenty of people complaining about how ROBLOX has a horrible moderation system, and they seem to ban accounts whenever they please. Please bring justice to this horrible company. They are likely banning accounts that have already spent a lot of money on memberships so that their customers will have to create new ones and spend even more money.

Throughout the years I've played Roblox for most of my life. If I had to say a specific time I would say back in 2012. For the most part, I enjoyed it, playing and buying builders club so I can experience the best part about it which was making games and clothing. In order to get the "creativity" out of Roblox. Apparently, that was not what happened today. They banned me out of the cold heart just because I was being "creative" which Roblox was mainly about. Being "imaginative" which is part of their slogan "Powering Imagination" but at the cost of \$5.99 a month for their cheapest membership program that allowed me to be "creative". However, as I continued to be "creative" and them powering my imagination to achieve new heights in Roblox, they decided to ban me for being "creative" and using my "imagination" to be the best player in the game I can be. Sadly, I wish it didn't have to come to this but it seems like they stole my creativity and my imagination. How you may ask? They stole it the moment they banned me taking everything I have worked for in the game... taking countless months of work and progress to achieve the best out of Roblox. Sadly, they are unfair on not following a paid service which is scamming. Taking the money out of young adolescents that also want to power their imagination. Out of everything that has happened doing this report and this story is the most unsettling thing that has happened in the United States. I thought this was a free market but to Roblox, it appears to be something else. Life is being able to live it freely and according to the United States rules and regulations but how can you live life with a thief known as Roblox stealing your "creativity" and "imagination" the two things they are looking for in consumers for their internet gaming server. At the cost of this, I sadly can't express the amount of disappointment that was caused by this company and their lack to follow their own rules and regulations that they have made from when they first made the game to every living day and hour that passed when making and updating their online game. "Powering Imagination" is a scam a big one since they can buy a mansion but they can not provide good customer service and relations when dealing with mature adults to young adolescents. Hard work and loyalty in the people is the main things that made this country independent from the British when they tried to attack us. Now we have internal enemies within the United States that want to steal our creativity and imagination of me and the young adolescents that also play this game to follow the same goal as I have. Roblox is becoming a corporate scam like Enron and we can't allow this to happen. Something must be done about this issue.

Imagination and creativity are hard to put a price on even when it's your own but to have it stolen from you is even worse than being mugged for money, you can't put a price on life and you can't put a price on creativity. Overall, I would like to thank you for reading my story and hopefully, you guys will be able to resolve this issue accordingly and willingly as what George Washington did when he went up against the British. Have a nice day!
roblox.com has banned 3 of my accounts violating their terms of service. I lost the potential to make \$60 USD worth of their online currency daily (an estimated \$21,900 USD a year worth of their online currency). I would like for roblox.com to revert the bans as these were given in a wave affecting thousands of people randomly. All this was done while the terms of service was not changed.
As a paid service, ROBLOX does not have the right to terminate without validation of offense from the ToS that existed at the time of the offense. The current ToS has not been updated and remains to have no violation policy with regard to botting. I was terminated on 10/17/18 with the reason: "Roblox Violation ToS"; I had paid them money over the last year along with thousands of others to spend money on virtual goods and services and they completely shut down my account with no given reason other than that. I demand Roblox to either lift the ban or compensate me and others for this intentional ban with absolutely no reason given as to why they have terminated us.TOPIC:Referrals
Wrongful termination with false TOS accusations should not be withheld.
So I got banned on a game called roblox for using a bot on the game. But their terms of services. The ToS is a binding contract that the player and ROBLOX enter.ROBLOX entered this the second they made ROBLOX a thing.We enter it when we sign up.They ARE allowed to change whats IN the ToSBut the ToS had nothing related to clothing bots, or follow bots, or trade bots.It was never implied about any "botting" but I still got banned for it anyway. As I just went over the ENTIRE ToSClothing Bots, or any bots, are not against the ToS or ToU
Consumer reports that her son purchased a \$25 card from Roblox and when he took it to Kroger's to redeem it to get the credits for it, the card was already used. This is the second time this has happened.
I purchased a roblox robux gift card for my child's birthday which he uploaded. He had \$2717 in robux. On September 7 2018 he logged in to find all his robux gone. Looking at his transactions, a user called Robux Marketss sold my child a T-shirt for \$2717 which he did not purchase himself. It is some kind of scam or hack. There are multiple other complaints online about children being sold an expensive T-shirt without their approval. I contacted roblox immediately less than 24 hours after the transaction in question occurred and they refuse to do anything about it. Will not refund my child, will not cancel the transaction, will not put more safeguards in place to prevent this from happening. I'm wondering if this scam is by the roblox company owners themselves. My child made his account when young and put a random email containing his name, not a real email that we have access to. I have since changed the email to mine but roblox will not help me in anyway because I don't have access to this bogus email my child signed up with years ago. This app is for children. It's obvious they don't care about children or have any customer service skill --- Additional Comments: My child would be refunded his \$2717. It can be taken from the other users account. The other user and all associated accounts by this user should be banned from roblox. Roblox should have a pin when doing purchases to prevent children from being scammed like this.
Roblox refuse to refund unauthorized charges. Ticket #b(6) --- Additional Comments: Refund \$2,100 of unauthorized charges Ticket #b(6)
So quick background my daughter wanted to play this game, Roblox. I set her up for playing it and marked it is an under 13 account and added my parental email to the account. However over time me

and my wife discovered the game has numerous safety issues and content exposure issues for minors. We thus decided it was best she not play it anymore and uninstalled the apps from our devices. This was nearly 4 months ago. However this week I got email of an attempted password change to her Roblox account. I of course then decided it was time to delete it because it now poses a identity security risk to my daughter. Roblox however does not offer a deletion option. So I emailed their customer support to request the account be deleted. The customer support thus far has denied this request. Under the COPPA law I believe Roblox is violating the deletion clause by not deleting my daughter's account data and potentially leaving this a security risk for her, a minor.

Hello there, yes earlier this month I was playing Roblox, and I decided I wanted to purchase some robux, so I did I purchased 2000 Robux for \$24.00 and got me 5 Mythical Eggs. When I made the purchase I saw 5 Mythical Eggs in my inbox, and when I went to go and get one so that I can hatch it they all disappeared all 5 of my Mythical Eggs. And I just sent \$24.99. And now they will not give me a refund or my 5 Mythical Eggs, or my 2000 robux back I told one or the other. --- Additional Comments: Yes I been trying to get my money back but they keep on telling me to go to the main page of the game, I just want my money back all \$24.99 back. Thank you

My kid playing games on mobile device and he didn't know Roblox charge with real money. He did not have authorization from the adults to purchased those games. Roblox refused to refund an unauthorized charge of \$2.1K. We need Roblox to reconsider this decision and do the right thing. --- Additional Comments: This kid is only 10yrs , where can he find an income of \$ 2.1K to pay for these games?

Roblox allowed an illegitimate user to purchase items through my daughter's Roblox account, costing her \$1634 Robux. After trying to file numerous complaints to have the money refunded since it was not her that made the purchases, they would not. I have no other way to get the solution to this problem, other than filing a complaint through the BBB. --- Additional Comments: Refund of the \$1634 Robux that were used without authorization from her account.

My son has been playing Roblox for a year or two (his user name is b(6)). He has behavioral problems and is on the autism spectrum. In order to control his behavior, he earns money between school and home. He has invested his earned money mostly on Roblox. This was a positive motivator for him to maintain good behavior. Unfortunately, he broke his computer monitor well over a couple months ago. In the beginning of August of this year, he earned money and was back on the computer. He was very upset when he tried to log back into Roblox to resume his game and realized he was unable to log in. I contacted Roblox via email and they said his account was deactivated due to unauthorized charges on his account. I shared the above information with them and said my son hasn't played in months and if there were any unauthorized charges, this was not brought to our attention. I asked them why they didn't just reset his password to assure no unauthorized activity would resume on his account. They said this was their policy. I reminded Roblox that I've contacted them on a couple occasions due to someone hacking my sons account and we've taken every measure to reset his password and make the password impossible for someone to hack. I requested Roblox to check the IP address used when the unauthorized activity took place and match this to the IP used when my son was actively playing the game before his computer was out of order (i.e. broken monitor). They said they couldn't do anything and they admitted they deleted his account. I requested either they reinstate his account or I would like a refund for all the money we invested in the game. The refused both requests. --- Additional Comments: I've invested over \$700 in the Roblox gaming platform. I'm requesting a \$500.00 refund.

On July 20th I purchased a 1 year membership and robux for my daughters account totaling \$154.90. On August 14 her account when logged into stated it was deleted. When my wife reached out to roblox they stated it was due to a disputed charge. The only charges we have made on her account is the 154.90 and she used a roblox gift card given to her by her grandmother. I provided proof to

roblox from my bank of the 154.90 payment. They are very difficult to speak with, only an answering machine if you call. I did speak with someone in person who confirmed the bank information I had already submitted as proof. I asked her if this is the disputed charge and she stated she did not have access to information on what is disputed. She advised I would hear from someone on a resolution within 4 days. After no response for a week I sent an email and received a response that my they can not assist me since I am not aware of the disputed charge and that I should contact my financial institution to get the information. Who and what am I supposed to contact if I do not know what the disputed charge is? I already provided by email proof of the only purchase made. I am fine if Roblox does not want us as a customer. They need to refund to me the 154.90 paid. --- Additional Comments: Refund the 154.90 paid on July 20 and they can keep th account closed. It was for a 1 year membership and robux that couldn't be used since they closed the account.

Consumer wanted to report that he received a bill from American Express for Kindle and Amazon Children game charges from a Roblox. That is accessible to freely to children and thinks this should not happen.

Dear BBB my account was terminated because it was hacked and I asked for a rollback they said I was not the real owner even though the only email ever linked to the account was mine I lost about 200K RAP or \$1300 --- Additional Comments: I would like \$1300 sent to my PayPal or the account restored with 1 month of BC and all my RAP items back(what it had before it was terminated)

My daughters account was hacked after we bought builders club. They will not do anything to help us get back in because i don't know the very first email she used when she created it. I know every email since, will even be willing to provide her birth certificate as proof of identity but none of that's good enough. I have asked them to either assist me in restoring access or refund me the \$50 builders club membership that we just paid along with the \$10 in robux we just purchased. They aren't willing to help me with either. I have provided them with every email I am aware of that we have ever linked to this account as well as the last 4 digits of my card we have used to make purchases and they won't assist. They are scamming children for profit and that is a huge issue. - -- Additional Comments: This company needs to be shut down. They are scamming children to make a profit as well as exposing them to sexual predators. They either need to revamp their security or be shut down.

My daughter purchased \$60 with iTunes gift card. Roblox said illegal activity was made and account was closed. I have contacted Roblox several times to resolve this matter. I feel robotic scammed my daughter. I want a full refund.

I have contacted roblox support about games violating the TOS but there is one game in particular that is breaking almost all the tos and i gave them proof of this and will not terminate the game,group and the creator of it. This game called ATLANTIS NIGHTCLUB is allowing for harassment,bullying,online dating,and treating people unfairly by allowing their staff on atlantis nightclub to do whatever they want if they are the owner's favorite and I tried contacting the owner fo the game but i got banned from his game as well as other people that reported his staff. --- Additional Comments: I want this game,group and creator terminated he is obviously broken the tos several times now and i gave you guys proof of it and several others have complained about this.

I'm not the account owner of said account that was banned, but I feel like this needs to be noticed by Roblox. A user going by the name of b(6) was falsely terminated over the fact that she was an associate of the user b(6) (b(6)), since b(6) has had no moderation actions on her account, she shouldn't have been banned. Talking about b(6), everyone is welcome on Roblox, everyone who knows b(6) and b(6) consider them quite welcome.If you are going to ban b(6) and b(6) for doing nothing wrong, and not ban people like b(6), b(6), and b(6), who are known pedophiles, that will put people who know that information unwilling to go on your site. Roblox is a COPPA certified website,

but if you ban someone for using your website and not pedophiles, I wouldn't want to use this website. If you think you are funny, you aren't. b(6) and b(6) did nothing wrong, and you know why. You have a terrible moderation team, which bans people for using site features the way they were supposed to be used, you ban people for pointing out developers that filter pass in a thread, you ban people for having a name that is okay, but unban them and give them the name of Reset(insert numbers here), and then tell them to pay the equivalent of 10 United States dollars to change their name to something else. --- Additional Comments: You should unban b(6), b(6), and unban b(6), and then ban b(6), b(6), and b(6) for being pedophiles. Also tell your Moderation team to not ban people for no reason, b(6) was banned for an account he didn't Hijack, and you banned b(6) for no reason for other than being related to b(6).

I can not talk to a human to help explain and resolve the issue that I have. When I communicate through email, the company only look at what they see on the account summary and not doing any investigative work. There was a purchase of 2400 gaming money and it never went to the account, it went straight to an item. The item cost 20 gaming money (Robux), 2400 was purchased and they think it makes sense for the whole 2400 to go straight to one item. I should have 119 of that item (which is not found in the account) and/or I should have 2380 gaming money left (Robux) for the account to continue buying items in the game. b(6) --- Additional Comments: I want the 2400 gaming money (Robux) added to the gaming account, I want them to investigate the account avatar clothing section to see that the item does not exist because it was never purchased and stop telling me about what the transaction summary is saying that the 2400 gaming money (Robux) was all spent on a 20 Robux item.

I have contacted the customer support several times to report a dance club that is allowing mass drama, mistreatment of players, harassment, online dating and even encouraging this stuff. I provided proof of this they took the game down twice but the creator of Atlantis Nightclub just brought it back up. Roblox will not do anything about this dance club because I contacted the better business bureau about Roblox allowing under age kids to be exposed to highly inappropriate content and behavior from these dance clubs and Roblox not doing anything about this. I gave Roblox several proof. Roblox support kind of ignores me now since I reported them to the BBB and say they can't do anything about this. It says in the Roblox terms of service that no games should promote or encourage this kind of behavior but despite my efforts they still refuse to enforce their tos. I want Roblox to take these dance clubs down or make a required age of 13 to play on Roblox.

My daughter has had a ROBLOX account for some time now. There is no email or phone attached to it. On a couple different occasions it will tell her she has the wrong password and after putting it in several times it will work. She shared her password with someone. And now can't get into her account I spent about a week going back and forth with ROBLOX support on this issue they wanted a screenshot of a purchase made I sent it then they say it's no good send the exact same thing. I'm sick of these people I have probably put \$100 or so into this account. I either want my money back or her game back. They refuse to fix it for me maybe they will for you. --- Additional Comments: Either I want all the money back that has gone into this account or the game fixed so my daughter can play on her account again.

I made a 'shirt' on Roblox which displayed a heart shape made up of different colored puzzle pieces, and under the heart in capital letters was the word 'AUTISM'. I submitted this 'shirt' to Roblox to be added to my account. After about a week and several emails with Roblox technical support where I was requesting help with the shirt (each with the subject 'Roblox Customer Care Ticket b(6)'), my account was ultimately disabled and determined to be 'inappropriate'. There was no further explanation. I carefully went through every rule I could find on Roblox website (they're not all in the same place for convenience), but found no explanation as to what was wrong with my 'shirt'. First 'rule' on 'Roblox



Community Rules; is: ;Try to understand why we disagree. Disagreements, both social and technical, happen all the time. It is important that we resolve disagreements and differing views constructively.; I would LOVE to understand what was inappropriate about my ;shirt; so that if a rule does prohibit it, I understand it and the rule, and prevent future offenses. As I am on the Autistic Spectrum, I ask that if Roblox responds to this complaint, they are clear and unambiguous so that I may actually understand what their concerns are. I would also like to share a copy of the image of the ;shirt;, to show just how simple and innocuous it appears (to show how non-obvious any rule violation might be). --- Additional Comments: [1] Roblox should explain which rule is being violated by the attached shirt.[2] Roblox should un-disable my account, as there isn't a rule to prohibit the ;shirt; I uploaded AND there was no intent to violate a rule.[3] Roblox should remove the penalty they placed against my account when they disabled my account.[4] Roblox should be more clear when declaring a rule violation, citing the rule that is purportedly being violated. This would be more in the spirit of the first rule on the ;Roblox Community Rules;.[5] Roblox should have a way for users to indicate disabilities and limitations of users (such as autism) so that they can act more appropriately when interacting with these users.

Our checking account was charged over 23 transactions that we didn't perform. These charges were on two separate days as shown below by Google Play \*ROBLOX 1600 Amphitheatre Pkwy g.co. Google Play \*ROBLOX 1600 Amphitheatre Pkwy g.co. will not refund all of these charges, but only 5 for a total of \$31.95. They emailed us saying that 18 orders were rejected for a total of USD106.32. My question is how did they know how much each transactions was, because we didn't discuss that over the phone. but they emailed it to us.M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99,Jul 28, 2018,M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99, Jul 28, 2018,M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99, Jul 28, 2018,M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 28, 2018,M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 28, 2018,M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 28, 2018, M-CM-;M-BM-^@M-BM-;80 Robux (ROBLOX), USD0.99, Jul 27, 2018,M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;240 Robux (ROBLOX), USD2.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;80 Robux (ROBLOX), USD0.99, Jul 27, 2018,M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;80 Robux (ROBLOX), USD0.99, Jul 27, 2018, M-CM-;M-BM-^@M-BM-;800 Robux (ROBLOX), USD9.99, Jul 27, 2018,M-CM-;M-BM-^@M-BM-;400 Robux (ROBLOX), USD4.99, Jul 27, 2018,M-CM-;M-BM-^@M-BM-;40 Robux (ROBLOX), USD0.49, Jul 27, 2018. --- Additional Comments: I would like Google Play \*ROBLOX 1600 Amphitheatre Pkwy g.co to refund us \$106.32 entirely.

Hi, I am a user on the online game Roblox. I have received absolutely horrible service through the Support system on Roblox. Recently, my account was compromised and the items on my account and my Robux (the online currency of Roblox) were stolen as well. I got the account back by myself, but I lost most of the items that I had worked so hard for. I contacted Roblox Support (info@roblox.com) where I was repeatedly denied assistance. They told me that the email I was using to ask for support was not the one connected to my Roblox account, which it was. I sent them proof of this multiple times and was still denied. I can send the BBB the proof if need be. I also have proof that someone was on my account, via pictures of them stealing my items and pictures of our chats. They didn't stop at denying me service, though. They proceeded to delete my account as a whole. There was only one note attached to the termination of the account, which said they deleted it because they thought it was currently compromised. I had repeatedly and clearly told them that I was

in possession of the account but I wanted the support team to assist me by way of restoring my items to the account. I sent an appeal about my terminated account to [appeals@roblox.com](mailto:appeals@roblox.com), where I was told my appeal would be reviewed by a "specialist." It has been 10 days and I have not received an update on this investigation. It really feels like they're just ignoring the appeal now. In conclusion, the service and overall treatment I have received from Roblox is ridiculously poor. My Roblox account b(6) was compromised and most of the virtual items and Robux were stolen off the account. I have pictures if I need to send any proof. Please don't hesitate to ask me. Thank you for reading and trying to help me get my desired outcome in this situation. --- Additional Comments: I would like my Roblox account, b(6), to be un-terminated. I would also like every limited item that I lost when my account was hacked and all my Robux to be restored. It is the responsibility of the business to restore my account and items to me, because I provided more than enough clear evidence that my account was compromised and my items were stolen.

Roblox system is flawed! I paid \$9.95 twice for 800 Robux. When I paid the first time I thought it didn't go through because the account showed 0 robux for the game, and this waiting (wheel) just kept spinning so I thought it didn't take or register or make payment since no robux showed up in the game. So I clicked out and tried again and payment still didn't go through (or so I thought). I still didn't show any robux on the game so I contacted them on the payment page and you don't get the roblox company you get this overseas company called b(6). So I told them what happened and they contacted roblox and I got the 800 robux. I thought that was the end of it until today. My bank calls me to tell me that some company called b(6)/Roblox keeps trying to take out \$4.95 and \$24.95 from my account so they blocked them and wouldn't let payment go through. So then they tell me that three payments went through yesterday, two for \$9.95 and one for \$4.95, however, they refunded the \$4.95. Because I tried to get \$4.95 (400 robux) since I thought the first two didn't go through. I didn't know the \$9.95 went through twice. So I told them what happened and showed them proof from my bank and they won't honor the second payment for refund or roblox won't honor the other 800 robux for the game. I tried contacting roblox and b(6) and no one will honor what happened. I saw several other complaints as well where this happened to other folks as well. b(6) isn't being honest about how many payments they received to the company roblox I guess. I paid twice and have proof and i only got one 800 robux for roblox, so their system is flawed and/or they do not communicate and b(6) is being fraudulent in this matter. --- Additional Comments: Either refund my \$9.95 or give me the 800 robux I paid for.

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- How I would like you to help is get back my 365 robux or lower I don't know the amount and make sure they give people robux back every single time someone is banned and thank you for your help --- Topic Description: cid-1415401-Hello I am a twelve year old who was playing on this website called Roblox and I love playing on this website and playing a game called bloxburg and I spent money on a currency called Robux which is used all over the website and i spent about five bucks and I spent robux on this game and I was acting very stupid saying bad words like all twelve years old can you blame me but they ban me I kinda expect that but I lost 365 robux and that around three dollars

I purchased an in-game extra from a game in Roblox. The in-game purchase did not work. The game developer did not care to help, nor did Roblox. Roblox has no oversight over the fraudulent behavior of its game developers. That would be like eBay not offering any help or support in disputes between buyers and sellers. That is absurd. If Roblox offers, operates, and maintains the platform to allow developers to create games and offer in game purchases, but does nothing to regulate or monitor it, I believe that it is a dangerous and reckless business. I contacted Roblox several times on the matter, with the same response: they will not help. My money was fraudulently taken, with no refund or

apology. --- Additional Comments: I would like a refund on the money I spend on the Robux that were taken without a product being offered.

My child's account was hacked. This company forced us to repeatedly send screenshots to prove this is my son's account. My son is a child. Their company allowed my son to be victimized. They have our money. They don't care. I just want my son to have his account back under our control and the Robux we legitimately purchased back. He is crying. This company is not doing an even passable job protecting CHILDREN. --- Additional Comments: Put this account back in our control and get my son's Robux and Builders Club back. Make the predator who did this lose their ability to access Roblox. Have security in place that actually works for kids.

I signed up my son for a monthly membership with Roblox for 1 1/2. Currently, I don't have a binding contract with Roblox. I have removed payment that Roblox can make on my credit card. As a result, Roblox closed my son's account. Why? I paid for the services for the 1 1/2. We bought points for the rewards, they are ours. I paid for them. I have called over 20 times to get the account reinstated. I only received voice mail, emails. There's no live person. It's nearly impossible to get a resolution from Roblox. This is fraud. I want the services/merchandise I paid for my son. And the account is not reinstated. --- Additional Comments: I would like my son's account to be reinstated. I paid over a year of membership for him to accumulate these points for this merchandise. These are our property. I do not have a binding contract with Roblox at this time. This is why I cancelled the membership. Roblox's action is deliberate retaliation against a consumer. Please protect our rights. It's also illegal when you can't reach a live person with any services. There should be a disclaimer in their services.

My paypal account was billed for an unauthorized purchase from Roblox allegedly made on 7/28/2018 at 9:34 pacific time. NO ONE in my family was home as we were at our championship flag football game. I appealed with Paypal and it got denied. I did get credited back the 9.95 on July 30, 2018. My son's account then got banned for a "violation". --- Additional Comments: I am requesting that my son's account with the username of b(6) be reinstated. HE DID NOT MAKE THIS PURCHASE as he was with me the entire night of the 28th of July. This is unfair business practices to say the least. My son was crying when I got home for lunch today because of all the work and money we have put into this account.

After multiple support tickets, Roblox customer support refuses to help me regain access back to my account. I've tried to provide them with information regarding the email that is linked to the account and that it is no longer active. But they refuse to listen to me and look at the information I've given them. Instead they tell me that they can no longer help me so I'm stuck locked out of my account, unable to login with no assistance to get back in. --- Additional Comments: I'd like for Roblox customer support to help me regain access back to my account by looking at the IP that's trying to login and the past passwords I've used to access my account. Any information that might be helpful to regain access I can provide.

My son woke up on Saturday morning 7/21 unable to access his account. Someone had logged into his account and changed his user name and password. They also added a pin to his account making it impossible to reset his password without Customer support. We contacted Roblox support via email asking for assistance to have his password reset. We also requested they look into why several of his limiteds had been traded to a user named ItsCidr\_k Friday evening after my son had long gone to bed. We received only an automated response on Saturday. I emailed them again on Sunday. Later Sunday afternoon we received an email from someone at Roblox customer Support asking we open a ticket from the user's original email address - we did this. Keep in mind they ask you on the site to use a parent's email address which is why the first request came from me. We have yet to receive any further assistance and it is now 4 days later. I researched online and apparently this is a common complaint of many parents. My son pays for premium level access and they are not providing him that

access nor are they helping to resolve our issue. This honestly has been my worst support experience in my life and I have worked many years in customer support. I also emailed them Monday requesting to speak with a manager with no response and I emailed them again earlier today (Tuesday) providing my phone number. All I want is the issue resolved so that my son can access the account he has paid for and I want to understand how my sons account was hacked when he never gave out his password. I will start with simply a manager contacting me so that we can resolve the primary issue of no access. The ticket number is b(6). I will be happy to provide his user name and any necessary user verification. I just need a manager to contact me. --- Additional Comments: My son regains access to the account he is locked out of. Someone explains how his account was hacked. The traded items are returned to him that he did not trade.

Roblox system is flawed! I paid \$9.95 twice for 800 Robux. When I paid the first time I thought it didn't go through because the account showed 0 robux for the game, and this waiting (wheel) just kept spinning so I thought it didn't take or register or make payment since no robux showed up in the game. So I clicked out and tried again and payment still didn't go through (or so I thought). I still didn't show any robux on the game so I contacted them on the payment page and you don't get the roblox company you get this overseas company called b(6). So I told them what happened and they contacted roblox and I got the 800 robux. I thought that was the end of it until today. My bank calls me to tell me that some company called b(6)/Roblox keeps trying to take out \$4.95 and \$24.95 from my account so they blocked them and wouldn't let payment go through. So then they tell me that three payments went through yesterday, two for \$9.95 and one for \$4.95, however, they refunded the \$4.95. Because I tried to get \$4.95 (400 robux) since I thought the first two didn't go through. I didn't know the \$9.95 went through twice. So I told them what happened and showed them proof from my bank and they won't honor the second payment for refund or roblox won't honor the other 800 robux for the game. I tried contacting roblox and b(6) and no one will honor what happened. I saw several other complaints as well where this happened to other folks as well. b(6) isn't being honest about how many payments they received to the company roblox I guess. I paid twice and have proof and i only got one 800 robux for roblox, so their system is flawed and/or they do not communicate and b(6) is being fraudulent in this matter.

I am a parent of a Roblox user. I only allow my child one monthly purchase for Robux. After performing a regular check to my debit card balance information, I noticed 13 unauthorized charges to my account from Roblox. 11 charges were for 0.99, one charge for 4.99, and one charge for 9.99. This is the 3rd time I have had an issue with unauthorized charges from Roblox, in which I had to dispute the first 2 with my financial institution due to the lack of communication and follow up from Roblox. My bank had to credit back my account each time. In order to stop the reoccurring charges, I will report my debit card compromised to my bank, so I will receive a new card that is not linked to my son's account. Roblox does not give you the option to delete any saved payment methods. I would like a refund of a total of 25.87 to my debit card immediately. --- Additional Comments: I would like to receive a refund of 25.87 to my debit card on file with Roblox.

I am complaining about Roblox Corp because they closed my account for no clear reason at all. They told me that they closed my account for violation of the Terms Of Service, however, I was never given the real reason for my ban. I have tried to make another account but I was terminated for the same violations ( no reason given ). Nowhere in their Terms of Service, it says that they can ban my account for no reason. I think they banned me because they didn't enjoy the content I had on their platform, however, I never broke any of the Terms of Conditions given by Roblox Crop. My account b(6) & b(6) were banned by them without any proof or explanation. --- Additional Comments: I want my accounts to be unbanned, or get a real explanation why my accounts were closed, as I broke none of the terms.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Buy Roblox for 19.99 1700 Roblox but got charged for 49.99 and didnt even get 3400 Roblox. --- Method of Contact: Other - -- Fraudulent Person Claim to be Microsoft: No --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: Under18

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- The company does not care about the kids they don't read reports from people like they should. They support orders and do not do their jobs like should. They are also banning people forever for no reason and lying to people in emails about there accounts being banned. They are also framing people for doing something they did not do. --- Method of Contact: Other --- Fraudulent Company Contact Method: I received a message on there website --- Fraudulent Person Claim to be Microsoft: DidNotSpeakToAnyone --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: Under18

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- Me cobraron 170 d&#243;lares en vez de 20 que era lo que indicaban me iban a cobrar --- Fraudulent Person Claim to be Microsoft: DidNotSpeakToAnyone --- Fraudulent Person Claim to be Microsoft Partner: false --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false --- Consumer Age Range: 26-49

My son had an account with Roblox. I recently bought his &#39;robucks&#39; money that you pay into the game to have access to other features in the game. Shortly after spending 20\$ my son&#39;s account got locked out and he was unable to log back into his account effectively loosing the 204 and access to his account. I contacted Roblox support and they asked me for proof of the financial transactions which I supplied. They refuse to refund me or grant access back into the account. --- Additional Comments: access back into the Roblux accou t or the money I paid 20\$

I bought \$20 worth of giftcards in the form of two \$10 codes. One worked, and one said it was already redeemed. After contacting support, it was confirmed that one code went on the correct account, and one code was put on a different account. I suggested subtracting the funds from the wrong account and putting it on the correct account. However, customer service informed me that they were unable to do anything because the funds had already been spent. This is unfair because I am out \$10 of credit that I deserve and bought with no recourse .The problem is entirely due to Roblox&#39;s security, and wasn&#39;t due to any issue of my own. Therefore, they should take responsibility and give me another code --- Additional Comments: A replacement \$10 credit

My account with Roblox was somehow compromised and everything was wiped from the account and sold off to another account that has since been banned. (Obviously for other account frauds). I contacted Roblox as soon as I noticed the issue.I have had this account with Roblox for 11 years, and

regularly played through my teens and into adulthood spending my allowance on Builders Club. (A account upgrade) I have spent hundreds if not over a thousand dollars to acquire the items lost and Roblox refuses to help recover the items even though it is represented that they have the ability to do so. There was a gap in communication when Roblox's reply got stuck in my junk folder and I thought they haven't gotten to me yet. I ended up re-writing my complaint to Roblox again a few months later. I was told since it was past the 30 days they can't recover anything to my account, when their policy states it needed to be reported within 30 days of the compromise, which it was. And all the items are clear as day sold off the account and transferred to a random account that is banned. Roblox claimed to have the ability to either restore the items or their currency value to the account if a account compromise occurred. I provided Roblox evidence to my claim, and verified the billing information as requested but still over ruled by their 30 day policy. --- Additional Comments: I would like the items and currency restored to my account that was lost due to a compromise that is covered by Roblox policy.

On Saturday July 22 my son woke up unable to access his roblox account online. His password was changed and he was unable to reset his password because it required a pin. It appeared a user named b(6) had also transferred several expensive items from my sons inventory into his own personal account. We contact roblox support numerous times requested a password reset without response. On Sunday we sent an additional email requesting assistance. Roblox then responded stating they needed us to send the ticket in via the original account that purchased his account. We sent in communications from every e-mail we have ever utilized. I also requested an escalation and to speak to a manager. It is now Tuesday evening and we have yet to receive a response. The ticket number is b(6). My son has spent several hundred dollars this year on this product. My primary complaint is the lack of customer support and that we have now paid for a product that we are unable to access and there is no support to help us gain access. I am also concerned that my sons account was hacked and they have yet to respond to that. My son knows to never give out his password. I researched online and this seems to be a common issue with many parents making similar complaints that they are never able to reach support and get a response so they have all spent money on a product that they cannot access. My son has paid for premium user level access and they are not ensuring his has this. I want this situation rectified and I feel helpless to resolve it as no one is contacting me back. I even sent in a request with my phone number and asked someone to call me and yet no call back.

Note: At this point, Microsoft does not provide specific consumer fields. For that information, please contact Technical Support Fraud Paralegal b(6) or Senior Investigator b(6). It will help if you provide the Microsoft reference number b(6). If that does not work, please contact customersupport@consumersentinel.gov. Please note that due to length, the Microsoft reference numbers appear in the Complaint Disposition fields. Complaint Narrative: --- --- Fraudulent Person Claim to be Microsoft: DidNotSpeakToAnyone --- Fraudulent Person Claim to be Microsoft Partner: true --- Fraudulent Person Use Hostile Language: false --- Fraudulent Person Access Computer Remotely: false

My kids signed up for accounts on Roblox the account names are b(6) and b(6). Both accounts have been hacked or stolen. We sent the company iTunes receipts evidencing that we are the account holders. Neither of these accounts have email addresses attached. We need to have the passwords reset and have an email address attached going forward. I have called and emailed Roblox and there is an open ticket #b(6) attached to this issue. The email sent to reset the password did not work and this may be because these accounts were originally established by my kids without an email address. -- Additional Comments: Call me at b(6) to make sure this is resolved.

Roblox is online gaming company who predares on young kids. They don't provide easy ways for kids to cancel account. They leave a 1888-858-2569 and info@roblox.com. But no active person monitor the phone and email but an automated system.

roblox changed my DOB setting and refuse to return it back to 3/6/2004 due to the COPPA law if they cant change it due that then why should the have changed it in the first place they have made it so i would be 1 when i signed up to there website but due to them changing my DOB it restricts me from entering places in there website even places that i have used online currency to purchase items  
inTOPIC:Referrals

I purchased currency (Robux) to be used in the Roblox game. The item I purchased with the Robux was not provided, therefore I was robbed of the 160 Robux. Roblox's response is that they cannot ensure the receipt of my purchase and will not refund my Robux, rather they direct me to contact the seller directly. The seller, however, does not list any contact information, nor does Roblox require them to do so, thus enabling their theft of my money. --- Additional Comments: I want to be refunded my purchase of Robux made 6/25/18 in full, as the only reason I purchased Robux was to buy something from that seller who scammed me.

I get the same automated message every time regarding my account that was wrongfully banned. I spent hundreds of dollars on this website and I have never received nothing but automated messages. Apparently my account was deleted for 'Breaking the ToS' but they refused to give any reason why. --- Additional Comments: I want my account back because I am not sure why I was deleted as there is no proof. I know this is a good company and I hope this can be resolved.  
Account name is b(6)

After I contacted you guys about the situation, today 7/8/2018 I got an email letting me know that they re-opened my account and given it back to me. Please note they have denied my request quite a few times as I have in email. I have been also told once a decision has been made they won't change it. I told them I have contacted you guys about the matter that I will now from on let you guys deal with them. Well I am sorry I had to waste your time on this. Like I said before they gave me my account back, but I think that was after I mentioned I contacted you. I have e-mails of them denying me. I am just happy I have it back.

On the 4th of July I made a purchase to Roblox on the mobile app. I was in a game and had a little bit of robuck and needed a few more for an item in the game. I made two purchases to get the amount I needed. My credit card is on the file of the game so I easily access. Mind you, i know this game is for kids but my son, nephew and nieces all play this game. It helps keep me in check with them and let's me having a little something to do with them since they live hours away. I also get them robucks for birthdays, Christmas and other such things when they want it. Well my payments must of came back as disputed/unauthorized so they banned me automatically without me even knowing. I sent an e-mail to them regarding my concern. They told me to reply back to the email with more information. So I sent them proof of my bank account statements even having my name on it showing the pending of both charges. I've provided the last four digits of my credit card that is on file. I got an email saying it has been denied for them to unban my account. They asked for proof and I provided them with proof along with an explanation in the email. I got another email telling me once a decision has been made they won't change it and me sending multiple emails won't make a difference to their decision. They kept my payments and didn't even refund me the money. They told me I broke the roblox rules by having the disputed/unauthorized charges come back as such. I don't know how this has happened, I've used my credit card on this game many of times with no issues! I've spent money on this game and it breaks my heart that they will just ban me and not even look further into getting it unbanned even with proof I had provided to show it was truly me. That I am the owner. They told me the billing specialists would want to get the owner of the credit card to show proof. I've done it multiple times. I've sent multiple emails explaining what happened. I never wanted this to happen, I honestly didn't. All I want is everything to be alright. I want my account back, if I can't have my account I want all the money I have spent on it. I can't even call them to get better response, all I can do is send emails and

wait for response. My roblox name is b(6) if that'll help any! --- Additional Comments: I would like my account to be unbanned from the mistake they made. I am the owner of my account and credit card information on my account game. They refuse to take it and denied me. If I can't have my account unbanned I would like to get refunded of all the money I spent in my account. I don't find it fair that I got banned for a mistake on them. I've tried to explain, I've tried to show them proof, proof they wanted/requested.

I was hacked on Sunday and tried contacting ROBLOX 5+ times not only through the support site but also through the customer support number. This hacker deactivated my email address linked to my account and I have no access to it. He changed the email, the password, AND put in a pin. He stole my 700 robux and took my limiteds of black iron bucket of pwnage, cardboard shades, hockey mask, blizzard beast mode, and troublemaker. He also got my IP banned with ROBLOX since he got a hold of where my email address was linked. Everytime I emailed ROBLOX I stated the email was deactivated and yet they still told me to email them through said email even though I literally have no access to it whatsoever. I called about 5 times and got left with the choice to leave a voicemail where I ultimately got no response. Even when I verified I was the original owner they seemed to blow it off. I only have a set amount of days left before I can reclaim what's mine and ROBLOX doesn't seem to care. Either make it to where employees can be contacted directly via phone or something cause this is crazy. I've gone without my account for 3 or 4 days now and no progress has been made to solve this. The username is b(6) and I've filled out countless tickets through email about this probably and ROBLOX is really slacking to help someone who has put \$500+ and time onto their game. Something needs to change and it needs to change soon. --- Additional Comments: I want to have my account restored, my robux returned to me along with my limiteds, and have my IP address unbanned so I can play ROBLOX games.

Recently, my account 'b(6)' was terminated for 'selling virtual currency' when it could've been a complete mistake. In no one way would I risk my account being terminated when I was pending for the developer exchange situation. Looking through my account, you will find no transactions at all of me selling any type of robux. The only robux which I have paid through via group funds and my account is through developers which might've caused those issues. My group was deleted, my only account was deleted and there was no explanation of how I sold through the moderation team. All I was given was a bot message saying to review the ROBLOX 'Terms of Service'; --- Additional Comments: I am looking to reverse this termination and do whatever is best to help you decide in your decision. I was wrongfully banned and I have been a regular member on the site for quite a while now. I have spent tons of money on this game for it to be the best and I hope the moderation system can do a better job than terminating people for no particular reason. I will try my hardest to fight this termination in a legal way.

i wanted to buy robux. so i payed with my moms card and it took the money and i didnt get the robux. my mom lost \$49.95 to get me 4,500 robux and i didnt get the robux. IsVictim:true --- Initial Means of Contact: Unknown

My account 'b(6)' was recently terminated for apparently 'Breaking Terms of Service'; without any reason. I furthered by contacting ROBLOX support team and they preceded to say 'I broke rules' and they would not changed the outcome. This is totally unjust as i have been a long lasting member of this community for several years now and have never been banned let alone breaking any of the rules. It's like they never moderated anything and they just felt like deleting the account. Not only that but they didn't even tell which rules I broke. --- Additional Comments: I would like my account to be unbanned so I can go back to what was going on before. No rules were broken and it is extremely unfair to ban someone without reason. If you tell me what I broke, my behavior will change, but I know I did nothing wrong. I would please like to contact the support team and hope to resolve this situation. My account 'b(6)' should not be



banned especially without reason and I am hoping we can come to a happy conclusion and I can continue to keep spending products on this service.

My 8 year old son recently was scammed out of products that he had obtained when the server updated the game. He bought a product called the patriot pack with his allowance. He then traded this item on roblox for 1600 legendary hat crates from other users. To put this in prospective, each legendary hat crate costs 100 robux. A set of 400 robux costs \$4.99. My son is not the only one, as the Roblox servers are blowing up with discontent, and I even saw one player lost 1.3 billion due to the update. I contacted Roblox, and they have told me that there is nothing they can do. They state that all creators create games under the Roblox platform, and they are not capable of making any changes. I have contacted the creators, and have not heard back. Roblox is not enforcing any laws to protect their gamers, especially children, as this game is geared to them. Their practices and procedures are unethical and are a prime example of Internet scamming. They take no responsibility for those creating under their brand name.

I requested that my account, fool, ID is b(6), be unclosed/unbanned for the fact that the reason it's closed in the first place is due to a hacker group known as the Valors. They hacked into my email and account, and when I email'd roblox saying 'here's the info to prove that I own it, so can I get my account back?' then providing the OG email, CC info, screenshots of me in game, they replied back with 'We have closed the account for being unable to verify ownership of it.' And when I tried again with only the Original Email, explaining how it got hacked, they said 'We cannot provide any further information on this matter, please review the previous information we've sent you.' Which was nothing. They literally sent nothing for me to review or any indication that it was fixed. It's like roblox hits the 'Close Account' button when they see anything relating to hacking then say 'Job done.' and never do anything about it. Step up your game, roblox. --- Additional Comments: I just want my account back. I have no other problems with roblox other than the Customer Service is absolutely abhorrent, and I never recommend going to them for a problem since they don't fix a single thing out of the 10 times I've asked them for help.

I purchased a 25.00 roblox card and redeemed it on the website on 6/10/18 the same day of purchase. When I reviewed my account the balance was zero. I called as well as sent an email to customer service and I was told that the card was redeemed but I still don't have my credit. I sent emails again requesting help to locate my credit and I haven't heard a response. I want my 25.00 for my game card purchases. --- Additional Comments: I want my credit for purchasing

My 7 year old sons account got hacked into which resulted in a withdraw of 9408 Robux which is the equivalent of about \$100.00. We have contacted the company numerous times via email, which is their only method of contact, and have gotten one response in which they said they would look into it. We did provide them with screenshots of the evidence we had showing the withdrawal of the robux. We have contacted them numerous times in regards to the status of our refund and have not received any response. This is bad customer service and we only desired the return of his robux currency. --- Additional Comments: ROBLOX should be obligated to refund my child's Robux and should also address their lack of Cybersecurity in order to protect their customers from acts of cybercrimes such as this.

i found out my kids had three pages of friends on Roblox that she doesn't know. i tried to delete them but you have to do it one at a time and it takes multiple clicks and a lot of time. adding a complete stranger takes less than a sec and one click and is offered up in a screen after every games. they are intentionally making it hard to keep kids safe on their site.

The Roblox.com website which targets children under the age of 18 to play interactive games has several pop up ads. The ad was clicked on, then several attempts were made to get out of the ad.

Once that ad was clicked on, several other ads began to pop up as if the "door" had been opened. Then the computer began to malfunction and stopped working. The computer would no longer turn on and operate. The computer operating system had to be replaced to remove the virus. The primary user of Roblox are minor children. Children should not be exposed to popup ads that pop up so often during the game that they eventually click on an ad because they are clicking on the aspects of the game. Please investigate to determine why these ads contain viruses and a law or provision to protect minor children on this game.

Over the course of the 4-5 years I've played Roblox I've never experience horrible customer service then from this company. I've worked incredibly hard to obtain the items I have from the account and account that have gotten removed for no valid reason. I own an account named b(6), that was hacked and countless items were stolen. I've been scammed out of BlackValk, Prankster, Yum, Clockwork Headphones, Clockwork shades, and plenty of other items. Take a look at the trades; now I'm writing this complaint because no matter how many emails I've sent they were only able to return one set of items years ago. I guess they don't have an understanding how it is to be 15 and lose 150+ hours of hard worked items in moments. I didn't touch my account for a month and someone managed to take all my limited. Over the course of 5-6 years on Roblox I've been scammed plenty, and nothing was done about. My sisters account b(6), she was involved in a bad situation and ended up losing her whole account. That's messed up, they have no care in the world for justice and honesty and they're very careless. I've lost Yum atleast 8 times. I had to re-earn it and the way my heart felt right after losing all my limiteds, wasn't alright. But it's Roblox right? They weren't helpful in helping me find a solution, and they basically said M-CM-&#39;M-BM-^@M-BM-^we can't get it backM-CM-&#39;M-BM-^@M-BM-^] everytime. Basically saying M-CM-&#39;M-BM-^@M-BM-^we don't care about how long it took, suck it up and dealM-CM-&#39;M-BM-^@M-BM-^] and being a kid receiving a message saying M-CM-&#39;M-BM-^@M-BM-^we can't return your itemsM-CM-&#39;M-BM-^@M-BM-^] crushes you. The outcome, this business is corrupt. They have no clue on how they're affecting on this audience. They're fans, and users. I am disappointed on the disgustingly immature and dishonest customer service I have received. --- Additional Comments: I would like my limited back. Go thru my account. Look how many trades I lost to small little limited. Because I for one, know I didn't deserve it. I want my BlackValk my yum, prankster, Black bucket, prankster, all limited returned. I want my sisters account b(6) reinstated, because that situation wasn't dealt with correctly. I want everything I lost returned to me. As that's not fair I invested so much time and money to a game just to lose it all. I want my situation resolved for the last time without any complications. Its their company they can do whatever they want, I want it all returned.

I had purchased a gamepass for a game on the ROBLOX website which is a one time purchasable item. This purchase was made with a virtual currency (Robux) that is directly obtained by purchasing with real currency. The purchase was for 650 robux, however my account was charged double the amount due to a website glitch. After contacting customer support to fix this issue, I was given an email stating that the game developer is the one who decides what the gamepass does, this however was not relevant as the gamepass worked correctly and I was only requesting a refund for the double charge. After sending another email further detailing the issue, I was sent another email stating that roblox is unable to refund in game currencies, and was told they can only refund robux, which was what I needed refunded. After sending a third email to explain the issue even further, I was sent a final email stating that they are unable to give me any other response. After this I attempted to contact roblox support by phone, but was met only with a bot that will record your message and send another email, which would only give me the same issue as before. After that I had sent one final email regarding my dissatisfaction towards their customer support lacking the ability to understand

my issue and only responding with pre-recorded emails that were irrelevant. --- Additional Comments: I would like to be refunded the extra 650 robux that was incorrectly charged due to a website glitch.

I purchased \$US49.95 / 4,500 robux from their site so my daughter could use it to buy items online for the game. After contacting them numerous times through both my email and my wife's (b(6)) they have come back and told me that the purchase went through and my daughter had spent the robux. You can actually go on to my daughter's page and look up when she received any credit and when she spent credit. I purchased on 2nd June 2018. It shows that she hasn't received any credit within the last week or month and also shows the last time she spent credit on the 21st April 2018 (well before I purchased this credit). They have also asked me to give them a screenshot of a purchase receipt, but they failed to email me one (shouldn't they have a copy of this). How can I send them a screenshot of something they didn't give me in the first place? I have sent them a screenshot of my credit card statement showing that the money was taken out on 2nd June 2018. My daughter would like this resolved as with international charges it has ended up costing my daughter close to \$AU70 (which was her birthday money). All we are asking is that they uphold their end and supply my daughter what she has paid for. Her Roblox user name is b(6)

On 5/13/18 at approximately 5:47 pm PST, I purchased 800 Roblox credits for my son's account in the amount of \$9.95. Shortly after, I authorized a 2nd purchase of 800 Roblox credits in the amount of \$9.95. However, when I checked my email and financial statement, I discovered a 3rd unauthorized charge in the amount of \$9.95. Thus, I was charged 3 times instead of just the 2 times that I had authorized. This was before I gave my son back his PC. Therefore, the 3rd \*\*unauthorized\*\* charge would be a Roblox server error and not a child user error. I requested to have my Visa credit card refunded for the last charge (3rd charge) of \$9.95 --or-- stated in my correspondence that if it was easier for their customer service department, they could transfer/credit the 800 Roblox credits to my daughter's Roblox account. Even though my complaint was very detailed including all the additional information identifying my child's account and my cc information, I still received a vague email requesting "more information", which was the exact same information that I had already sent over prior. After sending over the same requested information, I did not receive correspondence back. I then contacted the telephone number and connected to an automated system that makes you leave a message for a call back. There are no live agents to speak to. I received a phone call back from a representative named b(6) and explained to him my issue. He informed me that if I requested to have the last charge refunded that they would suspend my child's account for 7 days, while they "investigated" the matter. Investigate what? Clearly the system glitched. When I requested to just have the credits transferred to my daughter's account, I was told that they "don't" have a way to transfer the credits on their side. However, the representative informed me that he could send me an e-mail that would allow me to easily transfer the 800 credit to my daughter's account. I asked if there would be anything in addition needed in order to transfer the credits and he assured me that there were NOT. He later informed me that my children would need a builder's club subscription in order to transfer the credits, as if he was trying to sell me more product. Thus, I requested to speak with a supervisor. I was told he would put in a request for a supervisor to call me back. Shortly after, I received an email stating that the billing dept was going to refund the last charge but because of this, they would DELETE my child's account. The email continued to blame my child or a family member for stealing my cc information and placing the unauthorized charge. Shame on them! My son's account is now suspended! --- Additional Comments: I desire for my son's account to be immediately unsuspended and wish to be refunded the extra charge of \$9.95 WITHOUT my son's account being deleted. This is UNFAIR business practices for an innocent child that faithfully patronizes their company. In addition, I believe that my child should receive free courtesy credits because of the unfair suspension and unfair

treatment due to a glitch on their system, as ultimately he is the one being inconvenienced in the process..

This company charged my visa without authorization for credits which were never applied to the account. I spent several weeks going back and forth with their customer service dept. all to no avail. They refused to issue a refund to my visa or provide the actual credits to the game, which I was charged for. --- Additional Comments: Refund of the unauthorized charge to my visa.

I am filing a complaint on behalf of my son. Roblox falsely claimed my son scammed another Roblox player out of an item (a cap worn by avatars &#39;Al Capwn&#39;), suspended his account for 3 days, and deleted/stole the item from his Roblox account. My son legitimately purchased the item from another Roblox player on a non-Roblox web site (Rbxplace) for \$50. Roblox only allows trades, not purchases in their gaming community. In order to complete the exchange, my son traded a low value item for the other player&#39;s Al Capwn item which is higher value item. A few days later a Roblox moderator messaged my son&#39;s account accusing him of scamming another player (not named) and threatening account disablement if it occurs again. They also deleted the Al Capwn item from his account. My son worked with me, his father, to follow Roblox&#39;s appeal process. The emails back from Roblox&#39;s appeals team were very dismissive and indicated again that my son scammed another Roblox player. No other emails from my son or me were accepted and the reply was &#39;a final decision has been made and this case can&#39;t be appealed&#39;. So, my son is out \$50 and upon my request, Roblox would not provide any supportive information backing up their claim. I know that my son did not scam another Roblox player. Roblox&#39;s investigation/moderation process is very flawed and they should not falsely accuse children/young people of scamming or defrauding others. Roblox needs to restore the Al Capwn item to the my son&#39;s account or track down the real culprit so we can recoup his \$50. Roblox is in the wrong on this situation. --- Additional Comments: Roblox needs to restore the Al Capwn item to my son&#39;s account or track down the real culprit so we can recoup the \$50.

I GOT RIPPED OFF BY ROBLOX!!!!!!!!!!!!!!!!!!!! IVE PAID TONS OF MONEY TO UPGRADE MY SONS CHARACTER ONLY TO FIND OUT THAT I NOT ONLY GOT THE WRONG UPGRADE, BUT, WHEN I PURCHASED ADDITIONAL ACCESORIES, THEY VANISHED ONCE THE CHARACTER DIES. ADDITIONALLY, I CONTACTED ROBLOX ABOUT MY IRRITATION, ONLY TO HAVE THEM EMAIL ME INCOMPETENT RESPONSES ASKING ME THE SAME CONDESCENDING QUESTIONS --- Additional Comments: ROBLOX CREDITS/UPGRADES/SURPLUSES OR WHATEVER IT TAKES TO MAKE UP FOR THE MONEY I GOT SWINDLED OUT OF, AND THE INEPT HELP FROM CUSTOMER SERVICE

This is the second complaint I&#39;ve made towards Roblox regarding this situation, where they have a &#39;one time courtesy&#39; policy that when accounts are hacked, they will restore items to said accounts. The company is claiming that the account has been restored before and this is completely false and therefore is not providing me of what I am well deserved of. They&#39;ve declined me of this twice and now I am planning on making the next jump in this situation being legal court action. --- Additional Comments: I want a clear, show of when the account &#39;b(6)&#39; was restored to the items the company claims to have done before. If this cannot be provided, I would like my items to be restored, or else I will be taking legal action in the court.

Awhile back Roblox Corp banned me permanently from my own account due to my bank making a chargeback on what they presumed a unauthorized change when I purchased a Outrageous Builders Club membership. Roblox bans me and sends me to their appeals department, which is, in fact, robots and if they are not robots they are the worst people I have ever met, worse than support coming out of china with a translator. They banned me and liquidated all my assets, and when I appealed after a long and tedious process they unbanned me. But as a &#39;one time courtesy&#39; they took everything that had a ROBUX value to it. And they did not restore the ownership of groups that I owned previously, therefore I also lost many of my companies that I had built up, one of which was a

company called 'Hops Supply Co'; they removed my ownership in which some random player could then take it, the random player (faucility) spent all 4145 robux remaining, then gave me my group back. I blame roblox for this. In the end to get my account back they made me re-purchase OBC, which I did willingly. Then they still took all my robux and let they guy walk away with my money! --- Additional Comments: I would like all my robux returned especially because they made me re-purchase OBC again to 'cover what was returned';. I would like all my groups that I previously owned before I got banned returned to me.

You see, My account got locked as to privacy mode in roblox. I have 11.00\$ worth e-cash in there and i simply cannot lose to a stupid kid's game. I have emailed hem countless times to atleast refund me. All they have responded to me is COPPA,COPPA, we're committed to COPPA. Now i know they can change it on their servers through html. I'm not a stupid teen either.Now all i need is YOUR consent to tell THEM to refund me. I hope i can trust on the US government...can i? Other-  
Other Update

When an account on Roblox is hacked. The account can have a 'one time rollback courtesy'. Two of my accounts were hacked and the items I had were gotten rid of as well by whomever hacked the accounts. The company rolled back my one account 'b(6)' and then in order to safe my items, I placed them on my other account 'b(6)'. This account was hacked the same day I placed them on the account. Keep in mind, the account b(6) hadn't ever been rolled back, so therefore it was eligible for the rollback. However, when emailed about the situation, I was kept waiting for two weeks until I was told that the account couldn't receive the items back. I've spent years, and lots of my actual money from my job and parents to acquire what I did. Everything I had was my actual passion. And they won't restore it. I even went as far as to factory reset my PC in order to remove whatever was hacking my accounts over and over. And it worked. --- Additional Comments: I would like my items to be restored 100%. I rightfully deserve them. There is no reason as to why I shouldn't have gotten them back.

Registered a Roblox user account for my child who is under 13. The sign up process did not seek parent approval nor offer the chance to contact a parent for permission to register the account. Within 1 hour we were subjected to discussions about suicide, introduced to a game in which players are assigned other players to assassinate with a knife. It was quite alarming and it does not appear that Roblox conforms to any of the COPPA compliance requirements and it does not appear to be a safe experience for children.

I am filing a complaint on behalf of my 14 year old son, b(6). He plays the online game Roblox (b(6) account) and was notified by the Roblox moderator in March 2018 that he was banned for 3 days for scamming other players and sent the message 'Do not steal from or scam players on Roblox. The next time stolen items are passed through or found on your account, it will be deleted.' Roblox deleted/stole an item from b(6)'s account making the false claim he stole the item from another player. The item is a cap worn by a player's avatar and called 'Al capwn'. b(6) purchased this item for \$50 from another Roblox player (b(6) account) on a non-Roblox web site (Rbx.place). He did not steal this item as he doesn't have access to other accounts. Roblox players resort to other web sites for purchases as it not allowed in the Roblox platform, but Roblox does allow trades. After the purchase on Rbx.place, b(6) traded a low valued item for the b(6)'s higher valued item (Al capwn) in Roblox to complete the exchange. Roblox then made the false claim that b(6) stole the item. When b(6) appealed the Roblox decision, the Roblox appeals team stated they would not provide any more information. As the parent, I sent an email, the only way to communicate with Roblox, to the Roblox appeals team responded and they stated they would no longer respond to a case with a final decision. In my email appeal, I pointed out that they had produced no informatioin showing that b(6) committed theft. So, Roblox committed theft by removing the item from b(6)'s account and will not justify their decision with evidence. The

point here is not the amount of money, but that a gaming company can make imperialistic decisions referring to young people as scammers, etc. Also, I believe that since Roblox is not earning revenue from these sales outside of the Roblox platform, they engage in deceptive practices such as the aforementioned case in an effort to restrict or eliminate free commerce. Below is the first email response to b(6)'s appeal:

b(6), Apr 5, 12:01 AM EDT: Hello, Thank you for contacting us about this issue. Your account was correctly banned for participating in the theft of other accounts that do not belong to you and their assets. The penalty for this offense will not be changed. Please review the Roblox Community Rules to avoid future moderation actions on your account. Keep in mind that severe or repeated offenses may result in a harsher penalty on your account, up to and including its permanent deletion. Sincerely, b(6) Appeals Roblox

My son asked me to purchase Robux for his new XBOX ONE. Since he can use the same username as on the laptop, I didn't think twice when purchasing them. HE USES THE SAME ACCOUNT NAME ON BOTH DEVICES. Well, if you purchase them on your phone, you can't use them on the xbox. I called and texted asking them to refund the money so that I can repurchase the bucks for the xbox, and THEY CONTINUE TO EXPLAIN TO ME SOMETHING I HAVE ALREADY BEEN TOLD! My point to them is- It is misleading to allow a consumer to use the same username on both devices and yet not to allow the robux to be used on any device. I purchased the robux for the xbox one. I did from my phone as a convenience to myself as a parent who doesn't use the xbox. I ask for a refund and rather than tell me yes or no, they reexplain the situation over and over. Any decent company would refund my money as you can clearly see I haven't used any of the robux on the phone and don't plan to!!! --- Additional Comments: This business should ensure that when parents make a purchase of Robux that they know that even though their child can use the same username on any device, the Robux can't be transferred.

I received 2 txt msgs giving me a security code for Roblox, which I do not have. It was from b(6) Other-Other Update

The organization continues to debit my bank account when I have repeatedly complained about my grandson not being able to log on to the game. We are unable to remove my information because we are unable to log on. --- Additional Comments: I want my money back and my information removed.

My son has been playing Roblox for roughly a year maybe a little longer. Every weekend that he stays with his grandparents they purchase Robux for him (\$10-\$25 worth). A few weekends ago when he stayed with them they tried to purchase him \$25 in Robux and somehow ended up with \$135 in charges on their credit card (his fault, their fault, Roblox fault - who knows). Regardless, they contacted Roblox about the charges which after some back and forth they are going to reimburse but they also deleted my sons account claiming that any account with unauthorized transactions gets deleted. We don't even know what happened but obviously it was a simple mixup while trying to BUY Robux from them. This is extremely disappointing and makes no sense considering we're the ones that did it AND contacted them...only to have the account deleted. For real? We don't even know what was bought? Accidentally clicked? Does anyone even care? Honestly, No. They say they do..and say you can contact them to discuss having your account restored..good luck! All I've got is a big NO! with no explanation then told to refer to my previous email response. They don't care that we've invested hundreds of dollars into my sons account via Robux and buying the little figurines at toy stores with item codes and now having a completely heart broken 10 year old because his account was deleted. Of course we could make him a new account and start all over, which I'm sure is what they want - \$\$\$\$\$. The more email responses I get from this place and complaints I read on here...this sounds like a huge scam to me. Avoid it! I know one little boy that will be. --- Additional Comments: My sons account restored as he did nothing wrong. My grandparents were simply trying to purchase \$25 in Robux and ended up with \$135 in charges on their credit card which we still have no explanation for but they were not

intentional by any means, could have been an accident on our end or yours? But deletion of his account because of a mistake while purchasing Robux is a bit extreme and disappointing.

After our granddaughter created over \$500 in unauthorized charges, we contacted Roblox. Although they try to appear to provide customer service, the 'canned' responses that are not logical to the issue at hand and the intentional delay tactics resulted in the last e-mail indicating it was beyond the 45-days; with the documentation submitted four times prior. After all of the e-mails were shared two times indicating that the request was well within the timeframe, the response was 'We're sorry but we're unable to provide you with any further information or response regarding this inquiry.' --- Additional Comments: Have the unauthorized charges reversed

The customer service was terrible to me. I've had an account with them for years. One day, I log on to find my account has been locked. I must reset my password or I can't log in again. Bad news; the email currently associated with that account was recently stricken with an issue where I couldn't receive any mail. I email the support and ask for a little help. I outline the email I can't use, the user of the account I need access to, and am prepared to give more. Issue; they say to contact my email provider. I did. They said the issue would be stuck like that indefinitely. So I contact them again. I state the situation with my email and they tell me, again, to contact my email provider. As much as I appreciate losing all the money I put into this account and the time I've wasted, that doesn't do anything for me. Especially after I outlined the issue to them. They just ignored me and told me to contact my email provider. In a gist, they were entirely unhelpful and very rude to me, threatening me with moderation of my accounts when I got frustrated. --- Additional Comments: I desire my account back. I've clearly outlined that I own the account and its emails, but the company refuses to bend. I would like to be given the opportunity to unlock my account and reset it with my new email rather than my old broken one.

On May 12, 2018, our son tried to log into his Roblox account. He was unable to do so. After doing our own search through our other sons Roblox account we learned that our oldest sons account had been hacked into. Immediately after finding out, we contacted Roblox via email and phone calls. We have been calling daily to try to speak with someone. No luck.. We have provided all information that would be needed to reinstate our sons account, which is screenname is b(6) email b(6) Additional information is he redeemed a gift card of \$25 on Sunday May 11, 2018. --- Additional Comments: Reinstate the account

My daughter's acct b(6) was deleted due to her unauthorized use of my credit card and prepaid credit card. She did this twice. Roblox deleted her account. It has been deleted since February 28, 2018. She has had NO access to the internet since Thursday March 8, 2018 since she has been home with me and I have her cell phone and tablet and everything is in my room with me. There are no devices outside of my room for her to get onto the internet. Now in the middle of processing are 3 charges EACH of \$4.95 FROM roblox on another debit card which is a BANK ACCT!! THE CHILD ISN'T EVEN ON THE STUPID ROBLOX SITE NOW TO EVEN DO THIS WHICH MEANS ROBLOX IS NOW FRAUDULENTLY TAKING MONEY ILLEGALLY OFF A DEBIT CARD OUT OF MY BANK ACCT!!!! I AM A SINGLE MOTHER WHO HAS BEEN UNEMPLOYED FOR OVER 2 YEARS AND I HAVE A TIGHTER THAN TIGHT BUDGET!! I AM CALLING LAWYERS UP FIRST THING IN THE MORNING! I AM NOT WILLING TO WAIT 5 TO 10 BUSINESS DAYS FOR THE REFUND, YOUR COMPANY BEST DO THIS IMMEDIATELY SINCE THIS IS COMPLETE FRAUD NOW SINCE SHE HAS NO ACCESS TO THE INTERNET AND YOU HAVE DELETED HER ACCOUNT! --- Additional Comments: COMPLETE REFUND OF 3 SEPARATE CHARGES FOR THE DATE OF 3/11/2018. EACH CHARGE WAS \$4.95 SO IN TOTAL THAT WOULD BE \$14.85. THIS IS TO BE DONE IMMEDIATELY, NOT THE 5 TO 10 BUSINESS DAYS EXCUSE ROBLOX SAYS ESPECIALLY SINCE THIS IS NOW FRAUD ON ROBLOX END DUE TO THE FACT THE CHILD DOESN'T EVEN HAVE AN ACCOUNT ANYMORE AND SHE ALSO DIDN'T HAVE ACCESS TO THE INTERNET THE ENTIRE

WEEKEND!! ROBLOX NEEDS TO FIX THEIR SITE SO THAT CHARGES CANNOT BE MADE SO EASILY ALSO IF THE CHILD STEALS THE ADULT DEBIT CARDS. THERE ALSO COULD BE AN ISSUE OF HACKING BECAUSE I AM SURE THAT ROBLOX ISN'T VERY PROTECTED IF EVEN HIGH END COMPANIES SUCH AS EXPERIAN CAN BE HACKED INTO! ROBLOX REALLY HAS TO MAKE IMMEDIATE CHANGES TO THEIR SITE BECAUSE THIS IS NOW A FRAUDULENT CASE ON THEIR PART SINCE MY CHILD CAN'T EVEN GO ONTO THEIR SITE NOW! LAWYERS ARE GETTING CALLED FIRST THING. ROBLOX HAS 2 VOICEMAILS FROM ME FROM TONIGHT ALSO. ONE OF THE VOICEMAILS HAS MY CELL # ON IT. THEY BEST CALL ME FIRST THING MONDAY MORNING 3/12/18!

My 7 year old daughter purchased Unicorn Poop Slay from Roblox.com that amounted to 49.95, which was unauthorized. I made several attempts in contacting Roblox along with leaving several messages requesting a refund, Until this day, nothing has been returned nor have I been contacted to resolve this issue. --- Additional Comments: FULL REFUND

I discovered over 10 charges from a company called Roblox on my paypal statement. I discovered this was a website stating it offered "free" games. My 9 year old played the games on the website and the site never had any visible text or popup stating that the game costs money to play--only extras cost money. Within 2 weeks we had been charge \$50. We believe we may have one \$4.95 legitmate purchase from the company--that was it. We had a similar issue with the same game Roblox on the xbox platform. The website continued to charge us and the scariest part is that the website must have saved the payment info as my son does not know any passwords. To be safe I changed the payment password but still we were somehow charged. As a parent I am very upset Roblox the company is deliberately targeting very young children with misleading "free games" and "free points" inside their game to steal from people. I was told by both paypal support and xbox support techs they are constantly having to reverse Roblox charges from people's accounts as their website and apps are misleading to children that the points they click on are free. I would ask the FTC to look at this as a systemic issue specifically with this company. My son plays lots of online games and this is the only game we have these charges on and it happened on both PC platform and xbox platform for Roblox game only. Other games clearly tell you a monetary charge is about to be made. I am in the IT industry and can see these games are intentionally being designed to trick children. I believe they should be stopped in these very misleading practices to trick children into clicking on things they think are free which are not. I even tried game myself to see if it was simply a mistake by my son--but there were no apparent warnings it was charging my account. Also,it did not prompt me that the website saved the payment info or a dollar amount was being charged for the game points. No other website games or iOS apps I have seen are this misleading. I think a simple review of the number of charge reversals from Roblox itself, paypal,microsoft xbox, and apple would provide plenty of evidence there is a real problem with the way this company designs games in a predatory manner to deceive young children. Thank you for listening and I hope you will endeavor to protect our kids from this type of intentional decept just to make money. Other-Other Update

I purchased a roblox game card at Gamestop (westpoint crossing) 03/12/18 3:05 pm \$10 that day on the afternoon I redeemed that mention card thru the roblox purchase system which accepted and marked on my screen as successful (shown a green thumb up). but I didn't received the money credit from the game. so I contacted the CS twice thru email 'cause they don't have or don't show where you can contact to receive help, i sent them an email an hour later the issue, I only received automatic reply email and a number from my 'ticket' or issue. --- Additional Comments: they need to respond and take responsibility from the services they are offering

Roblox.com is online game company. My son joined Roblox.com for many years and paid lifetime membership with many years of play hard to build a lot of value assets. Last week his account got terminated and Roblox stated that he violated their term of use. After investigated the situation and



we sent the evidence that my son didn't violate their term of use, and we asked for a proof but they ignore our requests and continue terminated my son account. I am writing this complaint asking Roblox investigate the case and have a legit and fair judgement and hope my son account get un-terminated. This is the Roblox Appeal case #b(6) --- Additional Comments: Asking Roblox un-terminated the account for him to continue the services.

My son purchased \$10 worth of Robux. The next day his account was compromised. We contacted Roblox support and they restored access to his account, but the Robux were gone. His account doesn't show any of the Robux were used while his account was compromised. I requested Roblox to restore his \$10 worth of Robux and they ignore my requests. I get emails saying they need information, I reply with the requested information but then the next day I get another email stating they're closing the ticket because I haven't replied. Well, I've replied 4 times. They're corrupt and steal kids money. I think it's very suspicious that my son's account was compromised right after his purchase of Robux, and then they ignore all my emails. They're corrupt and should not be allowed to steal kids money. --- Additional Comments: I want them to refund my son's money and to not be allowed to be able to do this again to somebody else.

Roblox. website should be shut down. they encourage children to visit their site, provide personal information, chat with strangers, and don't allow account to be deleted. I contacted them after I found my child opened an account, has shared personal information, chatted with people she doesn't know, and they are claiming they can't delete the account, which I understand is not legal. This site provides an opportunity for pedophiles to have access to chat with unsuspecting children and get their personal information.

I purchased Roblox software for use with the game system. Shortly after I was locked out of my account. Wantingmiya girl. I contacted Roblox and they assisted me with getting back into my account (wantingmiyagirl) however my 9.99\$ which I provided proof of purchase at their request, was not credited back to me. I sent 4 emails and replied mostly to Stuart who was unhelpful and his reply is what I viewed as a threat said they would close my account if I pursued my refund. --- Additional Comments: I wish to have my 9.99 credited back to my Roblox acct. b(6)

I reached out to Roblox in regards to my daughter forgetting her password. Since it is an old account we do not remember the email associated with that account. I stated that we could confirm the identity of the account with the associated Apple ID or recent purchases. It took 4 days for a response and it was a generic response stating to email them from the account in which the account was registered under. If they had actually read my email, then they would have known that we do not know what email is registered to that account and that was the reason for contacting them. I replied back and expressed how angry I was that they never even read my message. I don't believe that is the proper way to handle customer issues. When reading their BBB report it is obvious that this is an issue with many. I have a young child panicked that she will be locked out of her account and will lose all her valuable items. I will make sure that when/if she is locked out, since this issue was never addressed, that she will not be creating a new user or contributing another dime to a company that cares more about profit than addressing customer needs properly, efficiently, or in a timely manner. --- Additional Comments: I want an actual response that actually addresses my original email and a way to rectify the current problem. Original ticket #b(6)

Account deleted and billing disputes and Roblox says it's my fault when it's not I didn't do it at all --- Additional Comments: A apology from Roblox and reactivate my Roblox account asap cause the issue of it was on PayPal end not on my end ok so stop blaming me for it

To start this off, these accounts have been banned for over a few years now. I have been playing on a new account since then and I believe I have earned my keep on ROBLOX again after years of good

sportsmanship and appliance to the Code of Conduct and the Terms of Service. During my fresh start I have been developing a game and I am working on another game with a few of my buddies that we plan on releasing within the next year or so depending on how much time we have to develop. What do I want? I want to have a second chance at appealing these accounts since I feel that I have not done anything wrong from time of termination to now. I know that if I email [appeals@roblox.com](mailto:appeals@roblox.com), I will be turned down due to the 30 day appeal time frame policy. I see that as an unfair policy since I have been a good egg and I feel as if I should have a second shot at appealing. I have listed a few accounts below along with their associated email addresses. I have appealed for each account once they were terminated but I seem to have deleted all the responses, ticket numbers, and what ever else I had back then. Maybe this will be enough to verify ownership of these accounts? I utilized the accounts reminder provided on the password recovery page to get this tad bit of information and I am willing to personally email on any email associated to those accounts. Additionally, I know how the Better Business Bureau works with responses and it could take a while for them to approve my messages so that they can send them to you guys. Is there any way we can do follow ups on this situation through [info@roblox.com](mailto:info@roblox.com) or the Appeals team so long as I provide the complaint numhber? If so that would be great. b(6) --- Additional Comments: A second chance to appeal my accounts in the hopes that I may get them back.

My grandson has been playing this game for a year now. He has 2 accounts one at my house and one at his house. The account at my house does not have any real money on it but the one at his house has quite alot of real money on it. One day he goes to sign in and it says his password is not right. So i try the one at my house and the same thing. I contact the company and they say well the one account with money on it we have to prove ownership of. I can understand that but how do we do that. They say we need to provide the gift card number. That's not going to happen cause once you use it you throw it away. The next day magically I can log into the account at my house but no luck with the account that has money on it. As i read on your web site we ate not the only ones that have had this happen to. It seems they like to keep accounts with money on them and cash them out. NO where does it ask you to add an email address when you create an account so therefore when they take your money and account you can not prove its yours. I hope someone will look into this. We have lost \$100 REAL US DOLLARS for a kids game. And have a child that is upset and frustrated. --- Additional Comments: We would like to have his account given back to him. With all the things he has purchased.

My 10 year old son loves this game, I have spent several hundred dollars and he has been collecting these knives and guns, a snowflake and a classic in the game. Tonight he was upset and very sad, I asked him why and he stated that something had happened to all of his knives and that someone had hacked his account. After spending thousands of dollars on this game, and over \$300 in the past two weeks, this is unacceptable. --- Additional Comments: Replace all missing knives and or issue back the robucks in his account. Make sure this doesnt happen again

Years ago my accounts b(6), b(6), b(6), b(6) were terminated and I was only given 30 days to appeal their terminations. The accounts are still on the site and am still able to view the termination notice. I've been playing ROBLOX even after the accounts were terminated and I have done nothing bad since then besides the occasional warnings from assets I've uploaded that were not allowed on the site. I am asking for a second chance at an appeal due to my somewhat good behavior. If I contact [info@roblox](mailto:info@roblox.com), I will be automatically turned down even though I have changed my ways. --- Additional Comments: My accounts unterminated

Roblox web site entices people to buy "Robux" tokens by advertising substantial pay out winnings. A totally misleading add. Roblox is engaging in an on-line sales practice with the public in a fraudulent manner. This primarily misleads minors into paying for a product with no real expected

returns. It also plants the seed to cause gambling habits among young children. It is a "come on" advertisement which should be stopped.

My son plays the online gaming network "Roblox". He is a turbo builder's club member. We borrowed the money to get him the membership at \$11.95 per month and you get 32 free robux per day. On 02/17/18, there was an item that went on sale for only a limited time called the "Silverthorn Antlers". My son had 232 robux left and We checked his account at 12am and again at 6:30am on 02/18/18 because he is supposed to get his robux the next day. His robux were not there. When we had the higher membership at \$20.00 per month, he logged in at 12am and saw his robux sitting there. The antlers were about to come off sale and my son was very, very disappointed so once again, his grandmother had to use her credit card to buy more robux and she feels roblox is ripping her off. I tried contacting roblox corporation before through phone and they don't answer their phones so I contacted them through email about not getting robux or getting them late. It takes days for them to respond to an email. I just got an email pointing me to their page that says "you get robux once every 24 hours"; It does not say on their page that "you get the robux at a specific time of the day such as 2:00 or 3:00pm"; My son's grandmother has spent lots of money buying robux because Roblox's items are so severely overpriced to the point so you have to keep buying robux in order to afford 1 or 2 items and their marketing which also targets younger kids is not good because my son is often upset because he enjoys playing roblox but the items are so expensive and some stuff he can't afford, so this in turn is how younger kids are targeted so they can keep asking for money so they can afford just 1 or 2 of the over priced items on roblox. --- Additional Comments: Because of Roblox's UNCLEAR advertisement on the times you get these robux, (We got them at exactly at 12am with the higher membership) and their marketing practices of overly priced items towards younger audiences, I am requesting that my son be compensated with Robux.

Recently my in game account "b(6)" has been compromised due to what seems to be a security flaw on their end which led to account items totaling roughly 350+ dollars being stolen. Their customer service was helpful to an extent when re securing my account, and I am thankful for their help there, however when it came to returning my items they have remained oddly silent on the issue, and it has now been 4 days since I have received a reply from them despite me following their every direction and providing proof of the stolen items. As per some of their policies, I am within both qualifications to receive an item restore on my account. It has still been less than 14 days since the theft occurred and I have not received an item restore on my account, both of which can easily be proven by looking at the screenshots provided and looking at my account history. At this point, with no response from the company I have no idea if I've given ample time before coming here regarding this issue (I am working on their 48-72 hour response time at this point) as I've received no information that this is currently being worked on. Had I received an email letting me know that the issue is under control and being worked on I would have not needed to come here, but this wasn't the case here and I am currently in the dark about \$350 worth of in game items that is still missing from my account. If I could make a friendly suggestion here I would recommend more transparency in situations like this especially when dealing with customers who have a rather large amount of money missing in value, to avoid people not knowing the situation on their case and coming to external services such as the BBB to issue complaints. If more time is required to fix the issue, please tell me, as I am mainly making this complaint as proof that I have made numerous attempts to contact the company directly and indirectly before the 14 day time window and to try to get this issue resolved. --- Additional Comments: I wish to have my missing items returned to my account. (Them being a Dominus Praefectus and a purple crystal circlet, their combined value totaling over 120k+ of in game currency). I am within all parameters to receive my items back and the items

were not willingly given up by my choice to the account compromiser so I see no reason why I shouldn't receive them back at this point. I patiently await your reply.

placed 1 order on 2/3/18 for my daughter using PayPal for only \$4.95. I was then charged 3 extra times for \$24.95, \$24.95 and an additional \$4.95 all at the same time! I sent emails to Roblox and tried calling with zero results. Paypal told me I need to reach out to Roblox. Roblox basically took money from me didn't even get credit the money for the extra amounts you took from me to my daughters account. She was just credited the amount for the 1 charge of \$4.95. Roblox took \$54.82 without my authorization and you can't get ahold of anyone to even resolve it!

Roblox refused to assist in verifying and recovering account after my sons account was hacked from 1/25/18 to 2/5/18. My credit card information is vulnerable on account. I provided all credit card receipts requested information to Roblox. b(6) pretended to be an employee and stole my son b(6) account and avatar by requesting his password. Complaint Roblox Customer Service Ticket b(6)

DNC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Consumer sent 4 email to the FTC CoppaHotLine: One: "if a website is a 13+ only (means you must sign up as 13+) and collects info and sells info to third parties, but says anyone is allowed to join (therefore people under 13 will sign up as 13+) and still sells that information to third parties despite knowing they're under 13, does that break COPPA laws?" in a situation where the owner forces everyone to site up as 13+, but allows people under 13 to use the site. he still sells the information and doesn't take care of the children under 13. the site is not kid friendly, like at ALL; Two: to also clarify, i even got into contact with the owner stating that there was a 9 year old using their site and he replied with "i don't care", with all information being shared clearly the site has 4k+ users on it so it's a fairly common site and a lot of them happen to be under 13; Three: in their ToS it states 13+ but the site is targeted towards children counting its created for the game "ROBLOX", it's an off site link, therefore, they're not affiliated with ROBLOX itself a lot of topics such as pornographic, nsfw, swearing, etc; Four: porno is hardly shared itself but the talk of it is very common and that's because they don't have a rule on it even people who claimed to be 12 and under talked about that stuff and the owner didn't do anything to fix the issue, when asked about it he says "i don't care" and he said "just read the privacy policy";

I started a Roblox account for my 6-year-old daughter with a gift card that I purchased from Toy-R-Us. It was one of 3 gift cards that I purchased on the same day for three of my children. I still have my receipt, and provided Roblox with it in order to verify my account. It was not enough for them to begin investigating my issue. They refuse to investigate the issue unless I provide them with the pin number on the back of the gift card despite the fact that I can verify everything else on the account since I am the one who registered my daughter's account, and it is my email account that is registered as the "parent email". I have already explained to them that I no longer have the gift card since my daughter already used it on her Roblox account. My daughter used her gift card for items in the game that mysteriously went missing. Instead of providing support or investigating the issue, they started to accuse me of fraud or just gave me the runaround. They asked me for several details about the issue, yet refused to address any of my concerns. There are several other users with the same complaints whom they refuse to refund or communicate with to resolve issues. The only way of communicating with Roblox is via email, and once they have made a decision, it is final whether they are at fault or not. Roblox refuses to be accountable for causing their customers to lose money on issues with their own website as well as refusing to address any concerns about pedophiles and inappropriate behavior from other users, and refusing to provide their customers with justifiable reasons for their actions.

I have been trying to get in contact with Roblox to get my son's account back. He has forgotten his password and when he set up the account he did it on his own and he did not attach a email

<p>address to it so we are not able to do a password recovery on it. I have been emailing the customer or what is supposed to be customer service and they stated since I am not an email address associated with it I am not able to help any further. My daughter did purchase a year subscription on his account which did have an email address attached to it. So she has been trying to email them about it but again she has not gotten any response back. We have started this whole process on Jan. 3rd and now it is 20 days later. I would think that they should have figured out that we are the owners of the account and helped us by now. I am very frustrated because I am waiting on their response back and my son is waiting to play on his account. He has money on that account or I would call it a wash. It is very bad customer service to leave someone hanging for this long and not help them out at all. Most people I have talked to have gotten help within a day or so. --- Additional Comments: I would like help resetting my sons password and a refund for a month on my son's account for him not being able to play on his subscription for no fault of his own. We have been trying to contact them but we have not had it reciprocated.</p>
<p>This exact company mistreats there customers on of my friends spends a profuse amount of time on this site. Well recently this individual's account was deleted for fraud. But when this individual tries to appeal it they ignore this person. Honestly my friend has spent money for this game. I have myself emailed this company to try to get the termination repealed but they also ignore my messages. Honestly I find that this company is not about the consumers and more about lining their own pockets.</p>
<p>Consumer states her daughter plays a video game by the name of Roblox and is trying to cancel her account but was told she can't cancel because they told her they can't cancel anyone's account at this time. Consumer states this game causes children to threaten their parents and have also caused kids to commit suicide.</p>
<p>My account was deleted on Christmas Eve 2017, falsely for 'account theft'. I had explained why I didn't participate in 'account theft'; when I sent an appeal email, but they rejected my appeal, despite me never being involved in any 'account theft'. --- Additional Comments: For my account to be restored.</p>
<p>ServiceRoblox-----He llo</p>
<p>This website started by double charging my account for transactions that were truly authorized. Today, they took out almost \$50 from my account for transactions that I never approved. --- Additional Comments: I want my money back. Plain and simple.</p>
<p>I paid for membership on the game, the account with username 'Punk' was wrongfully terminated with the presumption that the account was a hacked account. I emailed their appeal services with the email I created the account with, they said that the account does not have enough valid proof. The proof being solid evidence (screenshots) that I owned that account and that it was not a stolen account. I explained to them that this was the email I used to create the account furthermore being proof that I owned the account and it was not hijacked, I asked them what more proof can I provide to appeal the account, and they denied to answer my request to appeal the account. --- Additional Comments: I want my account to be unbanned with all of its contents restored (virtual items on the account, virtual currency, etc)</p>
<p>I was trying to purchase the in game currency for my son. I accidentally purchased the currency on my own account. When seeking either a transfer or a refund the company flat refused to give a refund claiming their confirmation box annuls any accidental purchases. However, not knowing the interface can still lead to accidental purchases. --- Additional Comments: I wish to have the original purchasing price of the currency refunded as they were bought in accident and have never been used.</p>
<p>Kid bought robux without permission. I contacted them to see if I could get a refund of the 2 9.99 sets of roblux he bought. I did not think I would be able to but I knew there was a possibility of maybe</p>

getting one refunded. The representative called me on new years day and said that they would suspend the account while under investigation which would take 1-4 business days and then they would delete the account. This is their response for kids spending money without permission is to delete an account and ruin the kids achievements and progress let alone on who is part of the builders club. They could of said we don't do that which would state to preying on kids and their sneakiness to use parents credit cards out of their wallets, come to a compromise were half would be refunded and then they still make money, full refund, or better yet help society in general. I know my kid is not the only one to do this in that case a solution in desired outcome. --- Additional Comments: I would like to see a program in place. A kids company has the platform to help society and install values and responsibility. Here is what I would do if I created a company that is for kids and benefits from kids inappropriate purchases. Customer would file the complaint. Talk with the customer about desired outcome benefiting the customer and my business. Lets say 50-75% refund in some cases 100% pending on the program they agree to. Refund would be half of the agree program upfront cause not all people have the money for their kids mistakes. The other part would be refunded with the child achieve the goals whether it is structured where there are many steps or just one. As the company create a program for the kids where they have to play certain games, learning materials, or learning games where they get stars for completing and have a certain number needed to be obtained to get. Let say learning games about why not to steal, doing chores, earning money to buy what they want, etc. I know they could expand and create a program even better than that. Part of the reason kids misbehave in today's society is that sites like Roblox prey on children and don't try to educate and expand the kids knowledge besides games created by other kids. If the ban my kids account I want a full refund on the years Builders Club and the \$20 in which he spent.

My account was terminated for allegedly stealing another user's game and reuploading it as my own. When I filed an appeal to this ban stating that it was genuinely made by me and that there was hard evidence in the version logs, I was still told that the termination was final and that I was correctly banned. The employee assisting me in my appeal was clearly not looking into the case at all, because she provided no information as to which of the games I developed that got me banned, she just kept repeating exactly what the report said which was "your account has been terminated for unauthorized use of assets" and the only additional offense she provided is that and I quote "you re-uploaded a popular game" not only is that vague but after saying so she refused to provide any further information and Everytime I email her she replies with an automated email. In this situation the employee was clearly not wanting/having the time to deal with my case and therefore gave me bare minimum info and cut me off from all other conversation of the matter. --- Additional Comments: I would like for you to take a lighter approach such as deleting the violated game, rather than the whole account and giving me info as to what you found to be in violation and how you found it to be that way. This info is supposed to be provided by the account appealers themselves so I feel it makes sense to request it from someone who takes events like these more serious.

I own an account on this company's website, Roblox, that I have been using since August 2015. Since the time that I have joined, I have purchased many monthly memberships for my account using real money to get more things on the site. Recently as of December 21st 2017, my same account was deleted indefinitely for false reasons. My account username on the website was "b(6)". Throughout my time on Roblox, I have played the game as a kid and grown with it and soon enough became a developer on the website making video games for others to play as I once did. I have also participated in their Developer Exchange program in which you receive real money for developing games on their platform. I have dedicated a tremendous amount of time and work and money into the website and I was deleted forever for unjust reasons. I was deleted for 2 false reasons. One of them was for "Scamming" and the other was "Impersonating an

admin. They told me these reasons as soon as I emailed them, but they didn't show any reasoning or proof of why or how I did such. They thought I scammed because I made a game called Robux Simulator; now there are many games that take your account saying that the games give free robux. However my game explicitly clarifies that it does not give any sort of free robux to the players on their account. By uploading icons and thumbnails for my game, I have gotten many false moderation warnings as Roblox thought they were for scamming purposes although they were merely just for the game. For the Impersonating an admin reason, I was actually reporting a security flaw in their system that allows you to create a group with the same name as another group, which is programmed to happen as every group has a unique name. I created a group named ROBLOX; which is an admin on Roblox, however I created it to showcase the capabilities of the security flaw. It was not meant to be used maliciously and was even used to be reported to the Roblox engineering team to get it fixed. The bug was reported and was taken in to consideration by the Roblox help team. I have spent well over a hundred dollars on this game over the years and contributed thousands of hours to inevitably become terminated for invalid reasons in which I was not shown any legitimate proof. I have contacted the appeal team at Roblox to sort this situation out, but they would not cooperate and refused to change the moderation. --- Additional Comments: I wish for my account to be restored on the website.

Roblox Customer Service and Roblox Appeals refused to listen to all my explanations throughout the communication between me and them since November 2014 that I just ACCIDENTALLY uploaded the inappropriate phonographic image to the Roblox website because it was in PIXEL ART DRAWING form which has caused me to mistaken it as something else and look wrongly, and this incident has caused my Roblox account with the username b(6) to be terminated. This is also the reason why there are over 100 e-mails of extensive followup as they refused to accept my explanations thus the problem is unable to be solved. With that being said, this means my account was actually totally 100% UNFAIRLY banned, Roblox, as like it was mistakenly banned. But Roblox refused to unban my account or help me. I really do not intend to upload anything inappropriate to the site, that was just an accidental mistake only. Please listen to me. Then I asked my parents to help me, he called Roblox at 888-858-2569 many times and left a lot of voicemails to them just to get this matter solved, but still failed. Look, this matter has caused my parents to waste a lot of MONEY on his phone bill, can't the Roblox company sympathize on people? I also had to waste a lot of my precious time and energy to keep e-mailing Roblox to get my accounts back. I wish you can understand the situation and get my main point and the root cause is a very small matter only, I just accidentally uploaded the image. Moreover, that pornographic pixel art drawing was NOT drawn by me, it was instead drawn by another Roblox player with the username b(6). I absolutely didn't know or realize what it really was. This is way TOO UNFAIR. Roblox's moderation system is too rigid and unfair, they should be more flexible (able to change in accordance to the situation). This has caused me to become very angry, frustrated and furious, so I spammed and harassed the Roblox employees and Roblox support e-mails to try to make them listen to me and as a harsh effort to get my accounts backs. My action has caused my another Roblox account with the username b(6) to be terminated, I admit my offense. I would like to apologize and say sorry to the Roblox company for what I have done/my offense, and for whatsoever inconvenience that has been cause dby that. I regret very much for what I have done and learnt a lesson that such action is not acceptable at all and is a crime. I promise not to ever do that again anymore in the future. However, I feel that the ROOT CAUSE/FACTOR of this whole problem is Roblox's fault. Why couldn't they just listen to me that it's just an accident and unban my 1st account with the username YongTR? I am so upset now to lose all my hard work and progress on my old accounts. I also admit that I have received a lawyer letter of a Cease and Desist Demand from Roblox; I wish to make a demand to be totally not to be in risk of any further legal proceedings just in case I am still communicating wit --- Additional Comments: I am

willing to pay a lot of money fees/charges to the Roblox company in order for the unban/reopen of my accounts with the usernames b(6) and b(6) if necessary, or at least change the moderation action on those accounts to 14-day ban if lifting the ban immediately is not possible due to the circumstances and severity of offense that I have committed. I wish for the Roblox company to help me this time and do this as a "ONE-OFF". Please accept this deal: "unban me this time only and if any of my accounts ever get banned again in the future, there will be no more chances"; deal? I agree with the Roblox company to promise to follow all the Roblox Community Rules and Terms of Use from now on once my accounts are opened, as stated here: <https://en.help.roblox.com/hc/en-us/articles/203313410-Roblox-Community-Rules> and <https://en.help.roblox.com/hc/en-us/articles/115004647846-Roblox-Terms-of-Use>. I also promise to be cautious and to double-check to make sure it

Back in March of this year my daughter asked for me to pay \$5.95 (x 2 for two accounts that totaled \$11.90 monthly) for her and her friend to be able to play on a Roblox paid account. When I signed up there was nothing that stated it was going to be a monthly reoccurring charge or I would not have allowed for the transaction. Last month while auditing my PayPal account I noticed that I had two monthly transactions come from Roblox in the amount of \$5.95 per each transaction. After repeated emails with Roblox they finally canceled the reoccurring transaction but only credited the previous month's debits citing that their billing department could not credit back further than one month. I had even asked for Roblox to credit my daughter's active account the amount of the debits (\$95.20) but they told me that they couldn't. Neither account has any playtime and it looks like they acknowledged that neither account had been used since March of this year. Please assist with my refund and let Roblox know that they need to be more diligent in informing parents that a debit of \$5.95 is for a monthly reoccurring fee and not a one time payment. Thanks in advance for your help and assistance. b(6)

I purchased a Robux redeem card to purchase robux online for my son. We bought a \$20 USD card from Gamestop. I purchased 800 Robux online which cost 9.95 USD off the redeem card. We logged into Robux on Xbox and the Robux was not there. I have emailed Robux about the situation and they told me that they would transfer the 800 Robux to the Xbox side. The 800 is not transferred and is missing completely from the website. They are not trying to refund my money or transfer the funds to the redeem card. Saying that it was used when it wasn't and there is evidence of that. They continue to give me the run around about this and I just want them to transfer the 9.95 back to the redeem card so that I can return it. Since it can not be used on the Xbox --- Additional Comments: Would like them to transfer the 9.95 deducted from the Redeem card back.

The purpose of my complaint here is to make an appeal/request to Roblox Corporation for recovering my banned accounts with the username b(6) and b(6) (if possible). I'm using this complaint form to contact Roblox about this issue instead of [appeals@roblox.com](mailto:appeals@roblox.com) because the Appeals Team were unable to help me. My 1st main Roblox account with the username b(6) was terminated 3 years on November 2014 because I just accidentally uploaded an inappropriate image as it was a pixel art drawing on a Roblox personal server game which made me look wrongly and mistaken it. Moreover, it wasn't drawn by me but drawn by another Roblox player with the username b(6). Therefore, I did not realize it was inappropriate and against the rules that's why I uploaded it. I didn't look carefully and look closely as it was just a drawing. I made an appeal to the Roblox Appeals Team at [appeals@roblox.com](mailto:appeals@roblox.com) but they rejected the appeal and said "no" to me every time I appeal to them. This is way too unfair, I don't deserve to lose my account forever just for a single accidental mistake. I'm so upset to lose all my hard work that I put in a lot of effort, time and energy onto them. They're all gone just because of ONE mistake. So, recently, I became quite furious, frustrated and desperate of that incident. This made me have a strong urge to get back my old account. Therefore, I tried to do whatever I can to contact Roblox, the Appeals Team, the employees



and even the CEO of Roblox. They still give me &#39;no&#39; answers. As I was desperate, I sent many e-mails to them and spammed and harassed the Roblox staff with e-mails to beg them to unban/give back my 1st terminated main account. Yes, I am indeed here to admit my mistake/fault and offense for this. Because of that, my 2nd precious main account on Roblox with the username b(6) was terminated. I regret very much for what I have done and truly learnt a painful and valuable lesson now in my life. I would like to apologize and say sorry to everyone, especially the Roblox staff/employees for my inappropriate behavior, for spamming and harassing them and for all the inconvenience caused by that so far. Pardon me. I promise that I will never do it or repeat again anymore in the future, I swear. I&#39;m really very sorry for what I have done. I realize my mistakes and learnt from them. I learnt that is not morally acceptable and will not help. I really wish Roblox can accept my sincere apologies. Therefore, I would like to seek for just ONE more very last final chance for my 2nd main account with the username b(6) to be unban or at least consider to change the penalty to 14-day ban as my final punishment if lifting the ban immediately is not possible due to the circumstances or severity of violation that I have committed. I hope you can review and think about it. I don&#39;t even mind even if you give me multiple 14-day bans as long as my account is not permanently banned anymore. Please do consider about these alt --- Additional Comments: My desired outcome is for my terminated Roblox account with the username b(6) to be unban or at least change its urrent status, permanent ban/termination/suspension to 14-day ban as my final punishment. I don&#39;t mind if it&#39;s multiple 14-day bans though as long it is changed to not permanent suspension anymore. Do the same for my older terminated account with the username b(6) if possible too, but I actually aim to retrieve my 2nd account with the username b(6), this is my main point/main purpose. I hope you can recover, reopen and reinstate my terminated accounts this time only and give me a chance. Hope you are still able to retrieve my banned accounts from your database.

I paid \$150 for my son to have a specific avatar once he built the aviatar and then once he joins a party it defaults back to a regular noob. So now you have my \$150 and he has nothing. --- Additional Comments: I would like a credit if this can not be fixed on his account . He wants to be able to play his avatar in all the games and parties. His user name is : b(6)

DNC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Consumer writes:&quot;I am talking about Roblox, they are adding this thing called &quot;Anthro&quot; it is going to make Roblox into an 18+ and it is E10+. We cannot tolerate a game with something sexual. Here is proof that this thing will increase the amount of oders on roblox. Also they don&#39;t read reports or anything like that.  
<https://i.ytimg.com/vi/obGw4oKR3BM/maxresdefault.jpg> A image of this Anthro&quot;

My daughter&#39;s account was hacked and the email address was changed under her account. I have been in contact with customer support and they will not reset the account so she can regain access. I have provided screenshots of the email for verification the account was hers, previous passwords, her name, and birth date. Yet the company will still not grant access stating because the criminal changed the email address I have to speak to them through that email. How on earth can I contact them through the hacker&#39;s email? We spent a lot of money on the accounts, including toys. It is ridiculous they are not going to help resolve the issue. I will no longer be a customer. --- Additional Comments: I would prefer to see her account restored and anything the hacker has stolen from her account replaced.

ROBLOX customer service responded to my 7 year old son regarding charges on his account. They recommended he dispute charges on his account with ITUNES, when he followed the instructions given to him by the adults in charge of customer service his account was banned. I understood the reason for the Ban once I found out what was going on I reached out to the company. We have spent hundreds if not close to thousands of dollars with this company and game. I was requesting to speak

to a supervisor who could help me with my inquiry. My issues were first that they instructed a 7 year old to dispute charges and once he did what they said they banned him. Second that an email was not sent to the parent listed on the account that this was taking place. Third that if the account had to be deleted per their rules why couldn't the authorized purchases be moved to another account name so that we do not lose the hundreds of invested dollars. I received multiple emails restating that the account was deleted and that they already let my 7 year old know this. Well guys he's a child, he cannot legally enter into any agreement nor should this company be discussing the account with a minor. Also I was not given an opportunity to speak with a supervisor to try and work out what happened exactly as I have a 7 year old version of events and then a snarky reply from a customer service agent stating that I need not reply because they would not change their decision. I felt the response was rude, I do not feel satisfied that my concerns or complaints were addressed. And I also feel that they have stolen from me, I made an authorized purchase as well as joined a builders club and my son used this to buy multiple things on the account and now we have nothing to show for it. Our money funded salaries, and profits and as customers we do not feel valued nor heard and the fact that we cannot even get a response from a supervisor is very disheartening. Much of the money that was used to pay for this account was birthday and holiday money given to my child as he was 6 and 7 it is a lot of money and he is heart broken. I don't feel that an accident of him clicking a button multiple times should account for him to lose everything he put into the game. If a parent would have been notified I could have worked it out but I was not and had no opportunity to work through the issue adult to adult instead of child to adult. --- Additional Comments: If the account cannot be reopened I get it and I understand but I read on the terms and conditions that a one time transfer of information ie; ROBUX, Accessories etc can be made. I would like that to happen so that we are not left with zero to show for the payments we gave this company.

I own an account on this company's website, Roblox, that I have been using since April 2011. Since the time that I have joined, I have purchased many monthly memberships for my account using real money to get more things on the site. Recently as of November 19 2017, my same account was deleted indefinitely for false reasons. My account username on the website was &#39;b(6).&#39; Throughout my time on Roblox, I have played the game as a kid and grown with it and soon enough became a developer on the website making video games for others to play as I once did. I have also participated in their Developer Exchange program in which you receive real money for developing games on their platform. I have dedicated a tremendous amount of time and work and money into the website and I was deleted forever for unjust reasons. I was deleted for 2 false reasons. One of them was for &#39;inappropriate offenses&#39; and the other was &#39;uploading adult content.&#39; My inappropriate offense was not valid. In fact, when you receive a warning and/or ban, they include your offenses and then shows you the offense you made. The offense I made was indeed not inappropriate. There was no attack on a user, there was no racial remarks, and no profanity. My &#39;offense&#39; that I made was not even made by me in the first place and I did not even take part in the alleged offense. The offense I was persecuted for was dated back in 2015, however I received deletion on November 19 2017. I was also persecuted for supposedly uploading adult content using Roblox's image system. This, however, is not valid at all. I use the image system provided by Roblox to create and develop games on their platform, therefore any images I upload are used solely to develop games that are approved by Roblox. In fact, I checked the recent assets that I had uploaded on my account and I found that all of the assets uploaded were approved by Roblox and none of them contained any adult content that would violate Roblox's Terms of Service. I was not even provided the offense that was considered &#39;adult content.&#39; I have spent well over a hundred dollars on this game over the years and contributed thousands of hours to inevitably become terminated for invalid reasons in which I was not shown any legitimate proof. I have contacted the appeal team at Roblox to sort this situation out, but all I received was assurance

that the offenses were valid and that my account sentence was to not be changed. --- Additional Comments: I would like for my account on the website to be reinstated and to be given back to me. I would not like anything else.
My son created a Roblox account "b(6)" and applied 3 Robux gift cards totaling \$45. The account was hijacked by coercing his password by another community member. We asked to have the original account restored, or another created, or \$45 credit issued. In today's internet world, meta data is abundant, IP addresses collected, locations, passwords, user activity, gift cards (date issued, who issued, redeem date etc.). Customer service and their company policies are primitive at best for 64 Million user community. Even after providing gift cards as proof of account ownership, no account was restored, no credit, and no customer service. Just we're unable to provide you with any further assistance
I have allowed my 10 year old child to make one purchase from Roblox by using my Paypal account. Roblox connected to my paypal account and I have received over \$3,000 of purchase of Roblox without my authorization. --- Additional Comments: Adjust billing with Paypal for unauthorized transactions.
A gift card was purchased for my son by his mom in the amount of \$20. Upon scratching the area containing the pin number which is needed to redeem the card, several of the pin characters are missing. Thus the card is defective. Roblox is refusing to honor or refund the money spent on the gift card. --- Additional Comments: I would like a new gift card issued or a refund given.
I paid for game cards/gift cards and activated them. My daughter and I used them in exchange for virtual products within the game Roblox. The game account was hacked and the product stolen. I contacted the manufacturer of the game and they refuse to refund the money to rectify the situation. --- Additional Comments: Looking to be refunded the game/gift card amount or have the situation rectified.
My son was banned for 3 days for typing "thot" and "thote" he told me he was trying to type "thought" my son has a learning disability b(6) the person I was talking to refuses to show me a copy of what my son typed and now will not email me back this might be a discrimination against a disability I need to talk to a live person from this company I can't believe you can get banned for a non word "thot" and "thote" I can only see some one is making stuff up against my son from this company --- Additional Comments: I need a real live person on the phone and a copy of what my son typed so I can see the context of what he typed they don't want to because they are wrong.
So recently I logged into my ROBLOX account to find that my ROBUX had been stolen; being reasonable I contacted ROBLOX to see what had happened and get this fraudulent transaction reversed. However, upon contacting ROBLOX, they asked me to confirm my identity using absurd impossible methods such as providing the PIN for a game card from seven years ago! The support agent informed me this was the only way they could confirm my identity which I find unacceptable. I am very unsatisfied by my customer service experience (this is the absolute worst I have ever experienced). --- Additional Comments: Replacement of my stolen ROBUX currency, the discontinuation of this impossible identity verification practice, and improved account security measures. I was using a secure password that I have changed at regular intervals for years and I have not fallen any of these "free ROBUX"; phishing scams leaving me to believe that ROBLOX's security countermeasures are inadequate.
I recently had a group with over 1,100 members and I put my hard work and dedication to making this group grow and work hard to make my community fun and interactive. As I approached 1,000 members, I had an idea to do the kind act of having a giveaway so my members will feel appreciated. So I set up a giveaway to give away some Robux. Apparently, having giveaways is prohibited on Roblox so I woke up to my whole group deleted. Roblox failed to notify me that it has been deleted, Roblox

failed to give me an explanation as to why, I had to email customer service. And this is where it gets frustrating, as many of the other complaints here; their customer service isn't the best it feels like talking to a bot because the replies are so generic and lack personality. Anyways, I contacted them about why wasn't I notified and why was my group deleted over something so minuscule and why was I not given a warning instead, they just said it was correctly removed. Ok, I understand. I broke a rule. But then what about all the money I've made from MY OWN CONTENT on that group? I had about 42,000 worth of robux saved in my group funds and it's all gone. This has GREATLY impacted my mental health, I just saw my hard work and my time and my own MONEY get thrown to the trash and there's nothing they will do to fix it. And judging by Roblox's terrible service I'm going to assume they won't give me my robux that I rightfully EARNED over the past months. Roblox also has failed to let me take, once again, MY CONTENT, off sale from this deleted group so players can still purchase content where the robux just goes to a deleted group. As a content creator, I feel under appreciated and feel as though Roblox has failed me. The moderation in this game is lacking and it's getting worse, I feel like every little thing I do is always modergated, meanwhile other players in the game find their way over moderators and don't ever get banned. The updates are getting worst. This is was 10+ years of roblox is falling into, a miserable update that cuts off freedom over words, uprising low standard community where children behave more insensitively and worsen every day, then the pointless report tab which provides no security. reporting has been inefficient for little over a year, 40% of the vocabulary is senselessly tagged. --- Additional Comments: I would like that my robux from my group funds be returned to me. I feel as I rightfully earned them prior to my rule breaking. Maybe even my group back. But what I mostly want is my robux that I earned by creating content for YOUR WEBSITE. I should've been given my robux from my group when it got deleted.

Roughly 10 months ago my 10 year old daughter signed up for a Roblox account. My 10 year old earned 5 dollars that she asked be applied to money in her Roblox game. I logged in for my 10 year old and then purchased \$5 using my Paypal account. I carefully read all the terms and conditions and validated that it was a one time purchase. A few days later while my daughter was at her mothers without access to a computer Roblox helped themselves out to my Paypal account and charged me another \$5. I called Roblox and sent an e-mail to info@roblox.com complaining that neither I nor my daughter agreed to a second \$5 purchase. Roblox claimed that my daughter made the purchase despite not having access to a computer or access to my Paypal password. To be on the safe side I made my daughter close her Roblox account, I blocked her from my only computer and I changed my Paypal password after filing a complaint with Paypal. Another week later 3 \$5 charges were made to my Paypal account. Once again I filed disputes with Paypal and contacted Roblox to which they denied any wrong doing. A few weeks later Roblox charged me several more times. It is now October and Roblox continues charging me but now charges me \$10 each transaction. I have now been charged hundreds of dollars by Roblox and despite phone calls and e-mails they continue to charge me. My daughter knows that using the word Roblox in my house is worse than using the F bomb. This company is fraudulent and I know I am not the only one getting robbed blind by this horrific company. --- Additional Comments: I never want to see a Roblox charge on my Paypal aver again. The most recent charge is today 10/15/2017 for \$9.95. I would also like the world to know that Roblox is a very dangerous predator of children and while it may seem like innocent fun they are praying on our young and naive youth!

roblox is an online plateform game for children, the game has a catalog where players can buy virtual clothing items for their charactor with robux, the ingame currency that has to be purchased to do anything in the game. the virtual items are beyond outragous in cost and available only for a short time for the limited edition items. The ckmpany is creating items and tempting kids with several different avenues to get money for tje outragoys amounts. roblox is preying on children to make

millions. my story is about unauthorized charges my daughter made cause she wanted to look cool and not be teased for being poor ingame. she charged \$400 on credit cards, when i contacted support i was denied a refund at first then told if a refund was persued they would delete her account for term violation. i did some research and found numerous compmains similar to my experience. games shouldnt be able to use children as way to get money, i have spent aountless amount over just a year. can anything be done?

DNC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Email subject line: Roblox Online Dating (OD)Body of email:&quot;Hi there, there is a game called Roblox and is a game for kids. It was fine back in the days until 2017 some kids want to do something that is disgusting and Roblox don&#39;t want to ban the players who is doing this they only want money. I hope this will stop and keep kids safe - Thank You.&quot;

This site in general, is claiming to be kid safe and follow all of the Regulations on child safety, however this is not the case. This website is full of games that are extremely bad for young kids, including games about gangs, sex, among other things. This site is also full of hackers and exploiters who insert really bad things in the games, such as: Nudes, Racist ideas, Racist music, hate music, hate symbols, among other things. This site has degraded from it&#39;s past and no longer cares about the youth within it. ROBLOX&#39;s reporting system is trash and games don&#39;t get deleted if they are bringing in money, even those that are bad for younger kids.

I have been changing some things around my account settings and I have changed my date of birth to 17.2.2007 which means I am 10 years old. As I have changed my date of birth I was not able to revert the action to put my account to 13+ again, and as it is under 13 I get a privacy mode which gives me a limit in the game and on the website which I hate. I contacted their support via e-mail and only thing they respond back is that they can&#39;t change anything because they follow COPPA act. I checked the act and I haven&#39;t found anything saying that they can&#39;t change my information. I even offered to give them any documents they request as proof but they still responded with a same sentence. As I am a senior player on the game and I play with serious people, I also get a word restriction meaning I can&#39;t see some words, and worst I can&#39;t see numbers which I require to see. I request a respond to know did I miss something in the act or are they breaking the act themselves. I am again repeating I am 13, and not 10 (17.2.2007). -b(6) UPDATE 9/15/2017 consumer states that they are not willing to change his age, he has a limit to the game since he put that he was born in 2007 which makes him 10 years old, he is 13 and he has contacted them to change but they wont. ACATANEDA

Original Complaint # b(6) The vendor, ROBLOX, agreed to resolve the matter based upon the communication I received from them through the BBB. I sent ROBLOX all the information they&#39;ve request, in an attempt to resolved this matter, and I have yet to receive a response from them. Please see below for the original complaint. I cannot access the complete thread of the conversation with all participant because it appears to have been deleted. BBBI am writing to you because I have recently discovered some unauthorized charges to my debit card. A few weeks ago, approximately July 4th, 2017, I received an email attempting to explain to me how I must use an app in Google Chrome. I knew nothing of this app and I replied to this email expressing to the sender that M-CM-&#39;M-BM-^@M-BM-^I had no idea what this was and that I did not send an email inquiring about this product.M-CM-&#39;M-BM-^@M-BM-^] The vendor sent an email back stating M-CM-&#39;M-BM-^@M-BM-^If you havenM-CM-&#39;M-BM-^@M-BM-^Yt sent this message we suggest you to secure your email address.M-CM-&#39;M-BM-^@M-BM-^] I thought nothing of it. I wrote it off as SPAM, I generally get these types of messages all the time. A few days later when I checked my debit card account statement, to my surprise and amazement, there had been several charges to my debit card from this same vendor, ROBLOX, The amounts totaling over \$317.00. I attempted to reverse to reverse all the charges from the Google App and was informed, that these purchases do

not meet with our policy. So, this complaint is directed at both the vendor ROBLOX and GOOGLE PLAY. I did not nor did I know about these purchases. I contacted the vendor and expressed to them of this fact but they still went forward and charged my credit card. I would like to receive a full refund for all purchases that I did not authorize. Thank you. --- Additional Comments: Refund, as indicated in the communication received from ROBLOX after the BBB got involved with this case.

**SCAMMING CHILDREN TO GET RICH**My 10 year old son received \$100 on his birthday and bought roblox bucks. He usually spends money at 5 bucks a pop and has lots of fun. This time however, he mistakenly spent the entire amount on a single purchase on what appears to be a virtual clown face. How can this possibly be worth \$100? This is a con where the company creates artificial scarcity in a virtual world and scams 10 year old kids into making purchases they don't fully understand. I contacted the company and got an email where they said that nothing could be done, that my 10 year old son clicked 'confirm'; so tough luck. Are they seriously not going to credit him \$100 virtual bucks which costs them nothing, and instead they are content making money by scamming 10 year olds? Why would anything be allowed to be purchased over a reasonable amount? Why are there not parental limits on purchases? --- Additional Comments: Give him the credit for the worthless clown face purchase.

My son's Roblox account was hacked and password changed without his knowledge. I reached out to Roblox Customer Service through email on his behalf to report the issue. I was asked by Roblox Customer Service to provide the PIN numbers for the last two game cards on the account for verification. I informed them that I was unable to do so as we no longer had the cards. I instead provided them with the account numbers for the cards which I obtain by contact GameStop Customer Service. They were able to retrieve this information using my GameStop account information after verifying my identity. I provided Roblox Customer Service with this information as well as my son's last purchases and names of his friends in Roblox in hopes this would offer proof. They still will not grant my son access to his account. Roblox does not have proper security measures up front to prevent account hacks. They do not require an email address, name, or age for account creations up front. There are no security questions or ways to retrieve access to your account. My son spent \$80 within Roblox on his account. I have tried calling the company directly but they make it hard to speak with an individual. I also request to speak with a manager or supervisor to hopefully resolve the issue but was met with snide remarks in email. They have stated in email that they take account security seriously but fail to have proper security measure in place up front. If my son cannot regain access to his account I would like it to be removed from Roblox so that no one else can use it. He will loose access to the \$80 he invest in the game but at least the thief will not be rewarded. --- Additional Comments: We have proof of the game cards purchased on the account which Roblox is unwilling to accept as proof of account ownership. I would like Roblox to give my son access to his account or remove it from Roblox altogether and create a new one with the money spent on the gaming cards. The two \$40 game cards my son purchased totaling \$80 are equivalent to 800 in Roblox.

I purchased a \$ 25 game card for my 7 y.o. nephew's birthday as a gift. The pin code was invalid, he made many attempts to reconfigure the numbers but to no avail. I did call the customer care and had several e-mail correspondence with them but did not go anywhere. I submitted all the items that were requested but had not been given any resolution. I was only asking for a credit of \$25 to my nephew's Roblox account as they can see that the game card was never redeemed. I was never told that there was any problems with the receipts that I submitted.

The ROBLOX Company says they red reports, to ban people. ROBLOX told me they don't read the reports I, because they don't care about the communnity. ROBLOX is suppose to be a game for the free, to where they can make there own game. Kids quit ROBLOX due to them not able to chat with friends. Whenever someone talks to a friend it is hashtagged. I asked rhe cimpany why they are creating fake system messages. They said that they don't care about anyone and they said they

want to do that just so they can ban people. They are also banning people for saying Hi,. Rovlix lost half of their community in 2016, due to the hashtags (We can only say hi and bye) and them not caring about the community and banning Haxkees, and others. It is even against their policy but they said they don't read the reports, and do not care. Other-Other Update

My account for Roblox has been suddenly deleted without prior warning or contact from company. We have had our account since 2009 and have spent a considerable amount of money with them. We have no info as to why our account was deleted and we demand a reinstatement of our account or a refund of the money we have spent over the last 8 years. --- Additional Comments: Reinstatement of our Roblox account with added Robux for our trouble.

Someone hacked this account and billed 15 transactions to my Paypal. I went into their site for unauthorized use and it states to contact Customer Service info@roblox.com.. I did this with details of my complaints, the dates that apply and other info they needed. The site info@roblox.com does not exist according to this site. --- Additional Comments: My banking institution has also charged me \$37.00 each for the 15 unauthorized billings as it was directly taken from my checking account for PayPal. Contacting them is made impossible on any ways they provide on their web site.

After purchasing this game for \$49.95, I can no longer log into my account and Roblox refuses to help in any way or reset my password. --- Additional Comments: Full and complete refund of \$49.95

Over a year ago, I made a purchase and due to this purchase showing up late, I reported it as unauthorized, only after looking through my purchase history to find out that it was the purchase that I made. My account that I had within the site that I had spent over one thousand USD on had been terminated, and after I provided all of the information required that I was the account holder, the card holder, and that the purchase was in fact authorized, they refused to lift my account termination and the money that I had spent on said account was lost. --- Additional Comments: I wish to have my account, the items on the account, and the online currency the account possessed, restored to where it once was. The money spent on that account was dedication to my life passion.

My entire family have been members of this site. Their security system is sub par at best. My son has been hacked multiple times and prior they were graciously able to restore him (as they should). They have recommended security guidelines such as enabling their 2 step protection, a pin code to access settings, having a verified email, and warn children not to put in login information or click on outside links. We have instituted every precaution available by Roblox, my son has not downloaded, clicked, or given out his information. I even purchased the top security system Webroot to ensure we are secure. Nevertheless my son's account was hacked again in a way the user was able to bypass Roblox's 2 step verification and pin systems, was able to change my son's password, and steal all of his acquired items worth nearly \$6,000 real dollars. This is a huge security breach on their part which I promptly reported. My report was never investigated or resolved. I was simply told that my son has been restored before and they will no longer communicate about this issue. There are a few problems with this. 1. They are obligated by federal law to investigate such breach in their security system (never happened). 2. They are putting an endless number of users at risk (this is supposed to be a reportable event). 3. They are not taking responsibility for their security failure for items my son worked very hard to get and what we have paid money for as well via giftcards and subscription. In addition, this company holds an annual 'hack week' that encourages users to pass certain hacking tasks in hopes of becoming an employee. They purposefully are encouraging and breeding a hacker community, then fail to protect the community, then refuse to speak to those affected. At least have the respect to not send blanket emails that clearly didn't refer to the original email sent by customers (I got generic we told you to enable 2 step..well a simple look at the original email and looking at his account they would've known he had 2 step for a long time). I demand to be heard, I demand responsibility, isn't this what we are teaching this upcoming generation? Be accountable. Not just let the deviants go unpunished. --- Additional Comments: I would like this

security breach investigated, resolved, and users made aware. I would also like the items my son lost returned.

DNC EMAIL - Forwarded from the FTC to the DNC email box. Consumer did not give complete contact info. Consumer sent email stating she keeps getting email from this Roblox company asking her to reset her password. There is a click on link in the email. Consumer asks the FTC to look into this company for her as she has no idea who they are.

I have attempted to contact Roblox in regard to a privacy violation my 10 year old son has made. He used his brother's full name when making a username. Roblox has responded to my email by informing me I can pay to change the name when it clearly violates their username policy. They informed me that the only way they can change the name is if it uses my child's first and last name, which it does. --- Additional Comments: Change the name on the account without a fee.

I am writing to you because I have recently discovered some unauthorized charges to my debit card. A few weeks ago, approximately July 4th, 2017, I received an email attempting to explain to me how I must use an app in Google Chrome. I knew nothing of this app and I replied to this email expressing to the sender that I had no idea what this was and that I did not send an email inquiring about this product. The vendor sent an email back stating "If you haven't sent this message we suggest you to secure your email address." I thought nothing of it. I wrote it off as SPAM, I generally get these types of messages all the time. A few days later when I checked my debit card account statement, to my surprise and amazement, there had been several charges to my debit card from this same vendor, ROBLOX, The amounts totaling over \$317.00. I attempted to reverse all the charges from the Google App and was informed, that these purchases do not meet with our policy. So, this complaint is directed at both the vendor ROBLOX and GOOGLE PLAY. I did not nor did I know about these purchases. I contacted the vendor and expressed to them of this fact but they still went forward and charged my credit card. I would like to receive a full refund for all purchases that I did not authorize. Thank you. --- Additional Comments: I would like a full refund and I think that this business should have a more stringent verification process in order to insure that the individual making the purchases has authorization to do so.

This company is charging my bank account for unauthorized transactions

This guy set up a fake website pretending to offer services for a website called 'roblox.com'; it's a children's website, so he is targeting kids. His fake site promises to give free 'robux' (A virtual currency on roblox.com that you can exchange for USD) this fake site gives you malware, and tries to make you do surveys for him to make him money. Other-  
Other Update

I created an account for son on Roblox in 2010. He has been playing the game ever since then and paid for a membership. In 2010 the email address used to create the account was b(6). This email account is no longer active due to being hacked and closed for that reason in 2013. My son b(6) (b(6)) has had activity on his Roblox account that he did not authorize or looks suspicious. It appears someone may have gained access to the account and transferred/stolen some of his paid items. He attempted to email roblox with the email address that is associated with the account which is a yahoo.com and was told they could only help him if he emailed through the bellsouth email that was used to create the account originally. He explained that account is not longer a valid account and any other information could be provided to change the email and raise his concerns about the account. He was told for security reasons they could not help him with this matter due to the email address. I certainly understand security concerns however there has to be a way to change the account email so that you can be contacted. If I pay you every month then there should be a way to contact you in regards to the account. We do NOT want the account closed but would like to report the issues within



the account. --- Additional Comments: I would like to be able to verify our identity so that the original email address on the account can be changed to reflect his new email address. Your team refuses to assist with this matter all due to an email address.

We have been trying without success to work with Roblox customer support to fix my son's account which was hacked. First with items that were traded without his consent and then his email address changed to an invalid email so we can not correct or change any of his account settings. I have repeatedly told their customer service that we had an email assigned to his account when we created it (we have a specific email we use for his online game profiles - created initially for Minecraft and then used for Roblox). They insist we did not therefore we can not confirm his identity since the only other mechanism they offer which is NOT on their website is to provide PIN numbers for game cards purchased for Roblox cash years ago that we were never aware we should have kept in order to provide an alternative way to confirm identity. They seem to be able to pull up previous year game cards redeemed but when I provide pins for cards we redeemed this year before the hack they refuse to acknowledge them or provide a reason why they are not acceptable. I have followed the instructions on their web site even though they do not included important information to users especially parents setting up their child's account. I believe this fosters an environment that leaves child customers vulnerable to theft since there is no timely recourse for the victim while we are not provided all the information on their website to confirm our identity. --- Additional Comments: Fix my child's accountReturn all trade items on 7/20 that were made without his consentFix their customer support - timely response and correct their website to include gift card redemption PIN numbers as an alternate form for confirming identity.

Suspended my online account without notification on what I did to cause it. I emailed them over a week ago and I have not received any response. I don't have the ability to supply you with a ticket number because no one has replied to my email. However, the email used to file this complaint is the same one I contacted you guys with. I want to resolve this informally and I don't want to mail anything in to make a complaint. I am NOT interested in pursuing action against the action taken against me nor could I if I wanted to, however as a business you owe it to me to explain what I did wrong. --- Additional Comments: Formal apology for lack of timely communication and guarantee that future complaints will not be ignored.

My young son received a gift card for this website. When he redeemed the gift card, he didn't realize that he was logged into his friends account rather than his own so the credit for the gift card went in his friends account. I contacted customer service soon after to explain the situation. After confirming the two accounts in question and numerous back and forths, they said the only solution is for me to spend more money to upgrade both accounts so that they would be able to trade between accounts. We simply want to get the credit applied to the correct account but they refused to do so and the only solution they gave requires spending additional money to correct the problem. --- Additional Comments: We would like the credit applied to the correct account without having to upgrade accounts or spend any additional funds.

After investing a large sum of money over a long period of time, my child's account was deleted out right. No warning. Apparently he said "\*\*\*\*\* Granted that is against the rules....however a warning is in order. But to lose all that invested money and his player stats is unacceptable. The account needs to be re instated. He has learned his lesson. He is emotionally invested into his profile....Roblox is being cruel and unfair. --- Additional Comments: Roblox account reactivated.

Roblox does not allow unlinking of paypal accountWhich can lead to accidental unintended purchases ,I view this as a predatory business practice --- Additional Comments: Roblox should allow users to unlink their PayPal account so as unexpected charges are not incurred

My name is b(6) and I am complaining of Roblox Com that sells computer games. My credit card has been charged 300.00+ unauthorized. I cannot reach them by phone, only email. I have emailed them a copy of my statement that the charges on and requested a phone or fax number. To no avail they have not responded to the request only to tell me that cannot locate the account. they keep asking for the users name and I don't know it. My great grandson apparently made this charges who is only 11 years old without my permission. I do not know what users name he used or his email address. I sent them the reference number and dates posted. my credit card has blocked the card., but I am requesting the charges to be removed. This is the second time this company has allowed my great grandson to charge to my acct. I spoke to them and ask them to remove all of my info and not to allow anymore charges. I am a senior on social security and cannot afford this. Please inform me as to what I should do or can you assist me. Thank You

On or about June 24th my son's Roblox account was hacked, and he lost control of it. Once I found out, which was a few hours after it happened, I contacted customer service (info@roblox.com) to get the situation straightened out. Within twenty to thirty minutes I received a response stating that if I could confirm my address associated with the purchase on my son's account, at which i immediately did. I confirmed that the purchase was made through my email account (b(6)), and I confirmed the username (b(6)) associated as well. After confirming my information, I received another email asking me to confirm it again, in which I responded right away with all the accurate information again. Now since I responded that second time I have not received any response at all. I have emailed them another three times since, and I still have not received a response. I am afraid now that the in game currency (Robux) that I get daily from the builders club that I signed up for in December. I'm also afraid that all the items that my son has purchased have been traded away or sold as well. I'm not sure where the hang up is in giving me back my eight year old son's game account is. I have provided every detail that they have asked for, and they have still refused to give me access to the account that i paid nearly \$100 for at the end of December so that my son could have more fun. --- Additional Comments: The desired resolution here is I want my son's account returned! I would like access restored to us, and to make sure that any item that may have been purchased, sold, or traded since June 24th is correctly returned or refunded. I would really appreciate it if my son could play his account.

I hope you die. To the lowly customer support agent reading this, go die. Forward this to all the ROBLOX employees. I sincerely hope that every ROBLOX admins dies. It doesn't matter how they die, as long as they die it's Ok. b(6) was a \*\*\*\*\* that deserved to die. Get cancer and die slowly and painfully just like b(6) all roblox staff. --- Additional Comments: Unban my account b(6).

We purchased \$10 worth of credit on Roblox.com as a gift card, made a purchase of \$5.95, and would like to apply the balance of \$4.05 to another purchase of \$5.95. Roblox has refused to honor our remaining credit (citing technical limitations of split-payment)Roblox has refused to refund the balance (via any method like check or paypal).Roblox has refused to credit the account \$1.90 so that we can make the minimum purchase using remaining credit. --- Additional Comments: \$1.90 credit applied to accountOR refund of remaining credit balance (\$4.05).OR Roblox technical upgrade allowing credit to be applied in conjunction with another payment.

i purchased a 3 month builders club for my son not long after that he wasn't able to login to his account when i contacted roblox about this they kept giving me the run around i needed to send pics of the purchase then the pics weren't big enough then they weren't clear then they sent the link to reset it never was reset and they wont give him credit for his hacked account that has my credit card information attached to that account and he still can not log in to you can not call these people --- Additional Comments: i want my son to login in to his account b(6) like i asked from the beginning and he to have the full amount to the club that i paid for

Repeated Fraudulent charges for unauthorized charges most recently 4/16/17 ticket ID#b(6). I've called them a second time this year after telling them through email that I don't want their business and that my 11 year old daughter's membership should have been cancelled. I want this theft to stop, a phone call, and an email confirming I will no longer be charged for products I never ordered. My daughter's email is b(6). --- Additional Comments: No further billing or contact with this company after billing adjustments or refunds have been posted and credited back to my account.. I need to know how they got my debit card information and I need proof in writing through email that my card information has been deleted so I will never be charged for unauthorized purchases in the future.

My child made unauthorized charges on my account and I cannot get google or the companies to refund at this time. APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$4.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$19.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$4.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$49.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$49.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SOCIALPOINT G.CO/PAYHELP#CAUS \$19.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SOCIALPOINT G.CO/PAYHELP#CAUS \$4.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$4.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$49.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*SUPERCCELL G.CO/PAYHELP#CAUS \$49.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$9.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$9.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$9.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$4.99 - PENDING Inquiry APR19Pending PRE-AUTH - GOOGLE \*ROBLOX G.CO/PAYHELP#CAUS \$9.99 - PENDING

After my age was accidentally changed to below the age of 13 (accounts for people below the age of 13 have certain restrictions), I was unable to reset it back. After contacting the company, I was denied having my age set back to the proper age. I understand that I could create a new account, but I have put far above \$100 into this account. I would simply like my birth year set correctly on the website so I may properly represent myself. Thank you. --- Additional Comments: I would like to have my account's age reset back to my proper age of 15.

Around 2 months ago, a known forumer in the community had been terminated off of the website. The reason for this was that he posted a considerably violent YouTube video. After reading over the ToS and Community Guidelines multiple times, I find no rule stating that nobody is allowed to post adult content on the WEBSITE. The Community Guidelines states "Inappropriate content is not allowed within Roblox games. Do not create or upload any images, videos, audio files or other content (including animations or scripting), discuss topics or use language that falls in the bulleted list above," which this does not include the action of posting inappropriate content on the website, but only in games. In the ToS, there is nothing that even comes remotely close to adult content in ANY part of the website or games. This is extremely unfair to the user, as I have seen multiple links to pornographic content that have not been deleted and the user had no moderation action against his account. Because of all of this, I decided to write a message on the forums myself, stating that he did NOT break any rules according to the ToS or Community Guidelines, and politely asked if a moderator/admin would be able to guide me to a section where it does so I could know if I was wrong or not. Instead of helping or admitting that he didn't do anything and un-ban his account, they decided to delete my post and moderate my account also. The reason stated "Do not talk about inappropriate topics." I did not break any rules, and talking about a user who didn't break

any rules is not inappropriate in any way, shape, or form. --- Additional Comments: To state where it says the user has broken the rules, or un-terminate him if he hasn't.

On 3/2/17 my account with Roblox was hacked into and the sum of \$13,207 Robux was taken from the account through a trade that was created and completed by the hacker. I immediately contacted Roblox through their request chain of communication once it was brought to my attention that this had happened. This was on 3/2/17. There have been previous instances of account hacking and I have ensured that the account is safeguarded with the recommendations set for by Roblox. I have 2 step verification set on so you cannot log into the account properly without a notification and request for a security code that comes directly through my text messages. I did not receive any of this so I am quite certain this was not a password breach. I have been going back and forth with Roblox regarding this issue - they refuse to escalate it to a higher management as this is a big issue. Instead, they continue to cite their rule of only so many account restorations. As I said to them in several emails - IF the error had been on my son's part then I could understand the enforcement of the rule - however my son was in school - did not have access to the account and no one else was able to log in from another computer - I would have know about the attempt. Due to this I requested several times that the Robux were restored to the account and that the users that performed the transactions were immediately banned. Instead I have now been ignored. I requested that a member of higher management contact me - that was on 3/10/17. On 3/13/17 a supposed CS Senior Lead contacted me - I have heard nothing since then. And all they did was recite the rule again. This is a serious issue - I pay REAL money every month to Roblox for my son to play this game - I have safeguarded the account as they recommend to do and still THEIR system is able to be hacked - it is not my computer that is being hacked. I am requesting that a senior management staff member contact me immediately as this is a serious issue that must be resolved. This cannot continue to happen. --- Additional Comments: I am requesting that the \$13207 Robux be returned to my account and that the users that performed this trade by hacking into the account are permanently banned - by IP address as well as name. I have the screen shots of the transaction and have already provided them to Roblox via email.

This company has no parental anything. I never approved for my son to play Roblox. When I saw the game itself, it is nothing but blood, hacking off heads, arms, and other body parts. It has weapons like electric saws, guns, axes, anything that can kill and dismember a human body. This is not a game or website for kids. Pedophiles are rampant on this site. There is no way for a parent to delete their child's account from this website, so the child can always sneak and play it when parents are not around. Parents like myself are already having a hard time with these internet sites that have no parental approvals. How can a website like this not ask for parental approval?

My husband and I have paid \$1000's to the California based online gaming company as Roblox Ultimate Builder Club is our son's favorite game. In 2015 Roblox changed its membership plan payment policies, availability, etc. We had been paying for an automatic renewal of our son's top level club membership, 'most expensive', 'highest priced' by having a credit card on file for them up bill. They charged us monthly. But suddenly we saw 7.99, 4.99, 9.99, taken from our account throughout the month in addition to the monthly fee of 19.99. We contacted in the only way available and received off topic responses from email. We called but could not get a human to help us. We had to file unauthorized charges paperwork and close our bank account to stop these repeat charges. Our son is disabled and doesn't comprehend the business end of Roblox or how to get help. Roblox refused to address us, the people paying them all the money because we don't know our son's account details. He pays to change his name all the time and we don't know his email passwords he changes all the time as he does it and also forgets what he changed it to. Still the company should clearly see our name and address match the credit card paying them and should have been willing to help us get to the bottom of the reoccurring random billing amounts. The

increments in dollars don't match any of the 'Robux' packages they have available to purchase in addition to the membership packages. We were completely shut out of communication with them. Now our sons long many year of work account was closed, terminated by the company and we had to buy him a new account and start over. When we try to buy him 'Robux' in addition to his regular monthly account it declines all our credit cards because the company has flagged us. Nobody with any authority will correct or investigate what did happen, so we still don't know why for several months money went to Roblox for those random amounts related to nothing we can track down on outside. Why did Roblox take those hits on our bank account? Who and how were they initiated? We want a call from a real person at Roblox. A live person. The company should be making an effort to help children who are handicapped and need a parent or advocate to assist them, and not restrict contact to the user only, which is what happens when they require a parent to know their child's passwords and will only respond through email with automatic messages. --- Additional Comments: We want our sons original account restored fully. We want to be able to buy him Robux and not keep getting the decline notices, or have to drive to a store to buy him Robux cards. We want an investigation into what all those 7.99, 4.99, 9.42 Roblox charges were, and what electronic device initiated them. We need the company to modify customer service policies, so persons with disabilities can have an advocate speak for them to resolve various problems, and not have their account deleted for their inability to comprehend how to contact customer service on their own.

My son, who is a minor, has been playing Roblox for many years. Several years ago, he had saved up enough money to buy the Lifetime Outrageous Builder's Club Membership which cost him over \$300. He has also spent a great deal of money on 'Robux' to buy items for his account. I found out this week that his account had been 'deleted' by Roblox about six weeks ago for something that was deemed 'inappropriate' by a moderator. As his parents, we never received an email or any notification that there was a problem and there was no warning that the account was being deleted. From reading the other complaints, it seems that this is very common with Roblox. They delete accounts with no warning and all the money that has been spent on the accounts is simply lost. If you try to contact customer service, you receive a generic response. For us, since it was over 30 days since the account had been deleted, they would not provide us any information. And just like that, my son had lost approximately \$1000. How can Roblox continue to get away with this? For the accounts that have paid memberships, how can they be deleted without some type of communication with the parents???? --- Additional Comments: Reinstate the account

Sons account was hacked. He earns money to buy builder's club and Robux often. This was second time. First he clicked on link. This time he did nothing but got hacked. Luckily they sent an email saying email address was changed which alerted us and we recovered. We initiated two step verification and we're glad to have a checklist of what to do. The biggest problem we are left with from the hack is they somehow were able to change my son's bday to 2008 from 2003. Since he just turned 13 he looked forward to removal of certain restrictions. With them being able to do this and remove 50 contacts it has affected his gameplay. I contacted the company, going back and forth at least five emails. The emails are generic responses like they didn't read my email. Because on the 2nd one they reset account for us to change Password even though both replies I stated we did that. The last correspondence said you change it to show your a minor they can't wait for it back. And that we need an accurate bday...Well we had all that. I sent info showing email showing email address changed to and offered to send birth certificate to prove his bday. The last response was sorry we can't discuss this anymore. If you want our response read previous emails. But that doesn't address or solve our problem. --- Additional Comments: He is OK with having to re-add contacts we just really need the bday error corrected so he can go back to his normal play experience. His bday is 12/1/29/03 and was changed to 12/28/2008. His username b(6)

My 10 year old daughter was playing Roblox and informed me that there are many inappropriate things going on in the game for example sexual conduct, swearing etc. . This has upset her so much it has made her sick. She has a hard time sleeping, eating doing regular activities because the images are hunting her, she cries all the time over it. This site is NOT kid friendly at all and she is no longer aloud to play this game. I do not know if this is due to adults or older kids thinking they are being funny, but there are a lot of young children who play this game and this should not be allowed to happen. --- Additional Comments: Roblox should be banned, or at least have parental control so young children do not have to go through this.

My account on Roblox, called 'game', got deleted, and I can't log in anymore. I can't request a new password as my email is apparently not associated with the account anymore, despite me creating the account with the same email. The appeals@roblox.com customer service denied that the account ever was associated with any email at all, which is false, and they told me that they won't re-open the account for any reason. --- Additional Comments: Re-opening of my account game.

I have received numerous unauthorized charges against my paypal account for items that were erroneously ordered by my 9 year old son to the sum of \$959.55. I would like a refund of all monies taken from my accounts and closure of his account. Roblox has not responded to my email or phone messages. --- Additional Comments: A refund of money charged to my account.

roblox is an online gaming site taregeting young kids. kids can sign up for accounts and then "friend" and message anyone. when i found out I didnt want my 7 & 9 year olds to play i wanted todelete the account. when i contacted Roblox they said they cant delete accounts. This is unacctable and monotoring at home i can do but not everywhere. by deleting account they cant play anymore or be exposed to unacceptable strange unknown persons who want to "chat". Other-Other Update

I have an account with them as does my son. He was hacked and stolen from and the company does not want to help us or return the funds. We have already contacted them on several occasions. The first time it happened, they did give me my money back, the second time, they are basically telling us it is our problem and expecting proof before they will help us. We were hacked into on vacation on a laptop by someone who is also has an account on this site and continues to steal (and brag about it) to others on the site. In addition, I was treated terribly on the site and there is no option to speak to a representative on their 800#, nor will they call me back. (I am on the site to monitor my son as the way the players treat each other is absolutely atrocious, bad language, threats, steal from each other, and the games are horribly violent, yet they market to children). This site should be shut down and I should get a full refund to my son's account. We have spent a lot of money on their site and through gift cards and we don't deserve to be treated like this! --- Additional Comments: Besides a refund, I want the person who stole from us prosecuted and/or banned from the site. His screen name, I believe is, 'b(6)'. (I don't know if that is correct, I am getting this information from my son.) I also want the company to contact me and apologize, and would prefer an extra gift card in addition for all the distress this situation has caused our family.

When ordering a subscription to Roblox using PayPal, I received 2 additional charges for 'Robux' that were not ordered. I was charged additional money (2 charges totaling \$34.90) when my I subscribed to a one month Roblox subscription. I had my son log into his Roblox account on my laptop and I only went to the upgrade now button, chose the one month classic builders club and purchased it with PayPal. I made sure the paypal bill said only \$5.95 and completed the order. I did not go to any other page or press any other options. I then went into the Preapproved Payments section in PayPal and cancelled preapproved payments with Roblox. The subscription order and the email confirming cancellation of preapproved payments at PayPal were both emailed to me at 7:40 and I logged out of my computer. My son logged into the account and saw there were additional

Roblox in the account. I then noticed that at 7:42 and 7:52 (a few minutes after the transaction for the subscription and the cancellation of the preapproved payments in PayPal) I was charged 2 additional times for \$9.95 and \$24.95 (for the Robux in the account). I contacted Paypal to see how this could happen and they said that Roblox put in a pending request for the additional purchases at the exact same time I ordered the subscription purchase, then ran these additional charges a few minutes later. PayPal's support person said that since the pending charges were entered before I cancelled the subscription, the charges went through even though the subscription was cancelled. In addition, the Paypal security specialist told me that she has handled many calls regarding Roblox charges and that the same thing has happened to others. I contacted Roblox and asked them to reverse the purchases of the Robux, which were still in the account and could have been removed. Instead, they refunded all of the items and closed the account. A very similar thing happened to me when I ordered a year subscription for a different account on September 4th. On September 4th, I purchased a year OBC subscription for \$129.95 and I was charged 3 more charges for an additional \$79.85 for Roblox that I did not order a couple minutes later. At that time I was told that we really ordered the Robux (which I did not believe was true) if the money was refunded, that Roblox would cancel the account. In this case my son used some of the Robux before we figured out what happened. Roblox said that if we were refunded the money they would close that account since the Robux were used and asserted that we made some sort of ordering mistake or that my son ordered without my knowledge. I know that in this case I ordered the year subscription then logged off. My son immediately logged into his computer and the Robux were there. He told me and I said I didn't know why and he used them. I figured it came with the subscription. Since I was there when he logged in and saw the Robux were already there I know he did --- Additional Comments: Billing adjustment of \$34.90 for items that were not ordered and leave the account on (the account was de-activated when I emailed Roblox telling them what happened)

Company will not restore account after it has been hacked numerous times. The company has the username/email address of the person who hacked account I have provided all the information to verify my sons roblox account. I also sent the email address with the hackers email and username along with the link roblox provided that says if I didn't authorize this click on the link. The link does not work because the hacker somehow disabled it. The same person keeps hacking the account even after we have ensured all security measures are in place. Roblox will not provide any assistance and we paid a large amount of money for a yearly subscription to builders club. Once again the person who keeps hacking me has a username b(6) and an email address of b(6). I know tech support can see the time the account was hacked. After doing some research this is a platform issue and Roblox corporation is unable to meet consumer needs by preventing accounts from being hacked or providing resolution to consumers once their account has been hacked. I've tried to work with Roblox staff but customer service is not very user friendly as they do not have a phone number you can call for assistance. At this point I am trying to explain to my son that his two year birthday savings are a complete loss. The only good lesson here is that he has experienced purchasing a product on his own with poor service and the importance of researching products before you purchase them. I just do not want other children to spend their money on a poor product (customer service). My sons information is username b(6) --- Additional Comments: I would like the account restored or provided a refund and an assurance that this same person will not be able to hack my sons account again.

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representative on their 800#, nor will they call me back. (I am on the site to monitor my son as the way the players treat each other is absolutely atrocious, bad language, threats, steal from each other, and the games are horribly violent, yet they market to children). This site should be shut down and I should get a full refund to my son's account. We have spent a lot of money on their site and through gift cards and we don't deserve to be treated like this! --- Additional Comments: Besides a refund, I want the person who stole from us prosecuted and/or banned from the site. His screen name, I believe is, 'b(6)'. (I don't know if that is correct, I am getting this information from my son.) I also want the company to contact me and apologize, and would prefer an extra gift card in addition for all the distress this situation has caused our family.

We established a Roblox account for my 10 year old son. He enjoyed the account so much, we added a \$19.99/mo acct. Roblox sells gift cards, which he received for holidays and birthdays and he spent them on his account acquiring items for his Avatar. One day, my 10 year old saw a game on line and down loaded it. His Roblox account was terminated. It was explained to me he violated terms of service as this game was some sort of hack and gathered information about other users accounts and passwords. We were all shocked to hear that this is easily accessible to a 10 year old, that the ROBLOX platform did not stop him and he received no warnings. My son is 10 years old and had no idea that the 'game' was some sort of GUI interface to steal passwords from other users. As the owner of the account, my husband received no warning. Account gone, money and investment gone. I tried many times to appeal and was told no by email. No last names of employees and no phone calls, no managers basically no recourse. It was suggested that my son create a new account. This leads me to believe the punishment was to take away the monetary investment my son made into the account, not to stop the behavior or teach or any other claim that ROBLOX makes about being educational. Roblox is marketed to very young children, who sometimes do not understand the implications of what they are doing, I feel this company takes advantage of consumers: they market to young vulnerable children, they have the ability to 'take back' paid for items or terminate your access to them, they charge for their services and the items that young children buy for their avatars. I know of no other industry that can 'take back' or remove your access to a purchased product. Google searches show that Roblox is notorious for terminating accounts without recourse. The company is financially benefiting from this practice and consumers are left without recourse. Many of the monitors are players who are very young game players and 'report' other players out of spite or bullying. There is no customer service line other than for account issues/payment. It appears from online comments that most consumers simply give up trying to re-establish their accounts and create a new account spending more and more money. I believe this company is abusing the consumer by financially gaining from terminating accounts, marketing to very young children and not alerting adult owners or the child users to potential infractions that could cause an account to become terminate and having no method for the consumer to know with whom they are communicating in an appeals situation as last names and title are not provided and the only communication is through an anonymous email address.

My account was compromised due to the lack of security of the company. I complained and asked for compensation which they refused to give. Then I told them that I was going to complain to the FTC and that I needed their company details but they then ceased communication with me via email. I lost around \$50 worth of money spent on the game in this hack. They took no action. I feel that this is an appalling response to their lack of security and I would like compensation.

When ordering a subscription to Roblox using PayPal, I received 2 additional charges for 'Robux' that were not ordered. I was charged additional money (2 charges totaling \$34.90) when my son subscribed to a one month Roblox subscription. I had my son log into his Roblox account on my laptop and I only went to the upgrade now button, chose the one month classic builders club and purchased it with PayPal. I made sure the paypal bill said only \$5.95 and completed the order. I



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Company will not restore account after it has been hacked numerous times. The company has the username/email address of the person who hacked account I have provided all the information to verify my sons roblox account. I also sent the email address with the hackers email and username along with the link roblox provided that says if I didn't authorize this click on the link. The link does not work because the hacker somehow disabled it. The same person keeps hacking the account even after we have ensured all security measures are in place. Roblox will not provide any assistance and we paid a large amount of money for a yearly subscription to builders club. Once again the person who keeps hacking me has a username b(6) and an email address of b(6). I know tech support can see the time the account was hacked. After doing some research this is a platform issue and Roblox corporation is unable to meet consumer needs by preventing accounts from being hacked or providing resolution to consumers once their account has been hacked. I've tried to work with Roblox staff but customer service is not very user friendly as they do not have a phone number you can call for assistance. At this point I am trying to explain to my son that his two year birthday savings are a complete loss. The only good lesson here is that he has experienced purchasing a product on his own with poor service and the importance of researching products before you purchase them. I just do not want other children to spend their money on a poor product (customer service). My sons information is username b(6) --- Additional Comments: I would like the account restored or provided a refund and an assurance that this same person will not be able to hack my sons account again.

Roblox account has been hacked the last few months. ling story short because of a complaint by hacker account had been closed. Roblox says can't help The last few months my 11 year olds

roblox account got hacked his Roblox bucks which he pays for with real money has been storm many times . I even have an email address of who did it . And roblox only returned the roblox Bucks once . But says they can't do anything . Well we have spy way malware and all the good stuff. My sons account was hacked again a couple days ago and they bought more roblox bucks now the account has been closed due to unauthorized user crap. And I emailed roblox and appealed it but said they can't do anything . --- Additional Comments: We want a refund if robux and I want my sons account opened again

My son was playing the game and went to update his account. Come to find out it was a hack. He got banned because the person abused his account. Roblox is for children. There are numerous unscrupulous people that are out to hack and take over these children's accounts. My son was playing the game and was directed to update his account. Come to find out the update was fake and he had his account stolen by someone and had it banned because of this persons behavior. I spend money for him to have this account and it should be more secure then it is. He has to change his password often and this is not something that he should have to do. There are numerous advertizements and other things that might or might not have anything to do with the game yet these children press buttons because it says so. Any online game should not have this issue. Recently he was playing and updated his game as requested. Come to find out this was a hacker wanting his account. He was then banned for a day because of this persons actions. He then lost everything he had played for over the past several months and the person that took it over deleted eveything. This is not how a secured game should operate. --- Additional Comments: None at this time.

Robotic spam messengers ticking me off. Dear Roblox, For some reason starting last summer, people (including me) have received auto-bot messages leading to links of sites un-related to ROBLOX (meant to cause a virus), and a newbie could just as easily click it and damage their expensive computer. --- Additional Comments: I want a stronger moderation system for message spam and links. If you and your team can do this, please. To save stress for forumers, newcomers, etc. My account name is b(6).

A group of users on the game are using hate and exploiting in places that I go to, as well as threatening me and harrassing me. I emailed the ROBLOX Company a good few days ago, I've waited days, and all I've gotten is to report these users causing me nothing more than nerve, trouble and hatred for this game's moderation. I requested that you looked into a hacker named &#39;b(6)&#39; that was more than likely associated with a username b(6) who is mad at me because I kicked him from a game. Despite his irrational behaviors and his exploiting, he to this day has not been banned or even so much as moderated for anything he has done. These things include:- Threats to hack my account I know he can't, because he's an idiot- Exploiting Games I am at to make my game experiences less entertaining- Threats against me, friends, and the group &#39;b(6)&#39;- Hired Exploiters and Hackers such as &#39;b(6)&#39; and &#39;b(6)&#39; to exploit and hack games as well as continue threats. His continued use of alt accounts and hate against users, not only myself, but numerous others is irrational and against your own ROBLOX Rules. In addition: he created hate accounts as I said and is hiding himself using these alts so that he may not be banned. He even framed my friend, b(6) by Password Guessing my email and sending emails to ROBLOX saying that the user &#39;b(6)&#39; hacked me; but he didn't. It was the user &#39;b(6)&#39; and this child from what I've heard and what they admitted. All I want is for this chaos to stop: this is a children's game and now it is taken to a level where it is serious and I will not tolerate the hate and threats. I expect ROBLOX based on the statements, proof and other assets you have to moderate the user(s) who are causing this. --- Additional Comments: As I said in my previous paragraph, I request the following:- Moderation of hackers and violators of your game b(6), b(6), b(6), b(6) and b(6) for what they have done.- The end of their ability to continue making hateful alt accounts in an effort to make me leave ROBLOX.- I am aware you are working on fixing security, but I would like to

see Security improvements as time comes and goes.- Unmoderation of b(6) who's account was deleted when b(6) and b(6) framed him

I paid for my son's Builder's Club Membership (The membership that you buy to Upgrade your account) a couple months ago (6 month membership deal). The game was fun, but recently somebody developed a DLL hack, that lets users do whatever they want in game, to anything. The game is based around building places where users can make games, for others to play. You can also program with the ROBLOX Lua, a very in depth language. My son spent upwards of 40 hours programming a game, over a month, and when done somebody used this DLL hack and stole the entire place. They then sold it to other members for virtual money. My son was enraged, and told me about it. We emailed roblox and were told to press the report abuse button, on the user's page who had hacked the game. Him, and about 30 of his virtual friends, reported the user b(6). After a couple days, the user was still on, and went to my son's other games, and stole them as well! We emailed ROBLOX support and got the exact same, copy and paste email, telling us to use the report abuse buttons. I then replied saying that they should put in some sort of security software to their game, and they told us to go to a website, post it as an idea, and have other users vote on it. Well, that is where I'd had it. There is a major hack in their game, and users are not getting the experience they should be getting. The entire game is corrupt and after months the corporation has yet to patch this hack, or do anything about it! We paid for my son to have an enjoyable time whilst playing, and he cannot play not because ever server that he joins is filled with people using these hacks. The game is degrading and when you email the customer service, you get the same copy and paste email about how they're looking into it. I got the same email 5 months before. I've decided to come to the BBB because their customer service is trying to censor the issue, and pretending by that it isn't there, they think will make it go away. Their games are now totally hackable, so other users can get information about others, they have no anti-hack engine, so a third of the children have hacking programs. It has gone far enough, people have been asking for months that they fix it, and make their game legitimate again, but they have yet to do so. I decided to be the parent that sands up for them, and will try to get this business to fix their game, when it is broken. I paid for my son to get 10 extra in-game places, not to have them stolen within hours. This has gone far enough. --- Additional Comments: I, along with hundreds of thousand other people's children, want them to take this hack seriously, and to patch it. It has been months and nothing has happened. It needs to stop now. I want them to notice the issue, that is in almost every place, and to do something about it. The hack has been here so long, that hundreds of kids, including my son, have used the in game language to start programming anti-hack engines for their games! But it cannot prevent the hack completely, and places are still being stolen. The game is now a free for all so I want it fixed. It has been MONTHS! I cannot stress this! Their programmers are simply adding features, not fixing any bugs. An MMO with millions of users needs an anti hacking engine. This is just outrageous. Should they decide to ignore the issue as they have for months, they must post a notice to users paying for their services that The content created in this game is available to anyone and anyone may do anything to you in game. Please be aware of this before purchasing a membership;. I'll be asking for a refund if this isn't fixed within a month.;

Roblox.com is a children's website. My 10 year old boy, b(6), is an avid Roblox user. His online user name is b(6). Roblox has it's own online currency called Robux, which you earn by being a member, logging on daily, selling things, etc. Or you can actually purchase Robux too!At the time of the incident, which occurred on Tuesday, August 9, 2011, my son had a balance of 3,701 Robux in his account. He was in what Robux calls an auction house, whereby kids buy and sell ... stuff. Some other Roblox user, lordjoe, told my boy that IF he bought b(6)'s t-shirt for 1 Robux that b(6)'s remaining Robux balance would double. My boy is 10! He was a little skeptical, but explained to me later that he figured ... even if lordjoe was

lying to him, it's just 1 Robux. But as soon as my boy completed the transaction to buy the t-shirt, ALL of my son's Robux were somehow taken from him! As my son described it: "lordjoe" is a Robux hacker. He somehow can steal your Robux. Okay, fine! People do mean stuff, right? My boy reported the incident immediately. Within an hour or so, I called Roblox, but through their telephonic messages was told that I needed to contact them via email at info@roblox.com. So, I did. I sent a follow up message the next day and ANOTHER message 2 days later (3 in all). In the meantime, my boy has had REPEATED conversations with b(6), who has confessed online, on Roblox, to what he did! I've informed Roblox of this! I'm screaming at them: He's still on your website! He's admitting it within your software! SURELY you can see this and take action. No response. My boy has been in tears, angry, upset, and suffering feelings of betrayal and violation. I am furious by the utter lack of any customer service on Roblox's part!!! As I said in my 3rd email: This is no way to run a company! They come off as totally fly-by-night! --- Additional Comments: Obviously I want b(6) suspended! I obviously would like Roblox to shore up their software so that kids can't hack other kid's accounts and steal their Robux! But ultimately I just wanted my son to get his stolen 3,700 Robux returned. That's NOT unreasonable!